

**MASTER AGREEMENT #112124****CATEGORY: Copiers, Printers, and Multi-Function Devices with Related Supplies,
Accessories, and Services****SUPPLIER: Canon USA, Inc.**

This Master Agreement (Agreement) is between Sourcewell, a Minnesota service cooperative located at 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and Canon USA, Inc., One Canon Park, Melville, NY 11747 (Supplier).

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

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

**Article 1:
General Terms**

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

- 1) **Purpose.** Pursuant to Minnesota law, the Sourcewell Board of Directors has authorized a Cooperative Purchasing Program designed to provide Participating Entities with access to competitively awarded cooperative purchasing agreements. To facilitate the Program, Sourcewell has awarded Supplier this cooperative purchasing Master Agreement following a competitive procurement process intended to meet compliance standards in accordance with Minnesota law and the requirements contained herein.
- 2) **Intent.** The intent of this Master Agreement is to define the roles of Sourcewell, Supplier, and Participating Entity as it relates to Sourcewell's Cooperative Purchasing Program.
- 3) **Participating Entity Access.** Sourcewell's Cooperative Purchasing Program Master Agreements are available to eligible public agencies (Participating Entities). Participation is open to eligible federal, state/province, and municipal governmental entities, higher education, K-12 education, nonprofit, tribal government, and other public entities located in the United States and Canada. A Participating Entity's authority to access Sourcewell's Cooperative Purchasing Program is determined through the laws of its respective jurisdiction.

- 4) **Supplier Access.** The Included Solutions offered under this Agreement may be made available to any Participating Entity. Supplier understands that a Participating Entity's use of this Agreement is at the Participating Entity's sole convenience. Supplier will educate its sales and service forces about Sourcewell eligibility requirements and required documentation. Supplier will be responsible for ensuring sales are with Participating Entities. A Purchasing Entity's purchase or lease of products will be governed by this Agreement only if the PO issued by such Entity for such purchase or lease expressly contains the unique Sourcewell account number of the Participating Entity.
- 5) **Term.** This Agreement is effective upon the date of the final signature below. The term of this Agreement is four (4) years from the effective date. The Agreement expires at 11:59 P.M. Central Time on [date], unless it is cancelled or extended as defined in this Agreement.
 - a) **Extensions.** Sourcewell and Supplier may agree to up to three (3) additional one-year extensions beyond the original four-year term. The total possible length of this Agreement will be seven (7) years from the effective date.
 - b) **Exceptional Circumstances.** Sourcewell retains the right to consider additional extensions as required under exceptional circumstances.
- 6) **Survival of Terms.** Notwithstanding the termination of this Agreement, the obligations of this Agreement will continue through the performance period of any transaction entered between Supplier and any Participating Entity before the termination date.
- 7) **Scope.** Supplier is awarded a Master Agreement to provide the solutions identified in (Solicitation #112124) to Participating Entities. In-Scope solutions include:
 - a) Copiers, printers, scanners, and multi-function devices for the purpose of print, specialty print, duplication, reproduction, or imaging of documents or material across a broad range of output formats, qualities, and sizes, in a variety of device capabilities, such as mobile, desktop, and production units, and black and white or color format;
 - b) Proposers may offer hardware, software, and accessories, to the extent that they are complementary and directly related to the solutions described in 7)a above;
 - c) Services related to the solutions described in 7)a – b) above, including managed print services (MPS), access or security controls, networking, installation, monitoring or testing, maintenance or repair, and warranty programs. However, this solicitation should NOT be construed to include MPS-only or service-only solutions.
- 8) **Included Solutions.** Supplier's Proposal to the above referenced RFP is incorporated into this Master Agreement. Only those Solutions included within Supplier's Proposal and within Scope (Included Solutions) are included within the Agreement and may be offered to Participating Entities under this Agreement.
- 9) **Indefinite Quantity.** This Master Agreement defines an indefinite quantity of sales to eligible Participating Entities.

- 10) **Pricing.** Pricing information (including Pricing and Delivery and Pricing Offered tables) for all Included Solutions within Supplier's Proposal is incorporated into this Master Agreement.
- 11) **Not to Exceed Pricing.** Suppliers may not exceed the prices listed in the current Pricing List on file with Sourcwell when offering Included Solutions to Participating Entities. Participating Entities may request adjustments to pricing directly from Supplier during the negotiation and execution of any transaction.
- 12) **Open Market.** Supplier's open market pricing process is included within its Proposal.
- 13) **Supplier Representations:**
- i) **Compliance.** Supplier represents and warrants it will provide all Included Solutions under this Agreement in full compliance with applicable federal, state, and local laws and regulations.
 - ii) **Licenses.** As applicable, Supplier will maintain a valid status on all required federal, state, and local licenses, bonds, and permits required for the operation of Supplier's business with Participating Entities. Participating Entities may request all relevant documentation directly from Supplier.
 - iii) **Supplier Warrants.** Supplier shall provide its standard limited warranties for all hardware furnished under this Agreement. With respect to software furnished under this Agreement, Supplier will provide standard limited warranties only to the extent provided by the developer of such software. Other than as provided in this Section 13 and in Supplier's transaction documents, Supplier makes no warranties to Participating Entities.
- 14) **Bankruptcy Notices.** Supplier certifies and warrants it is not currently in a bankruptcy proceeding. Supplier has disclosed all current and completed bankruptcy proceedings within the past seven years within its Proposal. Supplier must provide notice in writing to Sourcwell if it enters a bankruptcy proceeding at any time during the term of this Agreement.
- 15) **Debarment and Suspension.** Supplier certifies and warrants that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota, the United States federal government, or any Participating Entity. Supplier certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this Agreement. Supplier further warrants that it will provide immediate written notice to Sourcwell if this certification changes at any time during the term of this Agreement.
- 16) **Provisions for non-United States federal entity procurements under United States federal awards or other awards (Appendix II to 2 C.F.R § 200).** Participating Entities that use United States federal grant or other federal funding to purchase solutions from this Agreement may be subject to additional requirements including the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 C.F.R. § 200. Participating Entities may have additional requirements based on specific funding source terms or conditions. Within this Section, all references to "federal" should be interpreted to mean the United

States federal government. The following list applies when a Participating Entity accesses Supplier's Included Solutions with United States federal funds.

- i) **EQUAL EMPLOYMENT OPPORTUNITY.** Except as otherwise provided under 41 C.F.R. § 60, all agreements that meet the definition of "federally assisted construction contract" in 41 C.F.R. § 60-1.3 must include the equal opportunity clause provided under 41 C.F.R. § 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 C.F.R. §, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 C.F.R. § 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor." The equal opportunity clause is incorporated herein by reference.
- ii) **DAVIS-BACON ACT, AS AMENDED (40 U.S.C. § 3141-3148).** When required by federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. § 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 C.F.R. § 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-federal entity must report all suspected or reported violations to the federal awarding agency. The contracts must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations (29 C.F.R. § 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-federal entity must report all suspected or reported violations to the federal awarding agency. Supplier must comply with all applicable Davis-Bacon Act provisions.
- iii) **CONTRACT WORK HOURS AND SAFETY STANDARDS ACT (40 U.S.C. § 3701-3708).** Where applicable, all contracts awarded by the non-federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. §§ 3702 and 3704, as supplemented by Department of Labor regulations (29 C.F.R. § 5). Under 40 U.S.C. § 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. § 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies, materials, or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence. This provision is hereby incorporated

by reference into this Agreement. Supplier certifies that during the term of an award for all Agreements by Sourcwell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

iv) **RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT.** If the federal award meets the definition of “funding agreement” under 37 C.F.R. § 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that “funding agreement,” the recipient or subrecipient must comply with the requirements of 37 C.F.R. § 401, “Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements,” and any implementing regulations issued by the awarding agency. Supplier certifies that during the term of an award for all Agreements by Sourcwell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

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

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

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

viii) **RECORD RETENTION REQUIREMENTS.** To the extent applicable, Supplier must comply with the record retention requirements detailed in 2 C.F.R. § 200.333. The Supplier further certifies that it will retain all records as required by 2 C.F.R. § 200.333 for a period of 3 years after

grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

- ix) **ENERGY POLICY AND CONSERVATION ACT COMPLIANCE.** To the extent applicable, Supplier must comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.
- x) **BUY AMERICAN PROVISIONS COMPLIANCE.** To the extent applicable, and subject to terms agreed upon between Purchasing Entity and Supplier for a given order, Supplier must comply with all applicable provisions of the Buy American Act. Purchases made in accordance with the Buy American Act must follow the applicable procurement rules calling for free and open competition.
- xi) **ACCESS TO RECORDS (2 C.F.R. § 200.336).** Supplier agrees that duly authorized representatives of a federal agency must have access to any books, documents, papers and records of Supplier that are directly pertinent to Supplier's discharge of its obligations under this Agreement for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to Supplier's personnel for the purpose of interview and discussion relating to such documents.
- xii) **PROCUREMENT OF RECOVERED MATERIALS (2 C.F.R. § 200.322).** A non-federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 C.F.R. § 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.
- xiii) **FEDERAL SEAL(S), LOGOS, AND FLAGS.** The Supplier cannot use the seal(s), logos, crests, or reproductions of flags or likenesses of Federal agency officials without specific pre-approval.
- xiv) **NO OBLIGATION BY FEDERAL GOVERNMENT.** The U.S. federal government is not a party to this Agreement or any purchase by a Participating Entity and is not subject to any obligations or liabilities to the Participating Entity, Supplier, or any other party pertaining to any matter resulting from the Agreement or any purchase by an authorized user.
- xv) **PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS OR RELATED ACTS.** The Contractor acknowledges that 31 U.S.C. § 38 (Administrative Remedies for False Claims and Statements) applies to the Supplier's actions pertaining to this Agreement or any purchase by a Participating Entity.

xvi) **FEDERAL DEBT.** The Supplier certifies that it is non-delinquent in its repayment of any federal debt. Examples of relevant debt include delinquent payroll and other taxes, audit disallowance, and benefit overpayments.

xvii) **CONFLICTS OF INTEREST.** The Supplier must notify the U.S. Office of General Services, Sourcewell, and Participating Entity as soon as possible if this Agreement or any aspect related to the anticipated work under this Agreement raises an actual or potential conflict of interest (as described in 2 C.F.R. Part 200). The Supplier must explain the actual or potential conflict in writing in sufficient detail so that the U.S. Office of General Services, Sourcewell, and Participating Entity are able to assess the actual or potential conflict; and provide any additional information as necessary or requested.

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

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

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

Article 2: Sourcewell and Supplier Obligations

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

- 1) **Authorized Sellers.** Supplier must provide Sourcewell a current means to validate or authenticate Supplier's authorized dealers, distributors, or resellers which may complete transactions of Included Solutions offered under this Agreement. Sourcewell may request updated information in its discretion, and Supplier agrees to provide requested information within a reasonable time. For the sake of clarity, Supplier will permit any such authenticated authorized dealer to transact directly with the Participating Entities under this Agreement. These dealers will invoice directly to, and receive payments directly from, the Participating Entities (except in the case of lease transactions done through Canon's leasing affiliate, Canon Financial Services, Inc.).
- 2) **Product and Price Changes Requirements.** Supplier may request Included Solutions changes, additions, or deletions at any time. All requests must be made in writing by submitting a Sourcewell Price and Product Change Request Form to Sourcewell. At a minimum, the request must:
 - Identify the applicable Sourcewell Agreement number;
 - Clearly specify the requested change;
 - Provide sufficient detail to justify the requested change;
 - Individually list all Included Solutions affected by the requested change, along with the requested change (e.g., addition, deletion, price change); and

- Include a complete restatement of Pricing List with the effective date of the modified pricing, or product addition or deletion. The new pricing restatement must include all Included Solutions offered, even for those items where pricing remains unchanged.

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

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

Sourcwell's Authorized Representative is its Chief Procurement Officer.

- 4) **Performance Reviews.** Supplier will perform a minimum of one review with Sourcwell per agreement year. The review will cover transactions to Participating Entities, pricing and terms, administrative fees, sales data reports, performance issues, supply chain issues, customer issues, and any other necessary information.
- 5) **Sales Reporting Required.** Supplier is required as a material element to this Master Agreement to report all completed transactions with Participating Entities utilizing this Agreement. Failure to provide complete and accurate reports as defined herein will be a material breach of the Agreement and Sourcwell reserves the right to pursue all remedies available at law including cancellation of this Agreement.
- 6) **Reporting Requirements.** Supplier must provide Sourcwell an activity report of all transactions completed utilizing this Agreement. Reports are due at least once each calendar quarter (Reporting Period). Reports must be received no later than 45 calendar days after the end of each calendar quarter. Supplier may report on a more frequent basis in its discretion. Reports must be provided regardless of the amount of completed transactions during that quarter (i.e., if there are no sales, Supplier must submit a report indicating no sales were made). Supplier is not required to include maintenance services in its Reports.

