

**Form C****EXCEPTIONS TO PROPOSAL, TERMS, CONDITIONS,  
AND SOLUTIONS REQUEST**

Company Name: Neopost USA Inc.

Any exceptions to the terms, conditions, specifications, or proposal forms contained in this RFP must be noted in writing and included with the Proposer's response. The Proposer acknowledges that the exceptions listed may or may not be accepted by NJPA or included in the final contract. NJPA will make reasonable efforts to accommodate the listed exceptions and may clarify the exceptions in the appropriate section below.

Section/page	Term, Condition, or Specification	Exception	NJPA ACCEPTS
6.23.1.1	Policy shall include bodily injury, property damage and broad form contractual liability and XCU coverage	"XCU Coverage" is not applicable to our industry and we do not have such coverage. This insurance covers property damage which occurs as a result of explosion or blasting, which of course, would not occur in relation to the products or services we offer.	Accepted.
6.26	<b>Subcontractors:</b> Vendors' certificate(s) must include all subcontractors as additional insureds under its policies, or the Vendor must furnish to NJPA separate certificates for each subcontractor. All coverage for subcontractors are be subject to the minimum requirements identified above.	Neopost dealer agreements require, among other things, that dealers maintain a minimum of \$1,000,000 of coverage. Some authorized dealers have additional umbrella policies for additional coverage.	Acknowledged.
General	Software	We would ask that software terms and conditions be addressed on a case-by-case basis between the ordering entity and Neopost as, depending on the software solution, a Software license agreement, statement of work, etc may need to be agreed upon. Software licenses and any related documents will be provided to the NJPA member at the appropriate time.	See below.

Proposer's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

4/11/2017

**NJPA's clarification on exceptions listed above:**

Section 7.3 allows NJPA and NJPA Members and awarded vendors to add additional terms and conditions on the purchase order level if such additional terms and conditions do not interfere with the general purpose, intent, or currently established terms and conditions contain in this RFP document.



Contract Award  
RFP #041917

**FORM D**



**Formal Offering of Proposal**  
(To be completed only by the Proposer)

**MAILING AND POSTAGE EQUIPMENT WITH RELATED SOFTWARE, ACCESSORIES, SERVICES, AND SUPPLIES**

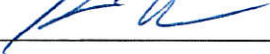
In compliance with the Request for Proposal (RFP) for MAILING AND POSTAGE EQUIPMENT WITH RELATED SOFTWARE, ACCESSORIES, SERVICES, AND SUPPLIES, the undersigned warrants that the Proposer has examined this RFP and, being familiar with all of the instructions, terms and conditions, general and technical specifications, sales and service expectations, and any special terms, agrees to furnish the defined products and related services in full compliance with all terms and conditions of this RFP, any applicable amendments of this RFP, and all Proposer's response documentation. The Proposer further understands that it accepts the full responsibility as the sole source of solutions proposed in this RFP response and that the Proposer accepts responsibility for any subcontractors used to fulfill this proposal.

Company Name: Neopost USA Inc. Date: 4/3/2017

Company Address: 478 Wheelers Farms Rd.

City: Milford State: CT Zip: 06461

Contact Person: Kevin O'Connor Title: VP US Marketing

Authorized Signature:   
(Name printed or typed)

# FORM E

## CONTRACT ACCEPTANCE AND AWARD



(Top portion of this form will be completed by NJPA if the vendor is awarded a contract. The vendor should complete the vendor authorized signatures as part of the RFP response.)

NJPA Contract #: 041917-NPI

Proposer's full legal name: Neopost USA Inc.

**Based on NJPA's evaluation of your proposal, you have been awarded a contract. As an awarded vendor, you agree to provide the products and services contained in your proposal and to meet all of the terms and conditions set forth in this RFP, in any amendments to this RFP, and in any exceptions that are accepted by NJPA.**

The effective date of the Contract will be May 17, 2017 and will expire on May 17, 2021 (no later than the later of four years from the expiration date of the currently awarded contract or four years from the date that the NJPA Chief Procurement Officer awards the Contract). This Contract may be extended for a fifth year at NJPA's discretion.

### NJPA Authorized Signatures:

  
\_\_\_\_\_  
NJPA DIRECTOR OF COOPERATIVE CONTRACTS  
AND PROCUREMENT/CPO SIGNATURE

Jeremy Schwartz  
(NAME PRINTED OR TYPED)

  
\_\_\_\_\_  
NJPA EXECUTIVE DIRECTOR/CEO SIGNATURE

Chad Coquette  
(NAME PRINTED OR TYPED)

Awarded on May 17, 2017

NJPA Contract # 041917-NPI

### Vendor Authorized Signatures:

The Vendor hereby accepts this Contract award, including all accepted exceptions and amendments.

Vendor Name Neopost USA Inc.

Authorized Signatory's Title VP Marketing

  
\_\_\_\_\_  
VENDOR AUTHORIZED SIGNATURE

Kevin O'Connor  
(NAME PRINTED OR TYPED)

Executed on May 17, 2017

NJPA Contract # 041917-NPI



**PROPOSER ASSURANCE OF COMPLIANCE**



**Proposal Affidavit Signature Page**

**PROPOSER'S AFFIDAVIT**

The undersigned, authorized representative of the entity submitting the foregoing proposal (the "Proposer"), swears that the following statements are true to the best of his or her knowledge.

1. The Proposer is submitting its proposal under its true and correct name, the Proposer has been properly originated and legally exists in good standing in its state of residence, the Proposer possesses, or will possess before delivering any products and related services, all applicable licenses necessary for such delivery to NJPA members agencies. The undersigned affirms that he or she is authorized to act on behalf of, and to legally bind the Proposer to the terms in this Contract.
2. The Proposer, or any person representing the Proposer, has not directly or indirectly entered into any agreement or arrangement with any other vendor or supplier, any official or employee of NJPA, or any person, firm, or corporation under contract with NJPA, in an effort to influence the pricing, terms, or conditions relating to this RFP in any way that adversely affects the free and open competition for a Contract award under this RFP.
3. The Proposer has examined and understands the terms, conditions, scope, contract opportunity, specifications request, and other documents in this solicitation and affirms that any and all exceptions have been noted in writing and have been included with the Proposer's RFP response.
4. The Proposer will, if awarded a Contract, provide to NJPA Members the /products and services in accordance with the terms, conditions, and scope of this RFP, with the Proposer-offered specifications, and with the other documents in this solicitation.
5. The Proposer agrees to deliver products and services through valid contracts, purchase orders, or means that are acceptable to NJPA Members. Unless otherwise agreed to, the Proposer must provide only new and first-quality products and related services to NJPA Members under an awarded Contract.
6. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
7. The Proposer understands that NJPA will reject RFP proposals that are marked "confidential" (or "nonpublic," etc.), either substantially or in their entirety. Under Minnesota Statute §13.591, Subd. 4, all proposals are considered nonpublic data until the evaluation is complete and a Contract is awarded. At that point, proposals generally become public data. Minnesota Statute §13.37 permits only certain narrowly defined data to be considered a "trade secret," and thus nonpublic data under Minnesota's Data Practices Act.
8. The Proposer understands that it is the Proposer's duty to protect information that it considers nonpublic, and it agrees to defend and indemnify NJPA for reasonable measures that NJPA takes to uphold such a data designation.

**[The rest of this page has been left intentionally blank. Signature page below]**

By signing below, Proposer is acknowledging that he or she has read, understands, and agrees to comply with the terms and conditions specified above.

Company Name: Neopost USA Inc.

Address: 478 Wheelers Farms Rd.