The Report must contain the following fields:

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

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

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

- 7) **Administrative Fee.** In consideration for the support and services provided by Sourcewell, Supplier will pay an Administrative Fee to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. The Administrative Fee shall not apply to the provision of maintenance services. Supplier will include its Administrative Fee within its proposed pricing. Supplier may not directly charge Participating Entities to offset the Administrative Fee.
- 8) **Fee Calculation.** Supplier's Administrative Fee payable to Sourcewell will be calculated as a stated percentage (listed in Supplier's Proposal) of all completed transactions (excluding maintenance services) utilizing this Master Agreement within the preceding Reporting Period. For certain categories, a flat fee may be proposed. The Administrative Fee will be stated in Supplier's Proposal.
- 9) **Fee Remittance.** Supplier will remit fee to Sourcewell no later than 45 calendar days after the close of the preceding calendar quarter in conjunction with Supplier's Reporting Period obligations defined herein. Payments should note the Supplier's name and Sourcewell-assigned Agreement number in the memo; and must be either mailed to Sourcewell above "Attn: Accounts Receivable" or remitted electronically to Sourcewell's banking institution per Sourcewell's Finance department instructions.
- 10) **Noncompliance.** Sourcewell reserves the right to seek all remedies available at law for unpaid or underpaid Administrative Fees due under this Agreement. Failure to remit payment, delinquent payments, underpayments, or other deviations from the requirements of this Agreement may be deemed a material breach and may result in cancellation of this Agreement and disbarment from future Agreements.
- 11) **Audit Requirements.** Pursuant to Minn. Stat. § 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Agreement are subject to examination by Sourcewell and the Minnesota State Auditor for a minimum of six years from the end of this Agreement. Supplier agrees to fully cooperate with Sourcewell in auditing transactions under this Agreement to ensure compliance with pricing terms, correct calculation and remittance of Administrative Fees, and verification of transactions as may be requested by a Participating Entity or Sourcewell.
- 12) **Assignment, Transfer, and Administrative Changes.** Supplier may not assign or otherwise transfer its rights or obligations under this Agreement without the prior written consent of Sourcewell. Such consent will not be unreasonably withheld. Sourcewell reserves the right to unilaterally assign all or portions of this Agreement within its sole discretion to address corporate restructurings, mergers, acquisitions, or other changes to the Responsible Party and named in the Agreement. Any prohibited assignment is invalid. Upon request Sourcewell may make administrative changes to agreement documentation such as name changes, address changes, and other non-material updates as determined within its sole discretion.
- 13) **Amendments.** Any material change to this Agreement must be executed in writing through an amendment and will not be effective until it has been duly executed by the parties.

- 14) **Waiver.** Failure by Sourcewell to enforce any right under this Agreement will not be deemed a waiver of such right in the event of the continuation or repetition of the circumstances giving rise to such right.
- 15) **Complete Agreement.** This Agreement represents the complete agreement between the parties for the scope as defined herein. Supplier and Sourcewell may enter into separate written agreements relating specifically to transactions outside of the scope of this Agreement.
- 16) **Relationship of Sourcewell and Supplier.** This Agreement does not create a partnership, joint venture, or any other relationship such as employee, independent contractor, master-servant, or principal-agent.
- 17) **Indemnification.** Supplier must indemnify, defend, save, and hold Sourcewell, including their agents and employees, harmless from any claims or causes of action, including attorneys' fees incurred by Sourcewell, to the extent arising out of any negligent act or omission or intentional misconduct in the performance of this Agreement by the Supplier or its agents or employees; this indemnification includes injury or death to person(s) or property alleged to have been caused by some defect in design, condition, or performance of Included Solutions under this Agreement; provided, that Supplier is given prompt written notice of the claim, control of the defense thereof, and such assistance (at Supplier's reasonable expense) in such defense as Supplier may reasonably request. Sourcewell's responsibility will be governed by the State of Minnesota's Tort Liability Act (Minnesota Statutes Chapter 466) and other applicable law.
- 18) **Limitation of Liability Between Sourcewell and Supplier Only.** NEITHER PARTY, INCLUDING SUPPLIER' AUTHORIZED SELLERS, SHALL BE LIABLE TO THE OTHER PARTY (I) FOR BODILY INJURY (INCLUDING DEATH) OR TANGIBLE PROPERTY DAMAGE EXCEPT TO THE EXTENT CAUSED BY SUCH PARTY'S NEGLIGENCE OR WILLFUL MISCONDUCT, OR (II) FOR LOSS OF REVENUE OR PROFIT, LOSS OR CORRUPTION OF DATA, OR SPECIAL, PUNITIVE, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, ARISING OUT OF THIS AGREEMENT OR THE PERFORMANCE OR NON-PERFORMANCE OF ANY SERVICES OR THE USE OF OR INABILITY TO USE ANY PRODUCTS, REGARDLESS OF THE LEGAL THEORY ON WHICH A CLAIM MAY BE BASED AND EVEN IF THE OTHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
- 19) **Data Practices.** Supplier and Sourcewell acknowledge Sourcewell is subject to the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13. As it applies to all data created and maintained in performance of this Agreement, Supplier may be subject to the requirements of this chapter.
- 20) **Grant of License.**
- a) **During the term of this Agreement:**
- i) **Supplier Promotion.** Sourcewell grants to Supplier a royalty-free, worldwide, non-exclusive right and license to use the trademark(s) provided to Supplier by Sourcewell in advertising, promotional materials, and informational sites for the purpose of marketing Sourcewell's Agreement with Supplier.
- ii) **Sourcewell Promotion.** Supplier grants to Sourcewell a royalty-free, worldwide, non-exclusive right and license to use Supplier's trademarks in advertising, promotional

materials, and informational sites for the purpose of marketing Supplier's Agreement with Sourcewell.

- b) **Limited Right of Sublicense.** The right and license granted herein includes a limited right of each party to grant sublicenses to their respective subsidiaries, distributors, dealers, resellers, marketing representatives, partners, or agents (collectively "Permitted Sublicensees") in advertising, promotional, or informational materials for the purpose of marketing the Parties' relationship. Any sublicense granted will be subject to the terms and conditions of this Article. Each party will be responsible for any breach of this section by any of their respective sublicensees.
- c) **Use; Quality Control.**
- i) Neither party may alter the other party's trademarks from the form provided and must comply with removal requests as to specific uses of its trademarks or logos.
 - ii) Each party agrees to use, and to cause its Permitted Sublicensees to use, the other party's trademarks only in good faith and in a dignified manner consistent with such party's use of the trademarks. A party may use the other party's logos and trademarks in connection with its marketing of the products pursuant to this Agreement only if such usage complies in all respects with trademark use policies as may be published by a party from time to time. Each party may make written notice to the other regarding misuse under this section. The offending party will have 30 days of the date of the written notice to cure the issue or the license/sublicense will be terminated.
- d) **Termination.** Upon the termination of this Agreement for any reason, each party, including Permitted Sublicensees, will have 30 days to remove all Trademarks from signage, websites, and the like bearing the other party's name or logo (excepting Sourcewell's pre-printed catalog of suppliers which may be used until the next printing). Supplier must return all marketing and promotional materials, including signage, provided by Sourcewell, or dispose of it according to Sourcewell's written directions. Article 1, Section 6, "Survival of Terms," shall apply in the event of termination under this Section 20 (d).
- 21) **Venue and Governing law between Sourcewell and Supplier Only.** The substantive and procedural laws of the State of Minnesota will govern this Agreement between Sourcewell and Supplier. Venue for all legal proceedings arising out of this Agreement between Sourcewell and Supplier will be in court of competent jurisdiction within the State of Minnesota. This section does not apply to any dispute between Supplier and Participating Entity. This Agreement reserves the right for Supplier and Participating Entity to negotiate this term to within any transaction documents.
- 22) **Severability.** If any provision of this Agreement is found by a court of competent jurisdiction to be illegal, unenforceable, or void then both parties will be relieved from all obligations arising from that provision. If the remainder of this Agreement is capable of being performed, it will not be affected by such determination or finding and must be fully performed.
- 23) **Insurance Coverage.** At its own expense, Supplier must maintain valid insurance policy(ies) during the performance of this Agreement with insurance company(ies) licensed or authorized to do business in the State of Minnesota having an "AM BEST" rating of A- or better, with coverage and limits of insurance not less than the following:

- a) **Commercial General Liability Insurance.** Supplier will maintain insurance covering its operations, with coverage on an occurrence basis, and must be subject to terms no less broad than the Insurance Services Office (“ISO”) Commercial General Liability Form CG0001 (2001 or newer edition), or equivalent. At a minimum, coverage must include liability arising from premises, operations, bodily injury and property damage, independent contractors, products-completed operations, contractual liability, and personal injury and advertising injury. All required limits, terms and conditions of coverage must be maintained during the term of this Agreement.
- \$1,500,000 each occurrence Bodily Injury and Property Damage
 - \$1,500,000 Personal and Advertising Injury
 - \$2,000,000 aggregate for products liability-completed operations
 - \$2,000,000 general aggregate
- b) **Certificates of Insurance.** Upon execution of this Agreement, Supplier must furnish to Sourcewell a certificate of insurance, as evidence of the insurance required under this Agreement. Prior to expiration of the policy(ies), renewal certificates must be mailed to Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or provided to in an alternative manner as directed by Sourcewell. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf. Failure of Supplier to maintain the required insurance and documentation may constitute a material breach.
- c) **Additional Insured Endorsement and Primary and Non-contributory Insurance Clause.** Supplier agrees to list Sourcewell, including its officers, agents, and employees, as an additional insured under the Supplier’s commercial general liability insurance policy with respect to liability arising out of activities, “operations,” or “work” performed by or on behalf of Supplier, and products and completed operations of Supplier; such requirement may be met with production of a blanket endorsement. The policy provision(s) or endorsement(s) must further provide that coverage is primary and not excess over or contributory with any other valid, applicable, and collectible insurance or self-insurance in force for the additional insureds.
- d) **Waiver of Subrogation.** Supplier waives and must require (by endorsement or otherwise) all its insurers to waive subrogation rights against Sourcewell and other additional insureds for losses paid under the insurance policies required by this Agreement or other insurance applicable to the Supplier or its subcontractors. The waiver must apply to all deductibles and/or self-insured retentions applicable to the required or any other insurance maintained by the Supplier or its subcontractors. Where permitted by law, Supplier must require similar written express waivers of subrogation and insurance clauses from each of its subcontractors.
- e) **Umbrella/Excess Liability/SELF-INSURED RETENTION.** The limits required by this Agreement can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.
- 24) **Termination for Convenience.** Sourcewell or Supplier may terminate this Agreement upon 60 calendar days' written notice to the other Party. Termination pursuant to this section will not relieve the Supplier’s obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.

- 25) **Termination for Cause.** Sourcewell may terminate this Agreement upon providing written notice of material breach to Supplier. Notice must describe the breach in reasonable detail and state the intent to terminate the Agreement. Upon receipt of Notice, the Supplier will have 30 calendar days in which it must cure the breach. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.

**Article 3:
Supplier Obligations to Participating Entities**

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

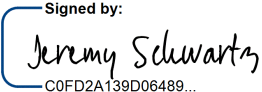
- 1) **Quotes to Participating Entities.** Suppliers are encouraged to provide all pricing information regarding the total cost of acquisition when quoting to a Participating Entity. Suppliers and Participating Entities are encouraged to include all cost specifically associated with or included within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


Entity to address any necessary provisions within transaction documents not expressly included within this Master Agreement, including but not limited to transaction cancellation, dispute resolution, governing law and venue, non-appropriation, insurance, defense and indemnity, force majeure, and other material terms as mutually agreed.

- 7) **Subsequent Agreements and Survival.** Subject to the terms of Article 1, Section 6, "Survival of Terms," Supplier and Participating Entity may enter into a separate agreement to facilitate long-term performance obligations utilizing the terms of this Master Agreement as mutually agreed. Such agreements may provide for a performance period extending beyond the full term of this Master Agreement as determined in the discretion of Participating Entity.
- 8) **Participating Addendums.** Supplier and Participating Entity may enter a Participating Addendum or similar document extending and supplementing the terms of this Master Agreement to facilitate adoption as may be required by a Participating Entity.

Sourcewell

Canon USA, Inc.