City/State/Zip: Milford, CT 06461

Telephone Number: 203-301-3400

E-mail Address: government@neopost.com

Authorized Signature: 

Authorized Name (printed): Kevin O'Connor

Title: VP US Marketing

Date: 4/3/2017

**Notarized**



Subscribed and sworn to before me this 3rd day of April, 2017

Notary Public in and for the County of New Haven State of Connecticut

My commission expires: \_\_\_\_\_

Signature: 

**ANNETTE ANGLACE**  
**NOTARY PUBLIC**  
MY COMMISSION EXPIRES OCT. 31, 2021



**PROPOSER QUESTIONNAIRE**

**Payment Terms, Warranty, Products and Services, Pricing and Delivery, and Industry-Specific Questions**

*Proposer Name:* **Neopost USA Inc.**

Questionnaire completed by: **David Nagel, Deborah Nesdale**

**Payment Terms and Financing Options**

- 1) What are your payment terms (e.g., net 10, net 30)?

**Neopost Response: Neopost payment terms are net 30 days.**

- 2) Do you provide leasing or financing options, especially those options that schools and governmental entities may need to use in order to make certain acquisitions?

**Neopost Response: Yes, as mentioned on Form A, Neopost offers various leasing and financing options thru MailFinance Inc., an affiliate of Neopost USA Inc. NJPA members can submit a signed purchase order referencing the NJPA contract number and their NJPA member number in lieu of signing lease documents. This streamlines the ordering process and makes it easier for NJPA members.**

**MailFinance is able to provide both a Fair Market Value (FMV) and Lease to Own Purchase (LTOP) lease programs with the ability to combine hardware, software, software support, maintenance services and meter rental into one simple payment.**

**As a leasing company 100% dedicated to the mailing, shipping and document handling industry, we offer the flexibility to take advantage of the most advanced equipment and systems available. Additionally, we ensure you have the ability to stay in complete compliance with USPS regulations.**

**For complete information on the Neopost Leasing program refer to item 21 below.**

- 3) Briefly describe your proposed order process. Please include enough detail to support your ability to report quarterly sales to NJPA. For example, indicate whether your dealer network is included in your response and whether each dealer (or some other entity) will process the NJPA Members' purchase orders.

**Neopost Response: Signed purchase orders can be sent directly to the Neopost local office or authorized Neopost dealer who, in turn, completes the necessary paperwork and submits all orders to Neopost for processing. All orders go thru a quality assurance process to make sure that the NJPA contract number is provided, that the pricing is correct and that the purchase order is from an NJPA member entity.**

**Being that all purchase orders and billing for NJPA transactions are centralized and processed by Neopost (and/or MailFinance Inc.) this will ensure that all transactions are recorded and available for NJPA quarterly reporting.**

**For a more detailed explanation of the order entry process, please see below:**

- **Order paperwork is prepared by district and dealer field admin**
- **Order sent by field admin to [efax@neopost.com](mailto:efax@neopost.com)**
- **Order shell is set up by the Customer Information Management team using the NJPA price list in Oracle ERP**
- **The order is released to the credit department for review**
  - **When the credit check passes, the order is released to the Order Entry department**



- **Order Entry**
    - Ensures the paperwork contains the NJPA member number, NJPA contract number and NJPA pricing
  - The order is released from our warehouse in Memphis and the equipment ships directly to the customer or to the Neopost channel partner
- 4) Do you accept the P-card procurement and payment process? If so, is there any additional cost to NJPA Members for using this process?

**Neopost Response:** Neopost accepts P-card procurement for payment without additional costs to NJPA Members. However, please note, P-cards are not accepted for postage payments. For recurring pcard payments the customer fills out a form and is setup in our system. When the invoice drops the payment is pulled from the card.

For a one-off payment (monthly, quarterly), the client contacts our customer service department. They will assist them with making the payment over the phone. If they are not able to assist at the first point of contact, a case and form is submitted to our Cash Apps department for processing.

### **Warranty**

- 5) Describe in detail your manufacturer warranty program, including conditions and requirements to qualify, claims procedure, and overall structure. You may include in your response a copy of your warranties, but at a minimum please also answer the following questions.

**Neopost Response:** The Neopost warranty program is offered from the date of installation of the equipment for a period of 90 days. This warranty covers all defective parts and all labor associated with the required warranty repair. Additionally any parts fitted outside the warranty period on equipment covered by a maintenance contract are also covered for a period of 90 days after replacement. Warranty claims are not required by end users as our fully automated systems ensure correct allocation of costs when any item is replaced or fails during this period. No charges would be raised automatically if the work is carried out within the defined warranty period.

- Do your warranties cover all products, parts, and labor?  
**Neopost Response:** As previously stated, the Neopost warranty program is offered from the date of installation of the equipment for a period of 90 days. This warranty covers all defective parts and all labor associated with the required warranty repair. Additionally, any parts fitted outside the warranty period on equipment covered by a maintenance contract are also covered for a period of 90 days after replacement. We unconditionally guarantee that our equipment will perform to specification. If for any reason a product does not perform at published specification levels and we cannot repair it, we will replace it with a comparable product.
- Do your warranties impose usage restrictions or other limitations that adversely affect coverage?  
**Neopost Response:** Neopost products covered under warranty will be repaired or replaced if found not working in accordance with their manufacturer specifications. Therefore, usage outside of manufacturers specifications will not be covered. Consumable supplies and wearable parts are not included.
- Do your warranties cover the expense of technicians' travel time and mileage to perform warranty repairs?  
**Neopost Response:** Yes
- Are there any geographic regions of the United States for which you cannot provide a certified technician to perform warranty repairs? How will NJPA Members in these regions be provided service for warranty repair?  
**Neopost Response:** There are over two hundred Neopost offices that will provide warranty repairs throughout the country. Neopost account representatives in local communities are easily



accessible by phone, email or in person. Our decentralized, closer-to-the-customer business philosophy empowers local management to make quick decisions when responding to customer concerns. Certain warranted products are serviced via the Neopost Depot repair program referenced in number 19, Form A.

- Will you cover warranty service for items made by other manufacturers that are part of your proposal, or are these warranties issues typically passed on to the original equipment manufacturer?

**Neopost Response:** We do both, this depends on the product and the manufacturer.

- What are your proposed exchange and return programs and policies?

**Neopost Response:** Neopost products that are covered under warranty are repaired or replaced if found not working in accordance with the manufacturers specifications. The replacement unit is provided at no charge to the customer.

- 6) Describe any service contract options for the items included in your proposal.

**Neopost Response:** Neopost and its partners offer maintenance service and software support for the equipment and solutions we market, which is second to none in the industry. Neopost agreements provide the parts and labor associated with ordinary maintenance of the products due to normal wear and tear.

For more detailed information on Neopost service/maintenance programs please reference Form A, item 19.

Prior to dispatching a Neopost authorized technician, the local office contacts the customer and trouble shoots the issue via the phone. In most cases the issue can be resolved, and if not, the local office will then dispatch a technician.

- **Standard Onsite Maintenance:** 8 hour onsite response time by a Neopost authorized technician
  - Zone maintenance pricing based on distance from Authorized Neopost Service Location
- **Premier Maintenance:** This plan provides a more comprehensive service offering, with a four hour onsite response time by a Neopost authorized technician. Premier maintenance is provided in some geographical areas as an option
- **Remote Support:** Provided during normal working hours and provides software technical support
- **Depot Repair:** specific products
- **Preventative Care:** Preventative care is provided with all Neopost maintenance programs
- **Software Care:** provides software support and software updates

#### **Pricing, Delivery, Audits, and Administrative Fee**

- 7) Provide a general narrative description of the equipment/products and related services you are offering in your proposal.