Signed by:

 C0FD2A139D06489...
 By: _____
 Jeremy Schwartz
 Title: Chief Procurement Officer
 Date: 4/2/2025 | 11:55 AM CDT

DocuSigned by:

 4B616C4FF5E14C3...
 By: _____
 Mason Olds
 Title: EVP/Bus Partner Group President
 Date: 4/2/2025 | 9:53 AM PDT

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

Vendor Details

Company Name: Canon USA, Inc
Address: One Canon Park
Melville, NY 11747
Contact: Frank Carroll
Email: isgbidadmin@cusa.canon.com
Phone: 214-354-3315
Fax: 214-354-3315
HST#: 13-2561772

Submission Details

Created On: Thursday October 03, 2024 12:41:56
Submitted On: Thursday November 21, 2024 15:59:53
Submitted By: Frank Carroll
Email: isgbidadmin@cusa.canon.com
Transaction #: f4f490d6-3b0c-45f3-a242-3f13d5f39689
Submitter's IP Address: 146.184.0.84

Specifications

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

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

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

Line Item	Question	Response *
1	Provide the legal name of the Proposer authorized to submit this Proposal.	This proposal has been jointly responded to by Canon U.S.A. Inc. and Canon Canada Inc., both are wholly owned subsidiaries of Canon, Inc. *
2	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Yes. In the event of award, Canon U.S.A., Inc. and Canon Canada Inc. plan to execute two separate master agreements with Sourcewell, if this way aligns with Sourcewell's business practice. *

3	<p>Identify all subsidiaries, D.B.A., authorized affiliates, and any other entity that will be responsible for offering and performing delivery of Solutions within this Proposal (i.e. Responsible Supplier(s) that will execute a master agreement with Sourcewell).</p>	<p>Canon U.S.A., Inc., a wholly owned subsidiary of Canon Inc., will execute the master agreement. Solutions under this proposal will be offered and delivered through Canon's Direct Sales channel and Authorized Dealer Channel (see Attachment 1 – Canon USA Authorized Dealer List), ensuring comprehensive service and support nationwide.</p> <p>Additionally, Canon Financial Services, Inc. (CFS), a wholly owned subsidiary of Canon U.S.A., Inc., will provide financing solutions for Canon equipment. Founded in 1979, CFS specializes in delivering tailored financing options, including leases and maintenance charges, to meet Sourcewell Participating Entities' needs. CFS supports Canon products exclusively, offering programs that provide:</p> <ul style="list-style-type: none"> - 100% financing with no down payment - Convenient single-source acquisition with fixed monthly payments - Flexibility for upgrades and add-ons throughout the lease term <p>CANON CANADA:</p> <p>Canon Canada Direct Sales Division</p> <p>Below is a list of Authorized Canon Dealers:</p> <p>Blackburn & Blackburn Inc. Buropro Citation Bureau-Tech 2000 Centre bureautique Rimouski Centre bureautique Mauricie Électro informatique Michaud Équipement de bureau Ungava Équipement GMM Imprimerie Papineauville Larouche Bureautique Numérik Solutions d'affaires Sertek Informatique Mégaburo Inc. Administration Algoma Office Equipment Beatties Stationery Ltd Business Systems (Busys) Docucomm Business Systems Inc. Excel Business Systems Grenville Management and Printing Ltd Guelph Business Machines Integrated Digital Solutions (IDS) Innov8 - Laurentian Business Products Centre Ltd. Lowerys Ltd. MC Business Solutions Northern Image Office Equipment Imaging OT Group Wyatt Image Solutions Pinnacle Office Solutions LTD XTRA Valley Business Automation-One Business Systems BM Technologies - Carlyle Printers Service & Supplies Columbia Business Systems Digital Connection Inc. Hi-Tech Business Systems Ltd. Ideal Office Solutions INNOV8 DIGITAL SOLUTIONS INC Klondike Business Solutions WBM Technologies - Printer Works West RGO Office Products SUCCESS Office Systems Inc. UniTech Office Solutions Ltd.</p> <p>Attachments:</p> <p>Attachment 1 – Canon USA Authorized Dealer List Attachment 2 - Canon Canada Authorized Dealer List</p>
4	<p>Provide your CAGE code or Unique Entity Identifier (SAM):</p>	<p>Canon U.S.A.'s Unique Entity ID (SAM): S11RNFCEZKU8 and Cage Code: 8AYY3</p>
5	<p>Provide your NAICS code applicable to Solutions proposed.</p>	<p>Canon U.S.A.'s NAICS codes 333310, 333248, 811210, 532420, 423420, 323111 Canon Canada's NAICS Code is: 417910</p>

6	Proposer Physical Address:	<p>Canon U.S.A. headquarters is located at One Canon Park, Melville, NY 11747.</p> <p>Canon Canada's Headquarters is located at 8000 Mississauga Rd, Brampton, ON L6Y 5Z7, Canada.</p>
7	Proposer website address (or addresses):	<p>Canon U.S.A.'s webiste www.usa.canon.com</p> <p>Canon Canada's webiste www.canon.ca</p>
8	Proposer's Authorized Representative (name, title, address, email address & phone) (The representative must have authority to sign the "Proposer's Assurance of Compliance" on behalf of the Proposer):	<p>Canon U.S.A., Inc:</p> <p>Mason Olds EVP/Bus Partner Group President One Canon Park Melville NY 11747 molds@cusa.canon.com 631-330-4928</p> <p>Canon Canada, Inc:</p> <p>Justin Lam - EVP Business Operations 8000 Mississauga Road, Brampton, ON, L6Y 5Z7 905-863-8488 jlam@canada.canon.com</p>
9	Proposer's primary contact for this proposal (name, title, address, email address & phone):	<p>Canon U.S.A., Inc:</p> <p>Frank J. Carroll Senior Advisor- State, Local Government, Healthcare 3200 Regent Boulevard, Irving, TX, 75063 fcarroll@cusa.canon.com 214-354-3315</p> <p>Wendy Wang National Account Representative 3200 Regent Boulevard, Irving, TX 75063 zwang@cusa.canon.com 469-616-9334</p> <p>Canon Canada, Inc:</p> <p>Jean-Pierre Lester - Account Executive Federal Gov & Public Procurement 2260 Walkley Rd. Suite 100 Ottawa, ON K1G 6A8 613-769-9465 jlester@canada.canon.com</p>

10	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	<p>Canon U.S.A., Inc:</p> <p>Jocelyn Bias Nesbitt Director, Gov't Sales Support 4100 North Fairfax Drive, 2nd Floor, Arlington VA 22203 jnesbitt@cusa.canon.com 703-807-3048</p> <p>Rosaline Astefanous Sr Manager, Contract Admin One Canon Park, Melville NY 11747 rastefanous@cusa.canon.com 631-330-4981</p> <p>Samantha Owens Advisor, Contract Admin One Canon Park, Melville NY 11747 sowens@cusa.canon.com 631-330-2754</p> <p>Karin A. Harrington Senior Sales Director 1170 Peachtree St Ste 1200, Atlanta, GA 30309 kharrington@cusa.canon.com 770-849-7925</p> <p>Canon Canada, Inc:</p> <p>Mark Belanger – Sales Manager, Commercial, Corporate and Public Sector Accounts 2260 Walkley Rd – Suite 100 Ottawa, ON K1G 6A8 613-796-4620 mbelanger@canada.canon.com</p> <p>Weam Matta – Senior Manager, Central Region 2255 Sheppard Ave E., Suite 132 Toronto, ON M2J 4Y1 647-970-7708 wmatta@canada.canon.com</p> <p>Rick Reeve – Senior Director of Direct Sales Toronto, ON 2255 Sheppard Ave E., Suite 132 Toronto, ON M2J 4Y1 416-710-5135 rreeve@canada.canon.com</p>
----	----------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

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

Line Item	Question	Response *
11	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested Solutions.	<p>Canon Inc. is a publicly held corporation established in 1937. Canon is one of the world's leading manufacturers of office multifunction devices ("MFDs"), laser printers, inkjet printers, cameras, medical equipment, and lithography equipment. Canon earns revenue primarily from the manufacture and sale of these products domestically and internationally. Canon established its first sales office in the United States in 1955 and incorporated as Canon U.S.A., Inc. (Canon) in 1965 in the State of New York. In 2023, Canon, Inc. achieved \$29.4 billion in net sales. The majority (56%) came from the office business segment, which manufactures and sells the Canon brand of imaging.</p> <p>Canon U.S.A., Inc. brings nearly 60 years of offering superior technology and equally important, a simple user interface for our customers. Canon is recognized as the technology leader in the office automation industry and provides a full spectrum of products which includes multifunction devices, large format printers, production digital presses and document scanners as well as solutions and services for managing output costs and document and information management that allows Canon to respond to your immediate needs as well as future ones. We help companies of all sizes improve sustainability, increase efficiency, and control costs through high volume, continuous feed, digital and traditional printing, and document management solutions.</p> <p>Our technological advancements have not gone unrecognized. Canon maintains its #1</p>

ranking in the Total A3 Copier Office Market with 23% market share. We dominate the A3 Monochrome and Color markets with 24% and 22% market share respectively. This speaks of Canon's ability to retain customers due to the quality and reliability of the products we design and manufacture.

Our customers enjoy consistent, best-in-class support across the U.S. Our product and software application experts are directly accessible to assist our customers with the continual task of streamlining workflow processes through innovative technology. We help our customers protect their workplace by expanding cybersecurity awareness for employees through our computer-based phishing simulation training solution. Furthermore, our cybersecurity partner professionals offer consultation services for helping to improve security frameworks, privacy regulation compliance, incident response, and virtual Chief Information Security Officer (CISO) subscription services.

A History of Re-Inventing the Office Imaging Industry

We are backed by one of the world's most financially stable companies, Canon Inc. A \$29.4 billion company with 330 research, sales, and manufacturing subsidiaries, Canon employs more than 180,775 employees. As an industry-leading imaging company, Canon pursues global diversification with regional operations in the U.S., Japan, Europe, Asia, Oceania, the Middle East, and Africa.

Canon places a high priority on global research and development (R&D) and this regional focus allows us to develop technologies for the specific demands encountered in the Americas, Europe, and Asia. Based on the number of registered U.S. patents filed by Canon, you can easily conclude that we have spent our research and development dollars effectively. We have been among the top five U.S. patent holders for more than thirty years. In 2023, Canon Inc. ranked fifth overall in patents registered in the U.S. with a total of 2,890 patents.

As a testament to our commitment to developing innovative technology, Canon's office imaging products are reviewed and recognized by several esteemed, independent organizations, including Buyers Laboratory (BLI), the imaging industry's leading independent authority and provider of competitive intelligence, testing, and reviews on multifunction, copier, printer, scanner, and software solutions and products. When choosing Canon, you can be assured that you're partnering with a company that delivers outstanding technologies across a range of markets.

Given the breadth of Canon's support areas, it's easy to see why we position ourselves as a total secure information management solutions provider. Our diverse solutions portfolio touches every point of the document lifecycle within an organization's workflow.

Canon's Corporate Philosophy

Canon, Inc. introduced kyosei as our corporate philosophy in 1988, fifty-one years after the Company's founding. This philosophy clarifies Canon's stance on partnerships formed with stakeholders around the world.

Kyosei envisions the achievement of a sustainable society in which all people, regardless of race, religion, or culture, live harmoniously and work together into the future. We work to harmonize environmental commitment and economic interests in all our business activities. We believe this balance is essential to sustain prosperity for future generations.

At Canon, we believe every manufacturer has a responsibility to ensure its operations and practices are environmentally sound. We apply this standard for environmental respect to every stage of our operations. At every step, we make energy and resource conservation and the elimination of hazardous substances our most important goals. That is why Canon is recognized for producing some of the world's most energy-efficient products.

Kyosei also drives our commitment to establishing good relations, not only with our customers but also with the communities in which we operate. Our dedication to kyosei guides our tradition of commitment to protect and preserve our most precious of resources - the world we share, the communities we serve, and the lives we touch. We do this through environmental, conservation, recycling, and sustainability initiatives. Sourcewell will be a direct beneficiary of Canon's commitment to kyosei from an environmental, operational, and cost savings perspective.

We also practice kyosei through social and educational programs on behalf of young people and those who are in need. Our corporate philosophy unites all Canon Companies and employees together in contributing to the prosperity of humanity and the protection of the world we share.

SAN-JI SPIRIT

Aside from our corporate philosophy, kyosei, we embrace certain principles to guide our individual behavior. The San-Ji spirit provides the foundation on which our personal actions are based. The San-Ji spirit is comprised of three basic attitudes:

- Ji-hatsu (Self-Motivation): Take the initiative and be proactive in everything you do.
- Ji-chi (Self-Management): Conduct yourself responsibly and be accountable for all your actions.
- Ji-kaku (Self-Awareness): Understand the situation you find yourself in and your role in that situation.

CANON'S CORPORATE VALUES

In addition to Kyosei and San-Ji, Canon holds itself to four corporate values:

COMMUNICATION

- Proactively seeking out both positive and negative information about the business.
- Having open conversations and sharing knowledge with others.
- Saying what you mean and meaning what you say.

FAIRNESS

- Recognizing and rewarding people based on their performance.
- Listening to others and giving people a voice in decisions that affect them.
- Enforcing company standards.

MUTUAL RESPECT

- Actively listening to the concerns of others.
- Believing that everyone has something to bring to the table.
- Recognizing and understanding the differences between people.

INTEGRITY

- Knowing your strengths and weaknesses, adapting to change, and growing.
- Doing the right thing, even when no one is looking.
- Holding yourself accountable for your actions.

Why Choose Canon?