**Neopost Response:** Neopost is providing to the NJPA members all of the Neopost brand products and solutions. Neopost delivers mailing equipment and software, business communications management solutions, shipping and tracking hardware and software solutions, postal lockers, and various other products and solutions that complement the mailing industry, as well as a full range of consultancy, maintenance, software support and financing services. We help our customers send, receive and connect in the most efficient manner possible via physical mail, digital communications and parcels. Our equipment systems are supported by a combination of Neopost direct sales and a network of authorized Neopost independent dealers providing sales, supplies and service to their customers in all 50 states.



- 8) Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the NJPA discounted price) on all of the items that you want NJPA to consider as part of your RFP response. Provide a SKU for each item in your proposal. (Keep in mind that reasonable price and product adjustments can be made during the term of an awarded Contract. See the body of the RFP and the Price and Product Change Request Form for more detail.)

**Neopost Response:** Neopost has submitted pricing based on a “Percentage Discount from Commercial Suggested List” concept. This percentage discount from list is applied to the various product categories as defined in number nine below. This discount percentage will apply to all items within that specific category. Subscription services which do not have suggested list prices are also provided in the catalog. When Neopost launches new products, the new products will be priced based on the specific discount from list for that particular product category awarded to Neopost.

Attached is the Neopost price list for all Neopost products. There are two tabs, one tab labeled ‘NJPA Price Book’ including hardware and software. There is a second tab labeled ‘meter rates’. This is the United States Postal Service meter rental rates and services. Neopost reserves the right to substitute Hasler branded products in specific markets. Hasler branded products are exactly the same as Neopost branded products, the only difference being the name on the unit.

The following information is included per line item on the spreadsheet tab ‘NJPA Price Book’:

- **Commercial Product Number:** This is Neopost SKU number for ordering
- **Manufacturer:** Neopost brand
- **Product Description:** This provides a description of the product
- **Equipment Category:** This is the product category that the individual product is part of
- **Commercial Price:** Neopost Suggested Retail List Price
- **NJPA Discount Level:** NJPA percent discount from list price
- **NJPA Contract Price:** This is the NJPA member’s pricing after the discount is applied
- **NJPA Annual Maintenance:** Maintenance items including onsite and remote support are annual maintenance charges which can be billed upon request monthly or quarterly.
- **NJPA Annual Software Updates:** For products that require software care
- **NJPA Annual Software Subscription:** Subscription Services
- **NJPA Annual Depot Repair:** Depot repair program and services

Additionally, for NJPA members who choose to procure via a purchase, we have included the “Neopost NJPA Product Purchase Agreement”.

- 9) Please quantify the discount range presented in this response. For example, indicate that the pricing in your response represents is a 50% percent discount from the MSRP or your published list.

**Neopost Response:** Please see the various product categories and their respective discount levels below.

### Core product categories and applicable discount levels:

Equipment Category	NJPA Discount Percentage from Commercial Price (Suggested Retail List)
Professional Services	0%
Shipping & Tracking (Parcel Lockers)	0%
Supplies	0%
Data Quality	5%
Output Management	5%
Shipping & Tracking (ESS, Proship, WTS, WTS-P, WTS Lite)	5%
Document Systems (Furniture)	6%
Document Systems (Letter Openers and Folders)	10%
Addressing and Printing	20%
Document Systems (Production, AIMS)	22%
Document Systems (Low, Mid, High)	30%
Shipping & Tracking (ARM, EMS, G2)	30%
Mailing Systems and Accessories	35%
USPS Mailing Meter Rentals and Services	23-55%



10) The pricing offered in this proposal is

- ☐ a. the same as the Proposer typically offers to an individual municipality, university, or school district.
- ☒ b. the same as the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.
- ☒ c. better than the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.
- ☒ d. other than what the Proposer typically offers (please describe).

**Note:** Neopost pricing being offered has been customized specifically for NJPA members. Depending on the product category, the Neopost pricing can be the same as offered to other cooperative procurement organizations and better than state purchasing departments that do not have a contract thru a cooperative organization.

11) Describe any quantity or volume discounts or rebate programs that you offer.

**Neopost Response:** Neopost will offer additional discounts from the established NJPA contract pricing based on the following:

- 1. Neopost Product Promotions:** When Neopost has a promotional pricing program that is lower than the published Neopost NJPA Pricing Agreement, Neopost will extend that promotion to ALL NJPA members. Being that most of these types of promotions are very short term (one to three months), it would be extremely difficult to re-publish the NJPA pricing catalog. Neopost will make this a pricing policy that will be included in the NJPA Playbook that is available to all Neopost Authorized Dealers and Direct Sales Operations.
- 2. Neopost Package Pricing:** When Neopost offers package pricing (equipment and applicable accessories), and the package pricing is lower than the established NJPA contract pricing based on individual items, Neopost will make these package pricing items available to all NJPA members. Neopost will make this a pricing policy that will be included in the NJPA Playbook that is available to all Neopost Authorized Dealers and Direct Sales Operations.
- 3. Spot Pricing Reductions:** Neopost will provide spot pricing reductions for NJPA members. This pricing reduction will be based on; competition, specific NJPA member's volume, volume commitment, specific needs, or special requirements that would justify a price discount.

The advantage to the NJPA members is that they CAN still use the NJPA contract number even if Neopost provides them with a Product Promotion, Package Pricing or Spot Pricing Reduction.

12) Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "nonstandard options". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request.

**Neopost Response:** Neopost can provide sourced products as an open market item. All sourced products must be identified on the purchase order as "Open Market" A quote of these items will be presented upon request by Neopost Direct or Authorized Dealer to the NJPA member.

13) Identify any total cost of acquisition costs that are **NOT** included in the pricing submitted with your response. This cost includes all additional charges that are not directly identified as freight or shipping charges. For example, list costs for items like installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.

**Neopost Response:** Neopost/MailFinance has a \$100 document fee for leases only. This fee is included in the lease payment and has been identified in item number 21.



- 14) If delivery or shipping is an additional cost to the NJPA Member, describe in detail the complete shipping and delivery program.

**Neopost Response:** Shipping, delivery and installation are at no additional cost to a NJPA member. If the NJPA member requests expedited shipping (i.e. next day air), Neopost will provide a quote at time of order.

- 15) Specifically describe those shipping and delivery programs for Alaska, Hawaii, Canada, or any offshore delivery.

**Neopost Response:** We ship via major carriers and freight companies. Shipping and delivery to Canadian NJPA customers would be negotiated directly with Neopost Canada. Offshore delivery is available and would be addressed on a case-by-case basis.

- 16) Describe any unique distribution and/or delivery methods or options offered in your proposal.

**Neopost Response:** Following are some of the delivery methods available.

- **Special handling:** next day shipment, air shipment
- **Delivery of software via email or internet download**
- **Ability to deliver and distribute via Neopost website**

- 17) Please specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed Contract with NJPA. This process includes ensuring that NJPA Members obtain the proper pricing, that the Vendor reports all sales under the Contract each quarter, and that the Vendor remits the proper administrative fee to NJPA.

**Neopost Response:** Being that all purchase orders and billing for NJPA transactions are centralized and processed by Neopost (and/or MailFinance Inc.), this will ensure that all transactions are recorded and available for NJPA quarterly reporting. As it relates to ensuring that NJPA members obtain the proper pricing, please refer to the Neopost response to number three above.

The self-audit process is as follows:

- **Neopost Government Operations team receives a monthly sales file the first week of every new month.**
- **The Government Operations Reporting Specialist will review the monthly sales report and identify all sales utilizing the NJPA price list.**
- **The Government Operations Reporting Specialist prepares the NJPA sales report and submits to Neopost Accounts Payable Team for the three month period of reporting.**
- **The Government Operations Reporting Specialist submits the reporting to NJPA and the check is physically mailed.**

- 18) Identify a proposed administrative fee that you will pay to NJPA for facilitating, managing, and promoting the NJPA Contract in the event that you are awarded a Contract. This fee is typically calculated as a percentage of Vendor's sales under the Contract or as a per-unit fee; it is not a line-item addition to the Member's cost of goods. (See RFP Section 6.29 and following for details.)