There are many reasons why we are a premier choice for your imaging needs. We offer:

- **Local Support Backed by a Global Brand:** Canon technology continues to set the bar for innovation, quality, productivity, reliability, and energy efficiency. It is widely accepted and used in the ever-changing world of business. Our relationship with our parent company is strong and we benefit from the strength, innovation, and longevity of the world-renowned Canon brand.
- **A Single Source Solutions Provider:** Our hardware, software, and third-party enablers create one of the most diverse portfolios in the industry. With our direct and dealer partners we provide a sales and service footprint incorporating enterprise, large format, production, and vertical industry solutions, along with the expert knowledge of our people and a culture of providing excellent support and service nationally, we are uniquely positioned to meet the growing demands of today's world.
- **On-site Consultation:** Our on-site consultation and ongoing analysis of your paper and digital data flow requirements enables us to recommend scalable solutions, adapted to meet your needs as they change. Our goal is to capture your vision and deliver solutions that drive results. Our strategies are designed to provide the highest quality service and the best technology available, while maintaining a privacy-aware and secure environment, all in a cost-effective package.
- **Commitment to Innovation:** From device technology and workflow solutions to our support and services options, we are poised to innovate your environment. No matter what technology the future brings, you can count on Canon to lead the way. Our Cloud for Business portfolio offers a wide and agile array of solutions to make innovation easier.
- **Five Pillars of Security:** We are committed to enabling our customers to maintain a comprehensive and in-depth approach to workplace security in five key areas: device security, printing security, document security, information security, and cybersecurity. Our Five Pillars of Security are founded on the preservation of the fundamental NIST security principles of confidentiality, integrity, and availability.
- **A Pledge of Social and Environmental Responsibility:** Through our corporate philosophy of kyosei, Canon is committed to dedicating itself to social and environmental responsibilities, as well as contributing to the prosperity of people in local communities and around the world.

Trust Canon to help you streamline and secure business processes, reduce costs, and improve productivity. Let us provide the technology, support, and service you need to create seamless workflow for your business operations.

Canon Canada Inc., a subsidiary of Canon U.S.A. Inc., is a leading provider of consumer and business-to-business digital imaging solutions. Innovation and cutting-edge technology have been essential ingredients in Canon's success since establishment in Canada over 50 years ago. Established in 1973 and headquartered in Brampton, Ontario, Canon Canada employs approximately 862 people across a dozen offices nation-wide, servicing the Canadian market from coast-to-coast. Innovation and cutting-edge technology have been essential ingredients in Canon's success. Canon Canada has been providing copiers since its inception in 1973 and selling digital multifunction copiers since they were

		<p>first introduced in 1999.</p> <p>Canon Canada focuses on innovation and technology, promoting high-quality imaging solutions that cater to both consumer and business markets. Canon Canada has emphasized sustainability in our practices and products, aiming to reduce environmental impact through energy-efficient technologies and recycling initiatives.</p> <p>In addition to their products, Canon Canada provides a range of services, including customer support, IT Professional Services, repair services, and various financing options for businesses looking to invest in imaging technology. Our commitment to customer service is a key aspect of our operations. Canon Canada Inc. emphasizes environmental responsibility and social engagement as part of its corporate philosophy, which aligns with the overall sustainability goals of its parent company, Canon Inc.</p> <p>Founded upon a corporate philosophy of Kyosei - "all people, regardless of race, religion or culture, harmoniously living and working together into the future." Canon supports several communities, youth, educational and corporate responsibility programs, including environmental and recycling initiatives.</p> <p>The responsibilities that society expects corporations to undertake continue to change along with the times. In the field of business as well, with the advancement of globalization the demand from customers and business partners to deal with companies that meet certain criteria in terms of consideration paid to the global environment and society is increasing.</p> <p>Based on these demands, Canon established the Canon Group Canon Sustainability Report (CSR) Basic Statement in May 2017 for stakeholders to understand Canon group's attitude toward fundamental and universal elements of corporate social responsibility. In addition, Canon also established the Canon Supplier CSR Guidelines with the aim of reflecting the attitude to procurement activities and requested its suppliers to understand the guidelines and cooperate in complying with them.</p> <p>To further enhance its corporate social responsibilities in its supply chain, Canon joined the Responsible Business Alliance (RBA), a non-profit coalition that promotes social responsibilities in global supply chain, in 2019. Since the vision, mission, and code of conduct of the RBA are consistent with Canon's approach to its procurement activities, Canon determined to adopt the RBA Code of Conduct as a responsible sourcing policy and renamed the Canon Supplier CSR Guidelines to the Canon Supplier Code of Conduct.</p>
12	<p>What are your company's expectations in the event of an award?</p>	<p>Canon U.S.A., Inc's expectations in the event of a Sourcwell award extend beyond transactional success; we envision building a strategic partnership with Sourcwell and its members to create meaningful impact for the communities we serve. Our approach reflects our corporate philosophy of Kyosei, which envisions a sustainable society where all people work together harmoniously for the future. This philosophy shapes our expectations and commitments in several key areas:</p> <ol style="list-style-type: none"> 1. Projected Outcomes and Business Goals: <ol style="list-style-type: none"> a. We expect to achieve \$30 million in annual sales nationwide, leveraging both our extensive Authorized Dealer Network and Canon Direct Sales Channel. b. Canon aims to establish this program as the go-to national Canon offering for state and local government (SLG) and education customers. c. We are committed to delivering advanced technology, innovative solutions, and complementary products, ensuring Sourcwell Participating Entities have access to the latest in imaging, printing, and digital transformation tools. d. Flexible purchasing and leasing options will be provided through Canon Financial Services, empowering Sourcwell Participating Entities to select the best financial solutions for their needs. 2. Comprehensive Solutions and Coverage: <ol style="list-style-type: none"> a. Canon will utilize its 227 Authorized Dealers and over 105 direct sales locations, covering all 50 states, including rural areas, to ensure broad access to our products and services. b. Our product offerings will include a wide range of solutions, such as multifunction devices (MFDs), large-format printers, single-function printers, desktop and portable devices, production printers, scanners, specialty printers, and the corresponding software and cloud solutions. c. We will provide award-winning service and maintenance, supported by top-tier security features, ensuring customer satisfaction and data protection. 3. Strategic Partnership with Sourcwell: <ol style="list-style-type: none"> a. Canon values the opportunity to create a strategic partnership with Sourcwell, rather than simply serving as an awarded supplier. We rely on Sourcwell to share in our commitment to delivering exceptional value, innovation, and service to its members. b. As a strategic partner, Canon will engage with Sourcwell to support community development and sustainability initiatives, directly benefiting members by improving their operational efficiency, cost savings, and environmental impact. 4. Commitment to the Environment and Sustainability: <ol style="list-style-type: none"> a. Canon is dedicated to harmonizing environmental commitment with economic interests, reflected in our production of some of the world's most energy-efficient

products. Our focus on conservation, recycling, and sustainability initiatives will enable Sourcewell members to make a direct positive impact on their work environments and communities.

b. Guided by Kyosei, Canon will extend this commitment to Sourcewell by providing environmentally sound solutions and resources that align with the shared values of both organizations.

5. Support for Community and Industry Growth:

a. Canon's engagement in public sector industry associations, such as NIGP, NACUBO, EDUCAUSE, and others, ensures that we remain attuned to the evolving needs of government and education customers. This knowledge allows us to better serve Sourcewell members with tailored solutions.

b. Through our dedication to supporting the communities where we operate, Canon will collaborate with Sourcewell to create programs and initiatives that align with our shared mission to enhance societal well-being.

6. Adaptability to the SLG Market:

a. Canon recognizes the dynamic nature of the SLG and education markets. We are committed to adapting quickly to changes, ensuring that our solutions and services remain relevant and effective in meeting the needs of Sourcewell members.

By combining Canon U.S.A., Inc's innovative solutions, extensive dealer network, and commitment to sustainability with Sourcewell's expansive member base and procurement expertise, this partnership has the potential to transform how governmental and educational entities access and utilize technology. We look forward to building a successful, strategic relationship that benefits Sourcewell members and the communities they serve.

Canon Canada is looking forward to the opportunity to work with Sourcewell/Canoe to expand our market share and presence in the verticals where we will be able to offer this unique procurement solution. *

Many provinces in Canada and the federal government have made changes to the procurement process which have solely evaluated on financial merit, moving away from a Standing Offer Supply Arrangement to awarding contracts to one vendor per "speed" category, or in some cases a single provider. By removing choice from purchasers, governments at both levels have failed to take into account various factors beyond price, such as: quality, reliability, service, and alignment with their specific needs and values.

A diverse selection of suppliers enables procurement professionals to assess different offerings, innovations, and approaches, which can lead to better overall outcomes and more effective partnerships. It is our hope that a partnership with Sourcewell/Canoe will help Canon Canada Inc. increase market share in the MASH vertical and within other quasi government agencies.

Should Canon Canada Inc. be selected as supplier on your GPO, we anticipate a range of strategic advantages and growth opportunities. This partnership opens doors to a broader customer base across various sectors, including government, education, and nonprofit organizations that rely on Sourcewell's cooperative purchasing agreements to obtain office technology solutions. Canon Canada Inc. can expect increased visibility and credibility, as being part of a reputable GPO enhances the company's prestige and trustworthiness among potential clients seeking high-quality and cost-effective imaging solutions.

Furthermore, the partnership allows Canon to streamline sales processes, as Sourcewell's procurement framework affords buyers a simplified and legally compliant purchasing pathway. This efficiency can accelerate transaction cycles and increase sales volumes by reducing time and effort spent in negotiations and contract arrangements. Canon expects to leverage this opportunity to deepen its market penetration and foster long-term relationships with organizations across diverse regions. Additionally, the partnership supports collaborative innovation, enabling Canon to tailor its offerings to meet the specific needs and standards of Sourcewell/Canoe members, thus fostering product development and service enhancement to maintain a competitive edge.

After qualifying, Canon Canada Inc. will engage Sourcewell's representatives to gain valuable insight into procurement trends and best practices. We expect a collaborative atmosphere where we can share and improve upon ideas that would benefit both parties, such as: marketing materials, promotional events and increasing client membership.

We would also expect regular updates regarding new members and warm introductions facilitated by Sourcewell/Canoe, who at our request would ask the client if they are open for a meeting. This would not only provide Canon with a qualified lead, but also circumvent restrictive Canadian Anti-Spam Legislation. Clients would also be able to go about their business without facing a suffocating amount of cold calls.

		<p>We would also request monthly meetings to start, gradually moving to quarterly in order to:</p> <ul style="list-style-type: none"> • Review performance • Resolve and outstanding issues • Share market insights • Discuss strategic planning such as upcoming RFP's in other sectors • Provide Feedback • Improve upon processes • Build relationships <p>Canon Canada Inc. sees this RFP opportunity as the tip of the iceberg in what we can only describe as an incredible opportunity to enter a mutually beneficial arrangement for both parties and future clients.</p>
13	<p>Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response. DO NOT PROVIDE ANY TAX INFORMATION OR PERSONALLY IDENTIFIABLE INFORMATION.</p>	<p>We offer our clients the financial backing of Canon, Inc., one of the world's most financially stable companies.</p> <ol style="list-style-type: none"> 1. Recent Financial Performance: <ul style="list-style-type: none"> • In 2023, Canon demonstrated significant financial growth across various business segments, including medical, network cameras, commercial printing, and semiconductor lithography equipment, reflecting the high potential of these new businesses. • Office multifunction devices (MFDs) and cameras, where demand remained steady, contributed significantly to profitability. Stabilizing the costs of components and logistics further supported Canon's financial performance. • Consolidated financial highlights for 2023 include: <ol style="list-style-type: none"> i. Net Sales: ¥4,181.0 billion (up 3.7% from the previous year) ii. Operating Profit: ¥375.4 billion (up 6.2% from the previous year) iii. Net Income Attributable to Canon Inc.: ¥264.5 billion (up 8.4% from the previous year) • This marked the third consecutive year of sales and profit growth, with new businesses contributing approximately ¥1.2 trillion, accounting for 28% of total consolidated net sales. • For more details, please refer to Canon, Inc.'s 2023 Annual Report, which provides the most recent audited statement of our financial condition. Both reports are included as attachments to this submission for your review. 2. Credit Ratings and Financial Stability: <ul style="list-style-type: none"> • Canon, Inc. maintains strong credit ratings that demonstrate its financial stability and ability to access global capital markets: <ol style="list-style-type: none"> i. Standard & Poor's (S&P): Long Term Rating – A; Short Term Rating – A-1 ii. Rating and Investment Information, Inc. (R&I): Long Term Rating – AA • These ratings reflect Canon's financial resilience, operational efficiency, and commitment to long-term growth. 3. Diversified Business Portfolio and Innovation: <ul style="list-style-type: none"> • Canon has comprehensively upgraded its office multifunction device and production printing system lineups, enhancing offerings from low-speed to high-speed models for both monochrome and color devices. This includes expanding the imageRUNNER ADVANCE series. • Canon's global sales companies have strengthened their solutions businesses, improving office productivity for customers worldwide. 4. Commitment to Sustainability: <ul style="list-style-type: none"> • Canon integrates sustainability into its business practices, ensuring a balance between economic growth and environmental stewardship. For more details, please refer to Canon's 2024 Sustainability Report, which highlights our achievements in energy efficiency, resource conservation, and sustainability initiatives. <p>Canon Canada Inc. operates as a subsidiary of Canon USA, contributing to the overall financial figures of Canon Inc.. Sales numbers from Canon Canada are incorporated into Canon USA's consolidated financial statements, reflecting the performance of both the Canadian and U.S. markets. This integration allows Canon USA to present a comprehensive overview of its North American operations, offering insights into regional sales trends, market demand, and operational efficiencies. Please see Canon USA's response.</p> <p>Attachments:</p> <ul style="list-style-type: none"> • Attachment 3 - Canon 2023 Annual Report • Attachment 4 - Canon 2024 Sustainability Report
14	<p>What is your US market share for the Solutions that you are proposing?</p>	<p>Canon's overall market share position is #1 in the total copier office market as well as the total black-and-white market in the U.S., which we have held for 23 of the last 24 years. Being #1 is not enough to partner with any company. It does, however, provide assurance that the technology is widely accepted and utilized in the ever-changing world of business. Staying ahead of the technological curve requires a commitment to excellence that never ceases from research and development to manufacturing and marketing.</p>

15	<p>What is your Canadian market share for the Solutions that you are proposing?</p>	<p>Canon Canada Inc. operates as a subsidiary of Canon U.S.A., focusing on serving Canadian customers with products and services that align with the broader Canon brand. Rather than tracking its Canadian market share independently, Canon Canada Inc. contributes to the overall market share metrics reported by Canon U.S.A.. Please see Canon USA's response for North American market share data.</p> <p>Having said that, Canon Canada Inc. estimates that after not qualifying for the Federal Governments standing offer, we rank number 2 in market share regarding the MASH segment. If Canon Canada Inc is approved to be a Sourcewell/Canoe partner, it is our intention to use this vehicle to become #1 in this segment.</p>
16	<p>Disclose all current and completed bankruptcy proceedings for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the pendency of this RFP evaluation.</p>	<p>Canon, U.S.A, Inc. has not been declared bankrupt or made a voluntary assignment in bankruptcy.</p> <p>As of the time this statement has been made, Canon Canada Inc., nor any of its affiliates have filed for bankruptcy in the past 7 years. Canon Canada Inc. itself has never filed for bankruptcy and any authorized dealer is properly vetted prior to any partnership with Canon Canada Inc.</p>
17	<p>How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer the question that best applies to your organization, either a) or b).</p> <p>a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned?</p> <p>b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?</p>	<p>b.Canon U.S.A. is a manufacturer of an extensive product line of digital color and black-and-white multifunctional devices, printers, copiers, facsimile machines, cameras and lenses, camcorders, flatbed scanners, medical devices, semiconductor, broadcast and optical equipment, and other specialized industrial products. As a leading provider of consumer, business-to-business, and industrial digital imaging solutions and services, we are committed to providing outstanding quality and value that lives up to the Canon name.</p> <p>Additionally, Canon's direct sales and support organization provides geographic coverage in major metropolitan areas throughout the United States. We have over 105 direct sales and service locations throughout the United States with Canon employees ready to provide support for customers.</p> <p>Furthermore, we have fostered relationships with a network of 227 Canon-authorized Dealers to ensure nationwide coverage. The strength of our service program is the 1,000+ locations across the United States certified to meet Canon standards and 7,500+ factory-trained technicians who help solve technical and equipment problems wherever your site may be. All authorized service centers are required to submit a detailed business plan that describe how they will support their specific territory to include staffing plans and financials. They must agree to use only genuine Canon parts and consent to unscheduled inspections by Canon management.</p> <p>Canon Canada Inc. is best described as an Original Equipment Manufacturer responsible for sales and service of Canon and related products across the Canadian marketplace through a mix of direct Sales and service and a vast network of tenured authorized dealers. The relationship between Canon Canada and its direct sales and service force is integral to the company's business model, focusing on providing customers with high-quality products and exceptional service.</p> <p>Canon Canada Inc.'s direct sales force is comprised of fulltime, and contracted employees responsible for promoting and selling the company's products, including printers, cameras, and office solutions. They are typically organized into teams that specialize in different market segments, such as supplies, home consumer, professional services, commercial, enterprise level and government sectors. This structure allows them to tailor their sales approach and better meet the specific needs of different customer groups.</p> <p>The direct service team within Canon Canada's Direct Sales Division is comprised of fulltime employees that provides support for the products sold, including installation, maintenance, and technical assistance. This service is crucial for maintaining customer satisfaction and loyalty. Our well-trained service force helps ensure that customers can effectively use their Canon products and resolve any issues that may arise, often preventing issues before they arise.</p> <p>Canon Canada Inc. Direct Sales Division operates in Canada's major urban centers (Quebec City, Montreal Ottawa, Toronto, Hamilton, London/Kitchener, Edmonton, Calgary and Vancouver). Outside these areas Canon Canada Inc. operates through a network of authorized dealers that play a crucial role in its distribution and sales strategy.</p> <p>Canon Canada Inc's authorized dealers represent and get support from us in the following capacities:</p> <ul style="list-style-type: none"> • Sales and Distribution • Brand Representation • Training and Support • Marketing and Promotions • Warranty and Service <p>Our Authorized Dealers also provide us with valuable insight into customer preferences and market trends, which can influence product positioning and marketing strategies. The employment status of their workforce varies from part time/contracted employees to full time employee's dependent on their location.</p>

<p>18</p>	<p>If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.</p>	<p>Canon U.S.A., Inc. meets and exceeds all required licenses and certifications to deliver the solutions contemplated in this RFP. Our certifications reflect our commitment to quality, security, environmental stewardship, and innovation, underscoring our ability to provide reliable and sustainable solutions.</p> <p>1. Security and Quality Certifications Canon's devices, services, and operations adhere to the highest security and quality standards, including:</p> <ul style="list-style-type: none"> • FedRAMP Authorization: Canon Office Cloud is a FedRAMP Authorized (moderate level) cloud service, sponsored by the U.S. Department of Health and Human Services. This authorization validates Canon's ability to meet stringent security requirements, supporting the managed print strategies of federal, state, local, and educational institutions. Canon is one of only two hardcopy vendors with this level of authorization. • ISO 15408 – Common Criteria Certification of Evaluation Assurance Level 3 (EAL3): Canon devices meet the ISO 15408 standards and optional IEEE 2600 Common Criteria configurations, ensuring robust security features. These certifications validate Canon's capabilities in hardware and software security, protecting against network vulnerabilities. • Hard Drive Data Security: <ul style="list-style-type: none"> o Hard Drive Data Encryption Kit: Certified for secure data encryption across all Canon devices where installed. o Hard Drive Data Erase Kit: Standard on imageRUNNER ADVANCE models, enabling secure data erasure to protect sensitive information. • ISO 9001: Certification for Canon manufacturing sites, reflecting a commitment to quality management and consistent product performance. • ISO 27001:2013 Accredited: Ensuring Canon's compliance with information security management standards. • Certified International Outsourcing Professionals: Several Canon senior managers hold certifications, demonstrating expertise in outsourcing and operational quality. <p>2. Environmental and Sustainability Certifications Canon's leadership in environmental sustainability is evident through internationally recognized certifications and initiatives:</p> <ul style="list-style-type: none"> • ISO 14001: Canon Americas Headquarters and over 550 global Canon sites are certified under the ISO 14001 environmental management system. This certification ensures compliance with environmental laws, regulations, and best practices while minimizing operational impact on the environment. • LEED Certifications: <ul style="list-style-type: none"> o Canon Americas Headquarters: LEED Gold certification, recognizing sustainable site development, energy efficiency, water conservation, and innovative operational practices. o Norcross, GA Distribution Center: LEED v4 certification, highlighting energy efficiency, water-saving measures, and CO2 emission reductions. • ENERGY STAR®: Since 1993, Canon has partnered with the EPA to design energy-efficient products. Canon has received nine ENERGY STAR Partner of the Year awards, including for Sustained Excellence, from 2018 to 2024. • EPEAT Registration: Canon products meet rigorous criteria under the Electronic Product Environmental Assessment Tool (EPEAT), supporting environmentally responsible procurement. • Blue Angel Mark Certification: Recognizes Canon products for meeting stringent environmental and energy efficiency standards. • IT ECO Declaration: Covers key eco-label standards, including Nordic Swan, TCO, and EU Flower criteria. <p>3. Additional Industry Certifications Canon actively pursues certifications that reflect its leadership in product innovation and operational excellence:</p> <ul style="list-style-type: none"> • Windows Hardware Quality Labs (WHQL) Certification: All of Canon's Windows Print Drivers meet this certification, ensuring compatibility and performance. • EcoVadis Gold Rating: Acknowledges Canon's leadership in sustainability and corporate social responsibility practices. • ENERGY STAR® and Environmental Management: <ul style="list-style-type: none"> o Canon offers ENERGY STAR-certified products, helping Sourcewell Participating Entities save money and reduce environmental impact through energy efficiency. o Canon's innovative drum covers and cardboard packaging for imageRUNNER ADVANCE DX models reflect our dedication to reducing plastic usage and waste. <p>4. Device-Specific Features and Certifications Canon products incorporate advanced, certified features to enhance functionality and meet customer needs:</p> <ul style="list-style-type: none"> • Removable Hard Drives, Data Encryption, and Secure Data Erase: Available for many hardware and software solutions, ensuring robust protection of sensitive data. • Certified MFD Security Standards: Canon's multifunction devices comply with industry regulations for government and private entities, providing a multi-layered security approach to protect hardware and networks.
-----------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

5. Operational and Sustainability Commitments

Canon's operations are driven by environmental stewardship and innovation:

- The Canon Americas Headquarters in Melville, NY, is LEED Gold certified and features sustainable operational practices, such as daylight harvesting, drought-resistant vegetation, and electric vehicle charging stations.
- Canon's recycling programs and resource conservation efforts ensure responsible management of end-of-life products, reducing environmental impact and promoting sustainability.

6. Industry and Government Partnerships

Canon partners with government agencies and private organizations to exceed compliance standards:

- Many of Canon's products meet or exceed the security requirements of government agencies and private entities, going beyond certifications to offer comprehensive protection.
- Canon's adherence to the Common Criteria, developed by the Department of Defense, validates our ability to meet the highest standards of security while delivering solutions tailored to the needs of state, local, and educational institutions.

Attachment:

Attachment 5 - Canon Office Cloud FedRAMP Authorization Documentation

Canon Canada Inc.'s Direct Sales Division technicians must complete training courses, and pass final examinations in order to be certified to work on a Canon line of product or model. On average, each Technician receives 90 hours of classroom training annually.

Our best-in-the-business team of service professionals has expert knowledge of the Canon product line. With an average of more than 30 years field experience, best practices and industry standards, our Service Technicians and Specialists have consistently delivered first-rate service by completing the job right the first time. Our elite Service team consists of:

- Field Service Managers
- Product Support Specialists
- Field Technicians
- Other Certified Specialists across Canada

All Service Technicians have backgrounds in electronics, accompanied with a variety of experiences and tested knowledge on software, operating systems, connectivity, etc. Upon recruitment, all technicians must complete the Applied Technology course, a Canon course that is a pre-requisite for any future model training. A key component in maintaining service excellence is the training investment we provide to our Service team.

Canon has an extensive training program that starts right from the core. All Canon technicians must be OEM trained as per Canon standards. Throughout their career, all technicians supplement their field experience with training courses provided by Canon certified instructors and industry-leading experts. This ensures our technicians are up to date on modifications, upgrades, and technical information.

Our Service Technicians are continually being updated as new technologies are introduced. Each service professional is a specialist for designated Canon product lines and further specialized by product segment, bringing you the highest level of expertise.

They are also designated to specific territories designed around appropriate equipment populations and volumes suited for the segment and geographic area. This provides for quick response time and intimate familiarity with their customers' equipment and business needs.

In addition, testing labs are in the regional offices to assist the technician in duplicating the complex problem that arises in the field.

To further assist all technicians to reach their full potential, they all receive individual on-the-job assessment and guidance from their Field Service Manager. We also have a highly trained and certified team of Specialists who provide additional assistance with any technical hardware and software issues.