**Neopost Response:** Neopost will provide a 2% administrative fee for all Neopost products and solutions, for purchase and lease. Administrative fee is not applicable for the following items: United States postal meter rental, maintenance, software care and software support. This is the current policy on the existing Neopost/NJPA contract, Neopost GSA federal contract and other Neopost cooperative contracts.

### **Industry-Specific Questions**

- 19) Describe your integration capabilities, if any, with other mailroom-related technologies.

**Neopost Response:** While Neopost is best known for our physical mail expertise, we are a major player in digital communications and shipping automation. In addition to offering an extensive range of mail center



equipment, our software solutions help businesses with initiatives such as maintaining high-quality customer contact data, deploying electronic document delivery and applying cost-savings and enterprise-wide shipping controls.

Neopost has a team of service and software engineers that will work with your members on all connectivity and configuration requirements to get the equipment and solution performing to customer requirements.

20) Demonstrate your ability to customize your solution(s) to unique customer needs.

**Neopost Response:** During the sales and marketing process, Neopost conducts a survey/assessment of the prospect's current processes and system. Some of the items that are discovered during the survey/assessment include:

- Current equipment
- Current processes
- Pain points, areas for improvement
- Layout of installation facility
- Future plans and processes that they would like to implement

Upon completion of the survey/assessment and in conjunction with the prospect, a Statement of Work (SOW) and or an Application Package (AP) is developed and agreed upon that outlines all of the current and proposed new processes and solutions that the prospect would like to incorporate into the new Neopost solution. This SOW and/or AP is the roadmap that identifies all of the customization of the solution that will be provided by Neopost engineers. Neopost has the manpower, operations, technology and processes to ensure a smooth delivery, installation and on-going support process.

21) If applicable to your proposal, provide your lease/rental pricing schedule.

**Neopost Response:**

**Rental:** Rental pricing has been provided for United States Postal System (USPS) mail meters. These items can only be rented as per USPS regulations. For USPS rental pricing please refer to the pricing provided on the Neopost NJPA pricing catalog

**Lease:** Neopost can provide to NJPA members various types of leasing vehicles thru the Neopost leasing group called "MailFinance". Neopost has submitted two programs for NJPA Members:

- **State and Local Government Entities:** This program provides both a Fair Market Value (FMV) lease and a Lease To Own Purchase (LTOP) lease which has all of the terms and conditions that most government entities require. For example this leasing programs includes; termination for convenience clause, non-appropriation clause, along with incorporating the funding of property tax for those entities that are required to pay property tax.
- **All Other NJPA Members (as listed below):** This program provides a Fair Market Value (FMV) lease without all of the terms and conditions that are provided to the government entities. This, in-turn, enables Neopost to provide a lower lease factor for these types of leases.

Neopost does NOT require any lease documents to be signed, as long as the NJPA contract number is listed on the entity's PO to Neopost/MailFinance. This provides a tremendous advantage to all NJPA members as, in most cases, that entity will not be required to have their legal department review extensive lease agreements. Besides the two programs listed below, Neopost is also able to provide any type of creative or different leasing program to meet the customer needs and requirements.