Dealers are required to take the Technical Training courses offered by Canon Canada and Canon USA and pass the appropriate product certifications in order to maintain dealer authorization. Lack of certification prohibits the purchasing and servicing of respective Canon products

19	<p>Disclose all current and past debarments or suspensions for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a debarment or suspension status any time during the pendency of this RFP evaluation.</p>	<p>Canon U.S.A., Inc. confirms that neither the company nor any Responsible Party has been debarred or suspended at any time within the past seven years. Canon is committed to maintaining compliance with all regulatory and ethical standards and will provide written notice to Sourcewell if any debarment or suspension status arises during the evaluation period of this RFP.</p> <p>As of the time this statement has been made, Canon Canada Inc., nor any of its affiliates have been debarred or suspended from doing business with any entity over the past 7 years.</p>
20	<p>Describe any relevant industry awards or recognition that your company has received in the past five years.</p>	<p>Canon's unwavering dedication to quality, innovation, and customer satisfaction has been consistently recognized by prestigious industry awards and accolades over the past five years. These achievements highlight Canon's leadership in imaging technology, sustainability, and service excellence.</p> <p>1. Leadership in Innovation and Imaging Solutions Canon's complete portfolio of multifunction printers and copiers, supported by Canon's No. 5 ranking in U.S. patents, demonstrates our commitment to advancing workplace productivity and reliability. Our award-winning hardware—including the low-to-high volume, color and black-and-white imageRUNNER ADVANCE and imageCLASS lines—is designed to promote peak performance while increasing uptime and efficiency. Complemented by our excellent technical and professional service, Canon's products help Sourcewell Participating Entities achieve:</p> <ul style="list-style-type: none"> • Higher levels of quality. • Simplified workflows by reducing unnecessary steps. • Faster task completion and improved efficiency. Increased overall productivity. <p>2. Prestigious Hardware Awards Canon's reputation as an innovator has been cemented by numerous awards for reliability, durability, ease of use, and image quality:</p> <ul style="list-style-type: none"> • Buyers Lab (BLI) Awards: <ul style="list-style-type: none"> o Copier MFD "Line of the Year": 2016, 2017, 2018, 2020, 2022, and 2023. o A4 Line of the Year: 2023. o Most Reliable A3 Product Line: 2022–2024. o Most Color Consistent A4 Brand Award: 2024. o Pace Setter Awards: 2024–2025 for Wide Format Sustainability (Product Innovation), Serviceability, and Higher Education. • Proven Reliability: Buyers Laboratory Inc. (BLI), a longstanding industry analyst, tested Canon's A3 product line over a five-year period. The testing included running nearly 4.5 million pages through 23 devices, resulting in only six misfeeds and two service calls. Canon was awarded BLI's Most Reliable Brand in recognition of this exceptional performance. <p>3. Excellence in Software Solutions Canon's uniFLOW Online solution has been recognized for its modular design and ability to save organizations time and money:</p> <ul style="list-style-type: none"> • BLI Pick Outstanding Cloud Output Management Solution: Six consecutive years (2018–2024). uniFLOW's scalable, customizable design allows organizations of all sizes to manage their printer and MFD fleets efficiently, making it an ideal fit for Sourcewell's specific needs. <p>4. Sustainability and Energy Efficiency Canon's leadership in energy-efficient technology and commitment to environmental stewardship are evidenced by:</p> <ul style="list-style-type: none"> • ENERGY STAR Partner of the Year: Nine-time recipient (2016–2024). • Sustained Excellence Award: Seven consecutive years (2018–2024). • Canon has been an ENERGY STAR partner for over 30 years, offering more than 200 ENERGY STAR-certified products that incorporate advanced energy-efficient technologies without compromising features or performance. Canon U.S.A. has also received: <ul style="list-style-type: none"> o Partner of the Year - Product Brand Owner Awards (2010). o Excellence Awards for ENERGY STAR Promotion (2011) and Product Labeling (multiple years, including 1996, 1997, and 2008). <p>5. Service and Organizational Recognition</p> <ul style="list-style-type: none"> • Benchmark Portal Award – Center of Excellence: Canon has been honored 15 times for its exceptional service and support. • Forbes "One of America's Best Mid-Sized Employers": Recognized for nine consecutive years (2024). <p>6. Industry Leadership and Market Recognition</p> <ul style="list-style-type: none"> • Canon's innovative product designs and focus on customer success have led to continued recognition by the IDC MarketScape as the 2024 Leader in Worldwide Sustainability Programs and Services in the Hardcopy Industry. <p>PrintAction Canadian Printing Awards 2024</p>

Winner
 · Self Promotion, Printing Industry Supplier: 'Future-proof your business' – Gutenberg Gala Promotional Box)
 · Most Progressive Printing Process, Wide-Format Inkjet: Arizona 1300/2300 – FLXflow Technology

Honorable Mention
 · Most Progressive Printing Process, Wide-format Inkjet: Colorado M-series – FLXture Technology
 · Most Progressive Printing Process, Production Inkjet: Canon ProStream 3160
 · Most Environmentally Progressive Technology Company

2023
 Winner
 · Most Environmentally Progressive Technology Company
 · Most Progressive Printing Process, Software of IT: PRISMAguide XL
 · Most Progressive Printing Process, Wide-format Inkjet: Colorado M-series

Honorable Mention
 · Most Progressive Printing Process, Wide-format Inkjet: Arizona 1300 FLOW
 · Most Progressive Printing Process, Production Inkjet: iX Series
 · Self-Promotion, Printing Industry Supplier: Arizona Interior Decor Box

2022
 Winner
 · Self-Promotion, printing industry supplier: The Arizona and Colorado Customer Experience Boxes
 · Most Progressive Printing Process, digital toner: imagePRESS V1000
 · Most Progressive Printing Process, wide format inkjet (joint submission with Arius Technology): Salvador Dali: Arius Elegraph and Canon Elevated Printing Collaboration
 · Most Progressive Printing Process, software or IT: PRISMA GO
 · Most Environmentally Progressive Technology Company

Honorable Mention
 · Most Progressive Printing Process, wide format inkjet: Colorado FLXfinish+ Technology

2021
 · No submissions

2020
 · No awards ceremony held

2019
 Gold
 · Self-Promotion, printing industry supplier: Dimensional Toronto Map
 · Most Progressive Printing Process, digital toner: imagePRESS C910 Series
 · Most Progressive Printing Process, wide format roll inkjet: Océ Colorado 1650 UVgel Printer
 · Most Progressive Printing Process, software or IT: Océ Arizona Xpert
 · Most Environmentally Progressive Technology Company

Silver
 · Most Progressive Printing Process, production inkjet: Océ ProStream™ 1000
 · Most Progressive Printing Process, wide format flatbed inkjet: Océ Arizona 1300 Series

Brampton Board of Trade
 2022
 Brampton Board of Trade Business Excellence Awards
 · Innovation category

Canada's Greenest Employers
 · Canon Canada has been named one of Canada's Greenest Employers for six consecutive years (2019-2024)

Canada's Best Employers for Diversity
 · Canon Canada has been recognized by Forbes Magazine as one of Canada's Best Employers for Diversity for three consecutive years (2022, 2023, 2024)

Canada's Most Trusted Brands
 2023
 Canon Canada was named one of Canada's Most Trusted Brands by the Gustavson Brand Trust Index, as well as Canada's Top Trusted Brand in the Electronics & AV Equipment Category

21	What percentage of your sales are to the governmental sector in the past three years?	<p>In the past three years (2021–2023, including 2024 YTD), the percentages of Canon U.S.A., Inc's sales to the governmental sector were as follows:</p> <ul style="list-style-type: none"> • 2021: 31.04% • 2022: 31.24% • 2023: 28.49% • 2024 YTD: 23.51% <p>Across the entire period, the governmental sector accounted for 28.44% of Canon U.S.A., Inc's total sales revenue.</p> <p>Approximately 5-10% of Canon Canada Inc's sales can be attributed to the government sector over the past 3 years.</p>
22	What percentage of your sales are to the education sector in the past three years?	<p>In the past three years (2021–2023, including 2024 YTD), the percentages of Canon U.S.A., Inc's sales to the education sector were as follows:</p> <ul style="list-style-type: none"> • 2021: 17.13% • 2022: 16.46% • 2023: 19.27% • 2024 YTD: 22.34% <p>Across the entire period, the education sector accounted for 18.91% of Canon U.S.A., Inc's total sales revenue.</p> <p>Approximately 5 to 10% of Canon Canada sales can be attributed to the education sector over the past three years.</p>

<p>23</p>	<p>List all state, cooperative purchasing agreements that you hold. What is the annual sales volume for each of these agreement over the past three years?</p>	<p>Canon U.S.A., Inc holds several state and cooperative purchasing agreements, demonstrating our extensive experience and engagement with government and education sectors. Below is the total sales volume range (2021–2024 YTD) that our agreements fall under:</p> <p>Over \$100M:</p> <ul style="list-style-type: none"> • NASPO (National Association of State Procurement Officials) in 31 States • OMNIA Partners Cooperative <p>\$50M-\$100M:</p> <ul style="list-style-type: none"> • Texas DIR (Texas Department of Information Resources) <p>\$15M -\$50M:</p> <ul style="list-style-type: none"> • State of Mississippi • PEPPM (Technology Bidding and Purchasing Program for educational institutions, government agencies, and nonprofits) • State of Georgia • State of Minnesota <p>\$0-\$15M:</p> <ul style="list-style-type: none"> • State of New York • COSTARS (Pennsylvania's Cooperative Purchasing Program) • State of North Carolina <p>Our exceptionally strong working relationship with these groups and legacy cooperative organizations has given us significant insight and experience in leveraging cost and pricing advantages for goods and services. We empower institutions and organizations to create collaborative strategies that optimize procurement and IT process savings.</p> <p>Additionally, we are active in the national and local associations of CoSN, ASBO, ISTE, and NAEP; and statewide organizations such as CAPPO, MAPPO, IAPPO, and FAPPO. These organizations provide us with invaluable knowledge and insight into market requirements.</p> <p>Canon can deliver a comprehensive, cost-effective, and efficient procurement program to help advance your mission and support your vision. Our organization is inspired by the opportunity to establish a unique and meaningful business alliance that incorporates cutting-edge technology, responsible resource allocation, sustainable long-term growth, and genuine collaboration. Together, we can truly transform the communities we serve.</p> <p>Canon Canada Inc. currently holds 3 cooperative purchasing agreements: OECM (Ontario Collaborative Marketplace), CAG (Centre d'Acquisitions Gouvernementales), and Mohawk Medbuy.</p> <p>OECM (Province of Ontario only) \$1,142,175.97</p> <p>CAG (Province of Quebec Only) \$1,745,007.70</p> <p>Mohawk Medbuy (previously Shared Services West started 2022) \$657,628.86</p> <p>Please note the sales revenue totals provided are for hardware only (does not include service revenue)</p>
-----------	----------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

24	List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years?	<p>Canon U.S.A., Inc. holds a GSA MAS Contract (GS-03F-046DA). Canon's GSA annual sales for the past 3 years are \$ 13,996,151.57.</p> <p>Although Canon Canada Inc. is no longer part of the current federal government standing offer, many clients continue to demonstrate loyalty by renewing older equipment from the previous standing offer. This steadfast support underscores the enduring value they perceive in Canon's products and services. Clients recognize Canon for its exceptional quality and reliability, which are critical elements in their operations. The robust build of Canon's equipment ensures longevity and consistent performance, reducing downtime and maintenance costs over time.</p> <p>Furthermore, Canon's comprehensive service offerings enhance this value proposition by providing attentive customer support and efficient solutions, which clients have come to rely upon. This combination of superior product quality and dedicated service has established Canon as a trusted partner rather than just a vendor. Consequently, many clients are motivated to maintain Canon as their preferred choice, valuing the overall benefits and peace of mind that come with Canon's commitment to excellence in both technology and customer relations. This is the type of brand loyalty we expect to provide to Sourcwell/Canoe clients.</p> <p>Canon Canada Inc.'s robust product offering has been instrumental in securing federal government contracts outside of the current standing offer, allowing us to secure large RFP wins and maintain presence through lease renewal business and lease purchase options</p> <p>The comprehensive range and superior quality of our products have positioned us as a competitive and reliable partner, meeting the stringent requirements and high standards expected by government entities. By delivering cutting-edge technology and innovative solutions, we have successfully aligned with government objectives, underscoring our capability to fulfill their diverse needs efficiently and effectively. This strong product portfolio not only demonstrates our commitment to excellence but also reinforces our reputation as a preferred vendor in the public sector.</p> <p>These elements combined have contributed to total revenue accrument of \$1,990,012.57 (Please note the revenue provided is for hardware only (does not include service revenue)).</p>
----	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Table 2B: References/Testimonials

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

Entity Name *	Contact Name *	Phone Number *	
Northwest ISD (Justin, TX)	Mark Vechione	817-215-0092	*
City of Tacoma	John Lake	253-382-2600	*
Anoka-Hennepin ISD#11 (MN)	Joe Ostlund	763-506-1261	*
West Park Health Care	Bahaa Mettias	437-688-5035	
City of Brampton	Jennifer Ellis	905-874-5118	
Centre de services scolaire des Premières-Seigneuries (CSSDPS)	Desjardins,Carlo	418-821-8471	

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

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

Line Item	Question	Response *
-----------	----------	------------

<p>26</p>	<p>Sales force.</p>	<p>Canon U.S.A., Inc. is a manufacturer of an extensive product line of digital color and black-and-white multifunctional devices (MFDs), printers, copiers, facsimile machines, cameras, lenses, camcorders, flatbed scanners, medical devices, semiconductor lithography equipment, broadcast and optical equipment, and other specialized industrial products. As a leading provider of consumer, business-to-business, and industrial digital imaging solutions and services, Canon is committed to delivering outstanding quality, innovation, and value that align with our reputation for excellence.</p> <p>Nationwide Sales Coverage Canon's sales force is structured to provide comprehensive geographic coverage across the United States through both our Direct Sales Channel and our Authorized Dealer Network, ensuring that every Sourcewell participating entity—whether in urban, suburban, or rural areas—has access to our products, services, and expertise.</p> <p>1. Canon Direct Sales Channel:</p> <p>a. Locations: 105 Canon-owned direct sales and service locations strategically distributed across major metropolitan areas throughout the United States.</p> <p>b. Sales Representatives: 614 highly trained Canon-employed sales representatives dedicated to understanding customer needs and delivering tailored solutions.</p> <p>c. Technicians: 1,226 factory-trained technicians employed directly by Canon's Direct Sales Channel who specialize in providing award-winning service and support to ensure maximum uptime and customer satisfaction.</p> <p>d. Training and Expertise: Canon sales representatives and technicians undergo regular factory training to maintain expertise in the latest technologies, ensuring Sourcewell Participating Entities receive the most effective and innovative solutions.</p> <p>2. Authorized Dealer Network:</p> <p>a. Number of Dealers: 227 Authorized Dealers with over 1,000 locations certified to meet Canon's rigorous performance and service standards.</p> <p>b. Technicians: More than 7,500 factory-trained technicians employed directly by Authorized Dealers.</p> <p>c. Coverage: The Authorized Dealer Network spans all 50 states, ensuring even rural communities have access to Canon's cutting-edge technology, reliable products, and exceptional service.</p> <p>Training and Expertise: Authorized Dealer personnel also participate in factory training programs, ensuring they uphold Canon's standards and deliver the same level of technical expertise as Canon's Direct Sales Channel.</p> <p>Canon Canada Inc.'s Direct Sales Division has a salesforce of 200 individuals dedicated to promoting and selling Canon's various products and services in Canada's major city centers.</p>
<p>27</p>	<p>Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.</p>	<p>Canon has built a robust and expansive Authorized Dealer Network to ensure comprehensive coverage and exceptional service delivery to Sourcewell participating entities. This network enables Canon to provide solutions effectively across all 50 states, including rural and underserved areas, ensuring equitable access to our products and services.</p> <p>1. Authorized Dealer Network</p> <ul style="list-style-type: none"> • Number of Dealers: Canon's Authorized Dealer Network consists of 227 dealers with over 1,000 locations nationwide. • Coverage: The network provides nationwide reach, ensuring that Sourcewell entities in both urban and rural locations have access to Canon's cutting-edge technology and reliable service. • Technicians: Over 7,500 factory-trained technicians employed by Authorized Dealers deliver expert service and maintenance, ensuring the reliability, efficiency, and longevity of Canon products. • Capabilities: Dealers offer the full spectrum of Canon's product portfolio, including multifunction devices (MFDs), printers, scanners, software solutions, and services. Dealers also provide installation, user training, and ongoing support tailored to customer needs. <p>2. Dealer Certification and Training All Authorized Dealers must meet Canon's stringent certification standards, ensuring they deliver the highest level of service and expertise. This includes:</p> <ul style="list-style-type: none"> • Factory Training: Dealer personnel participate in ongoing training programs led by Canon to stay updated on the latest technologies, products, and service methods. • Compliance with Canon Standards: Dealers adhere to rigorous performance benchmarks to maintain certification, ensuring consistent and reliable support for all Sourcewell entities. <p>3. Product Distribution and Delivery Methods Canon's distribution system is designed to facilitate timely and efficient delivery of products to Sourcewell members through the Authorized Dealer Network:</p> <ul style="list-style-type: none"> • Dealer-Managed Deliveries: Products are shipped and installed by Authorized Dealers, leveraging their local expertise and resources to meet customer needs. • Comprehensive Services: Dealers coordinate delivery, installation, and user training to ensure Sourcewell Participating Entities have a smooth and seamless onboarding

experience.

4. Commitment to Customer Success

Canon's Authorized Dealers are an essential part of our commitment to delivering exceptional solutions and support to Sourcewell participating entities. By leveraging this extensive network, Canon ensures:

- Broad access to our innovative products and services.
- Consistent, high-quality local service and technical support tailored to the unique needs of government, education, and nonprofit customers.

Canon Canada Inc. operates a well-structured distribution network to ensure its products reach customers effectively. The distribution network is comprised of the following components:

- Our "Direct Sales Division"
- Our "Authorized Dealer Network"
- Our "Retail & e-CommercePartnerships"

Canon Canada Inc's Direct Sales Division: Canon Canada sells its products directly to small, medium and large customers, including government agencies, and businesses, which allows for tailored solutions and dedicated support. Canon Canada Inc's Direct Sales Division operates in major city centers.

Canon Canada Inc's Authorized Dealer Network: Our authorized dealer network is responsible for resale and servicing of Canon products outside major city centers across Canada. These dealers support a wide range of Canon products, including printers and imaging solutions. Authorized dealers are typically selected for their expertise in imaging and office solutions, and much like the direct sales division they are trained to assess client needs and make proper recommendations to prospective customers.

Canon Canda Inc is represented through its Authorized Dealer Network by 217 Canon sales specialists and 465 service technicians. For a list of our Authorized Dealer's and their locations, please refer to attachment "Attachment 2 – Canon Canada Authorized Dealer List.xlsx". As previously stated: the status of our dealers workforce varies from part time/contracted employees to full time employees dependent on their location.

Retail Partnerships: Canon Canada Inc. partners with various retail chains (including Best Buy, Staples, Henry's and Vistek) and electronic stores (e.g. CDW and Newegg) to offer its products to home and small business consumers. This includes both brick-and-mortar retailers and online platforms.

E-commerce: Canon Canada also utilizes online sales channels including Canon Canada e-store which enable customers to shop directly through its website or other e-commerce platforms. This platform enables home consumers and professional market clients to quickly and conveniently procure those products.

Service and Support Centers: Distribution is complemented by service and support centers that provide maintenance, repairs, and customer service, enhancing the overall customer experience.

Logistics and Warehousing: Efficient logistics and warehousing strategies are in place to manage inventory and ensure timely delivery of products to different distribution points across a vast geographic area.

The combination of these elements enables Canon Canada to effectively serve its customer base while maintaining high standards of service and product availability.

<p>28</p>	<p>Service force.</p>	<p>Canon's service force is designed to deliver unparalleled support, ensuring maximum uptime, reliability, and satisfaction for Sourcewell participating entities. With over 7,500 factory-trained technicians operating from 1,000+ locations across the United States, Canon's service network provides nationwide coverage that meets our rigorous quality standards, including service to rural and underserved areas.</p> <p>1. Comprehensive Service Network Canon's Authorized Service Network spans all 50 states, ensuring that every customer, regardless of location, has access to expert service and support:</p> <ul style="list-style-type: none"> • Certified Locations: All service locations are certified to meet Canon's stringent performance and operational standards. • Genuine Canon Parts: Service centers are required to use only genuine Canon parts, ensuring product integrity and optimal performance. • Territory Support Plans: Each service center submits a detailed business plan describing how it will support its specific territory, including staffing plans and financials. These plans are regularly reviewed to ensure alignment with Canon's high standards. • Unscheduled Inspections: Canon management conducts unscheduled inspections of service locations to ensure consistent adherence to our operational and quality benchmarks. <p>2. Skilled and Factory-Trained Technicians Canon's service technicians undergo extensive training and continuous certification to stay updated on the latest technologies and methodologies:</p> <ul style="list-style-type: none"> • New Hire Training: All new technicians participate in Canon's comprehensive Printing and Digital Imaging Foundations (PDFI) program, which includes: <ul style="list-style-type: none"> o Classroom-based training. o Hands-on field experience. o Certification on specific Canon models based on territory demand. o Critical skill courses covering Customer Satisfaction Skills, Basic Network Install, Complete Call Process, Troubleshooting, Communication, and Technology. • Ongoing Training and Certification: Technicians receive continual training based on advancements in Canon technology and territory-specific growth. This ensures they are equipped to handle emerging challenges and new product releases. • Association of Technical Service Professionals (ATSP): Canon's ATSP program upholds strict guidelines for service excellence. Certified members have demonstrated advanced knowledge and skills, ensuring Sourcewell Participating Entities receive consistent, best-in-class service. <p>3. U.S.-Based Call Center Canon's U.S.-based call center provides centralized support for all service-related inquiries:</p> <ul style="list-style-type: none"> • Customer Satisfaction Focus: Canon is committed to excellence in every interaction. In 2023, 93% of customers recommended Canon service to a friend or colleague (Confermit, 2023 average). • Real-Time Support: The call center is equipped with state-of-the-art technology to provide rapid troubleshooting and escalate issues to local service technicians when necessary. <p>4. Commitment to Customer Success Canon's service philosophy is built on providing excellence with every interaction. This includes:</p> <ul style="list-style-type: none"> • Ensuring minimal downtime through quick response times and effective troubleshooting. • Proactive maintenance and ongoing support tailored to customer needs. • Personalized solutions and training for customer teams to maximize product utilization. <p>5. Advanced Service Technology Canon's service organization leverages innovative tools and technologies to enhance efficiency and customer satisfaction:</p> <ul style="list-style-type: none"> • FedRAMP-Authorized Canon Office Cloud: Supports secure device management and monitoring for public sector entities, ensuring streamlined operations and consistent performance. • State-of-the-Art Logistics: LEED-certified distribution centers, such as the Norcross, GA facility, ensure timely delivery of replacement parts and supplies. <p>6. Sustainability in Service Canon incorporates sustainability into its service model by:</p> <ul style="list-style-type: none"> • Promoting recycling programs for used parts and consumables. • Minimizing environmental impact through energy-efficient operations at service centers. <p>Canon Canada Inc. currently employs 144 full time Service technicians trained and certified to work on various lines of product. The technician's training is comprised of an industry leading training methodology and field equipment. Canon Canada's certified technicians average 90+ hours per year in training for each field service technician.</p>
-----------	-----------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

29	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	<p>We are including with our proposal the standard contracting terms that we propose to use for each Sourcewell member that desires to contract with us for products and services. We are proposing that our Canon network of authorized dealers be engaged to provide products and services through the Sourcewell program. Accordingly, references to "PROVIDER" in the attached contract terms would be revised to refer to the particular dealer which is making each specific sale of those products and services.</p> <p>Canon offers two primary ordering channels to meet the diverse needs of Sourcewell Participating Entities: Authorized Dealer Channel and Direct Sales Channel.</p> <p>Authorized Dealer Channel Canon's Dealer Channel provides extensive coverage across the United States, with over 227 Authorized Dealers operating in all 50 states. This network ensures that Canon's products and services are accessible nationwide, offering regional expertise and support for Sourcewell Participating Entities in a wide range of locations. Sourcewell Participating Entities can engage directly with a local Canon Authorized Dealer to assess their device needs and required functionalities. The process typically involves the following steps:</p> <ol style="list-style-type: none"> 1. Assessment & Quotation: The customer collaborates with a local Canon Authorized Dealer, who provides a quotation or, if needed, conducts a site visit to understand specific device placement requirements. 2. Purchase Order Submission: Once the equipment selection is finalized, Sourcewell Participating Entities submit their purchase order (PO) directly to the dealer. 3. Order Processing & Installation: The dealer processes the purchase order and arranges for installation, provides training, and manages additional requested services at the customer's location. 4. Expedited Orders: Should any order need to be expedited, Sourcewell Participating Entities can inform their dealer. Expedited service availability may depend on the state and the dealer's inventory. In some cases, the dealer may place a demo unit at the customer's location to bridge any critical time gaps while processing the purchase order. <p>Direct Sales Channel Canon's direct sales channel has a strong regional presence, with our regional locations spread across most states, ensuring direct access and support for Sourcewell Participating Entities nationwide. Sourcewell Participating Entities place hardware or service orders (e.g., MFDs, printers) directly through their Canon Account Manager, who manages the order placement and delivery process.</p> <p>SUPPLY ORDERS & SUPPORT</p> <p>Customer Service Support: Sourcewell Participating Entities may call Canon's toll-free Customer Service Department, available Monday through Friday, 8:30 AM to 5:00 PM EST, to place orders for supplies. A Customer Service Representative will assist by verifying customer information (contact, address, serial number), confirming the supply details (e.g., toner quantities), and providing a confirmation number. The toll-free number is also displayed on Canon equipment for easy access. At Sourcewell's request, Canon Solutions America can maintain a standard stock of parts and supplies onsite.</p> <p>Online Ordering via Canon's web-based account management tool: Sourcewell Participating Entities may order supplies online using Canon's web-based account management tool. Upon request, Canon Direct Sales team can maintain a standard stock of parts and supplies on-site for Sourcewell Participating Entities' convenience. For hardware (i.e. MFD, printer, etc.), orders are placed directly with your Account Manager.</p> <p>For supplies, companies may call the toll-free Customer Service Department to speak to a Customer Service Representative who will place the supply order. This Department is available Monday through Friday, 8:30AM EST to 5:00PM EST to accommodate Sourcewell Participating Entities nationwide. This toll-free number is also located directly on Canon equipment.</p> <p>Auto-Replenishment with imageWARE Remote: Canon also offers automated supply replenishment through imageWARE Remote, a diagnostic program that monitors device activity and performs automatic meter reads, error monitoring, and proactive supply replenishment. This remote monitoring reduces downtime and streamlines service delivery without requiring technician intervention. Shipping and handling fees for toner are waived for customers using imageWARE Remote (or any authorized Data Collection Agent) who are signed up for auto toner delivery.</p> <p>Additionally, supplies can be auto-replenished through imageWARE Remote*. imageWARE Remote is a diagnostic program that remotely monitors device activity to proactively detect when maintenance is needed. The program performs automatic meter reads, monitors errors, and replenishes supplies – all from behind the scenes without having to send a technician. imageWARE Remote streamlines service delivery, helps reduce downtime, and contributes to improved operational performance.</p> <p>*Shipping and Handling fees for toner will not be charged to customers who are on</p>
----	-------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

imageWARE Remote (or any authorized Data Collection Agent) and have signed up for auto toner delivery.