Please refer to the attached lease terms and conditions entitled:

- "NJPA – State and Local Government Lease Terms"
- "NJPA – Non Profit and Private School and University Lease Terms"



**Neopost Leasing information detail:**

Segment	State & Local Government Entities	All Other NJPA Members
<b>Government Entity</b>	State Agencies, Cities, Counties, Towns, Public Offices and Agencies	Private Schools and Universities, Private Non-Profit Hospitals, Non-Profit Organizations (Tax exempt organizations), and Associations
<b>Terms / Conditions</b> (refer to attached documents)	NJPA – State and Local Government Lease Terms	NJPA – Non Profit & Private School/University Lease Terms
<b>Lease Contract</b>	Purchase Order	Purchase Order
<b>Lease Types</b>	Fair Market Value (FMV or LTOP)	Fair Market Value (FMV)
<b>Lease Terms</b>	12, 24, 36, 48, 60, 63 mo	12, 24, 36, 48, 60, 63 mo
<b>Lease Rates</b>	12 months = 0.0907 24 months = 0.0490 36 months = 0.0352 48 months = 0.0283 60 months = 0.0243 63 months = 0.0236	12 months = 0.0888 24 months = 0.0471 36 months = 0.0332 48 months = 0.0263 60 months = 0.0222 63 months = 0.0215
<b>Document Fee</b>	\$100.00	\$100.00
<b>Property Taxes</b>	Included in rate as long as Exempt Certificate is provided with order	Billed and paid by customer

22) If you provide product training services, is this included in the product purchase price? Is additional training available for a fee? If so, describe how such training is priced.

**Neopost Response:** As referenced in Form A number 27, Neopost has various training programs to ensure that the customer is knowledgeable on the Neopost product/solution. At time of installation, Neopost provides training to all applicable individuals related to the operation and use of the product along with ongoing training as needed. Training is provided at no charge for the period of time that the customer has either a Neopost Lease, maintenance agreement or software care support program. Neopost also provides additional training and support programs via the Neopost website at no charge, which include:

- **FAQ's:** Find answers about billing, postage, customer service and more
- **Knowledge Base:** Find answers to your technical questions, user guides, machine specifications and more
- **Training videos** on both the Neopost website and on YouTube

In addition to our standard onsite training for new equipment installations, Neopost offers a unique set of opportunities for NJPA member customers as it relates to new and advanced solutions training. The industry is changing rapidly. Neopost continues to invest in the most comprehensive set of solutions keeping us in the forefront of R&D. As such, those customers embracing change and becoming early adopters have the exciting opportunity to take advantage of various "Power User & Complex Solution Implementers" training within several of our advanced "Competency Centers". Depending on the solution type, these centers are located in Milford, Ct, Atlanta, GA, Indianapolis IN and Dallas TX.

Neopost also provides Advanced Technical training (Train the Trainer) program for various high-end products and solutions. These training programs are available at the Neopost "Competency Centers" and usually there is a cost associated with this type of advanced training programs.

**Self Installation Program:** Specific low end products are self installed by the customer. To support this type of installation the Neopost Call Center team in Dallas works diligently to help customers with their inquiries

and assisting them to get their product operational. Many customers are surprised by how easy it is to do without actually calling us.

- If the customer requires any assistance or encounters a problem during the self installation process, we do have support information available 24/7 which is much more accessible and immediate.
  - The operation instructions provided indicate how quick and easy the product is to install without any help.
  - Then there is our customer-oriented knowledge base, the web materials are very clear in how to unpack install and set up. There is even a section on troubleshooting if issues are encountered.

23) If you provide complete product installation, is this included in the equipment purchase price? If not included, detail what installation is required, who does it (e.g., the proposer or a subcontractor), and how much it costs. If NJPA members must pay for installation, how are they charged (e.g., by the hour, flat fee)?

**Neopost Response:** Neopost provides complete product and solution installation and in most cases is included in the equipment or solution purchase/lease price. For specific high-end products and solutions there is an installation charge that has been provided in the Neopost price catalog. This installation charge is a flat fee or hourly charge indicated in the Neopost Price catalog where applicable. Refer to self-installation program in Form A question 27 and above in question 22. All installations are provided by Neopost or authorized dealers.

Neopost's installation management process includes site preparation, equipment delivery, installation, training and follow-up.

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

Date: \_\_\_\_\_ 4/14/17 \_\_\_\_\_