This structured approach enables Canon to offer a tailored ordering experience through both our expansive network of Authorized Dealers and our dedicated Direct Sales team. With Canon's robust dealer network across all 50 states and regional Canon locations nationwide, we provide responsive, localized support to Sourcewell members, ensuring consistent coverage, prompt service, optimized support and streamlined solutions throughout county.

Canon Canada offers two primary ordering channels to meet the diverse needs of Sourcewell customers: the Direct Sales Channel & the Authorized Dealer Channel. The process typically involves the following steps:

Step 1 Research and Preparation (performed by sales team): Before contacting a client, our sales consultants from both the direct and dealer teams will research the potential client's business, industry, and specific needs. Understanding the client's background is critical in tailoring the sales approach.

Step 2 Initial Contact (performed by sales team): This step involves reaching out to the client via phone, email, or in-person meetings to introduce oneself and the company's products or services. The goal is to establish a connection and gauge the client's interest.

Step 3 Needs Assessment (performed by sales team): During this phase, our highly trained consultants will ask open ended questions and listen carefully to identify the client's specific challenges, goals, and requirements. This involves understanding the client's current processes and areas where improvements are needed. The needs assessment often involves a full print study, taking into account all customer locations, all office technology, volumes, individual location and departmental requirements.

Step 4 Solution Development (performed by sales team): Based on the needs assessment, consultants will develop a tailored solution that addresses the client's needs. This may involve selecting specific products or services and considering how they can be integrated into the client's existing operations, or suggesting a completely new product or workflow if required. Solutions incorporate effective approaches learned through our 50 plus years of Canadian business experience while taking into account the latest industry best practices.

Step 5 Proposal, Presentation and Statement of Work (performed by sales team): The consultant presents their solution to the client, highlighting how it meets their needs and the benefits it offers. This presentation often includes product demonstrations, cost-benefit analysis, and case studies of similar successful implementations.

In cases where customizable software is part of the proposed solution, a Statement of Work may be required where a solutions consultant will review the specific requirements, deliverables, and terms related to the software purchase.

Step 6 Handling Objections (performed by sales team): Clients may have concerns or objections, such as cost, implementation challenges, or compatibility with current systems. A skilled consultant will address these objections by providing additional information, reassurances, or alternative solutions.

Step 7 Negotiation (performed by sales team): This step involves discussing terms of sale, including pricing, delivery, and any contractual conditions. The consultant works with the client to reach mutually agreeable terms which can include reviewing means of acquisition (purchase or lease), available maintenance packages, and delivery lead times.

Step 8 Closing the Sale (performed by sales team): Once the client agrees to the terms, the consultant facilitates the signing of contracts and any necessary paperwork to finalize the sale. Client's IT will receive a Network Installation Worksheet (Refer to attached file "Network Installation Worksheet.pdf"), which will give them an opportunity to give network configuration directions to the technician.

Step 9: Order Submission (performed by the sales consultants and sales coordinators): Once agreements are completed via e-signature, all required documents are submitted to sales coordinators assigned to the regional offices for review, compliance (in this case with the Sourcewell program) and coordinating logistics (inventory and delivery). If errors are found, sales consultants will need to address and, if necessary, obtain revised signatures.

Step 10: Implementation and Follow-up (performed by logistics, service & solutions consulting teams): After delivering the product, the delivery teams will remove all cardboard and packaging, and mount the devices to their desired destination. Thanks to the completed Network Installation Worksheet, the technician can perform a

		<p>seamless integration to the network with minimal disruption.</p> <p>Once the solution is configured and implemented, the sales and (if applicable) solutions consultants will ensure the clients receive proper training and support for the new products or services. Follow-up is crucial to address any issues and ensure client satisfaction.</p> <p>Step 11. Relationship Building (performed by sales, solutions, and service teams): The final step is to maintain and build upon the new relationship. Maintaining a positive ongoing relationship with the client is vital to any organization. Consultants should check in periodically to offer additional support, gather feedback, and explore opportunities for future sales. The preferred way of achieving this takes form in quarterly Account Performance Reviews (APR's). Canon sales consultants (both direct and dealer channels) are encouraged to perform quarterly APR's to:</p> <ul style="list-style-type: none"> • Keep clients informed of industry news • Provide insights into account • Evaluate equipment and software performance • Proactively solve potential issues (Risk Management) • Performance Evaluation • Generate Up and cross selling opportunities. <p>By following these steps Canon Canada Inc and its Authorized Dealer Network will provide customers with a standardized, seamless sales process that will ensure a positive, ongoing mutually beneficial partnership.</p>
<p>30</p>	<p>Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.</p>	<p>Canon is deeply committed to delivering best-in-class customer service to ensure the satisfaction and success of Sourcewell participating entities. With over 60 years of experience in the document management industry, Canon has developed a robust customer service program supported by highly skilled professionals, advanced technology, and innovative practices.</p> <p>Customer-Centric Approach The foundation of our customer service program lies in building and maintaining strong customer relationships. Canon prioritizes frequent communication with Sourcewell Participating Entities to understand and anticipate their needs. Regular interactions, including quarterly reviews, provide opportunities to evaluate current performance, discuss future technologies, and explore operational enhancements.</p> <p>Our U.S.-based Customer Service Department offers centralized support to handle a variety of customer inquiries:</p> <ul style="list-style-type: none"> • General questions and issue resolution. • Billing questions and rebilling needs. • Address and account information updates. • Supplies fulfillment for contract requirements. • Meter read inquiries and corrections. • Dispatching service needs. <p>Customer Service Representatives act as liaisons between Sourcewell Participating Entities and Canon's departments, including Accounting, Supply Sales, and Service, ensuring timely and accurate responses. The department operates Monday through Friday from 8:30 a.m. to 8:00 p.m. EST.</p> <p>Response Time Commitments Canon's service response times are tailored to provide timely support, even in remote locations:</p> <ul style="list-style-type: none"> • Phone Support: Within two (2) hours of a customer request. • On-Site Support: <ul style="list-style-type: none"> o Within 60 miles: 4–6 hours. o 60–120 miles: 1–2 business days. o 120+ miles or areas accessible only by plane or boat: 4–5 business days. <p>Performance Monitoring and Improvement Canon uses advanced tools to ensure consistent service quality:</p> <ul style="list-style-type: none"> • Key Performance Indicators (KPIs): We monitor equipment uptime, failures between service visits, and technician performance using performance dashboards. This allows us to evaluate and enhance fleet performance and overall customer satisfaction. • Real-Time Tracking with "Where's My Tech?": Canon's Oracle Field Service (OFS) tool enables Sourcewell Participating Entities to track the status of their service requests in real time. Customers receive email updates, including technician assignments, estimated arrival times, and live progress tracking. • Quarterly Reviews: Canon's service leadership meets with customers to review metrics such as customer care quality, fleet performance, and opportunities for program improvement. <p>Predictive Maintenance and Proactive Service Canon's predictive maintenance practices minimize downtime and optimize device performance:</p>

- Cycle Clinic Automated Predictive Maintenance Program: Devices forecast optimal maintenance timing and automatically send service requests to Canon's system, allowing technicians to prepare necessary parts in advance. This program is optional and available at no additional cost.
- Canon-Proprietary Analytics: Technicians are provided with pre-visit device information, including performance history and operational characteristics, enabling efficient service with high first-call fix rates.

Technician Training and Support

Canon's service technicians are highly trained to ensure they deliver exceptional support:

- Comprehensive Training Program: New technicians undergo Canon's extensive Printing and Digital Imaging Foundations (PDIF) program, which includes classroom and hands-on training. Technicians are certified on specific Canon models based on territory demand.
- Ongoing Training: Continuous training and certification programs are provided to keep technicians updated on the latest technologies and service methods.
- ATSP Certification: Canon's Association of Technical Service Professionals (ATSP) program ensures technicians meet strict performance and knowledge standards, delivering consistent, best-in-class service.

Service Performance Metrics

Canon ensures optimal service performance and device reliability:

- Uptime Guarantees:
 - o Devices under 91 pages per minute (ppm): 96% uptime.
 - o Devices over 91 ppm: 90% uptime.
- Technician Performance: Canon measures technicians based on device reliability, emphasizing high-quality repairs and first-call fixes.

Customer Satisfaction Initiatives

Canon regularly measures and enhances customer satisfaction through:

- Online Customer Satisfaction Surveys: Surveys are conducted via a secure web portal, with results analyzed in real time. These surveys provide actionable insights to improve customer experience.
- High Satisfaction Rates: In 2023, 93% of customers recommended Canon's service to a friend or colleague (Confermit, 2023 average).

Canon Canada's corporate philosophy is Kyosei, which means "all people, regardless of race, religion, or culture, harmoniously living and working together into the future". We strongly stand behind Canon Mission statement, to accelerate growth opportunities for professionals by offering digital print solutions with uncompromised quality and productivity. Canon's purpose is "Imaging to transform our world". Canon is committed to the causes of environment, eye care, education, and empowerment.

Canon Canada vision is to be innovators who deliver exceptional solutions & great customer experiences. Since 1973, Canon Canada has been the leading provider of consumer, business and professional digital imaging innovation. Technology continuously changes, but our commitment to delivering cutting-edge solutions and exceptional customer service never does. Our team takes on real problems and finds solutions that not only enhance the Canon customer experience but also excite us to come to work every single day.

Through its corporate philosophy and mission, Canon's commitment to customer satisfaction is best exemplified through its service mission statement: "Canon is dedicated to supporting its customers with industry-leading technology paired with expert service. Our goal is to provide superior service support through our technicians, online and phone."

Canon is committed to providing its customers with a team consisting of pre-sales support, sales support, training, implementation support and ongoing technical and solution support. The Direct Sales Division of Canon Canada is confident we will be able to meet and exceed with any client's requirements for the supply, maintenance, service, and support of digital MFD equipment. With respect to equipment maintenance, service and support, our commitment is to provide our clients with exceptional service through our team of knowledgeable, experienced, and certified professionals. We ensure optimum performance during each service call to minimize business disruption, maximize productive use of your equipment and eliminate premature failures. Our goal is to rectify your service issue on the first call.

Clients can place service calls 24 hours a day by phone, fax or through an on-line website. Each call is entered into a service tracking database where a Field Service Report (FSR) number is assigned. The unique "FSR" number is quoted to the customer at the point of call entry. This FSR number is used to track the service call until it is complete and inquire about the estimated time of arrival of the technician. Requests for on-site service can be accommodated within an average of four business hours. The average on-site response times are calculated over a twelve (12) month period. Response time is measured during regular business hours from the time the service call is placed to the time the technician arrives at the client site.

Our Canon service organization monitors productivity statistics on a regular basis at many different levels using Technical Performance Evaluation Tools. All our processes are geared towards providing consistency in our operation and continuous improvements in our level of service quality. Key service metrics such as Response Time (guaranteeing 4 hours, averaging 2.8), Up-Time (97% overall equipment uptime), First Call Resolution Ratio (85%) and Mean Copies Between Failures allow us to measure both machine and technician performance to ensure maximum productivity and customer satisfaction. These are some of the quality control measures Canon will employ to maintain superior customer satisfaction levels to the client.

Our service is designed to be fast and efficient. To better respond and support clients, we have provided our Field Service Technicians with the latest PDA technology in wireless data transmission.

This real-time wireless mobile device has an integrated bar scanner that assists in maximizing field service efficiency to ensure our interface with the client is as seamless and undistruptive as possible. This latest PDA technology allows our Field Service Technicians to do the following:

- o View all current calls in real-time.
- o Dispatch themselves to service calls without utilizing the telephone.
- o Call customers to try to resolve issue over phone and/or provide an estimated time of arrival to repair.
- o Reduce paperwork with bar code scanning for part number entry.
- o Order parts.
- o Confirm vehicle parts stock inventory.
- o Send/receive text messages to and from Canon offices and other Field Service Technicians
- o View the equipment's service history within their assigned territory.
- o Work "off-line" while in a sensitive or high security area.

Performance Guarantee - MFP Devices

If any customer's equipment that is being operated within Manufacturer's specification experiences three (3) or more emergency visits [excluding operator errors and network related service calls] within a thirty (30) day period, a problem alert will be generated. A Field Service Technician will provide on-site assistance and Field Service Management will be notified. If the Field Service Technician cannot resolve the problem within a reasonable amount of time, the equipment will be picked up for further troubleshooting and testing on Canon premises. A loaner machine will be provided. If your equipment is deemed non-repairable once brought onto Canon premises, an exchange unit of equal or greater value and functionality will be provided for the remainder of the Agreement.

In the event that a customer's equipment that is being operated within Manufacturer's specification experiences three (3) or more emergency visits [excluding operator errors and network related service calls] within a thirty (30) day period, a problem alert will be generated, Field Service Management will be notified and a Specialist assigned to evaluate and provide on-site assistance if required, if the Specialist cannot resolve the problem within a reasonable amount of time, the issue will be escalated to second level support for diagnostics, troubleshooting and on-site support.

Service Escalation Process.

When a device that is being operated within Manufacturer's specification encounters three service requests within 30-day period or ongoing service issues, the following will apply:

- Technician to complete full Preventative Maintenance procedure including all parts replacement, modifications, firmware upgrades and software patches.
- Technicians will investigate issue using all available resources.
- Contact will be made by field technician to Integrated Product Specialist. IPS will offer repair and troubleshooting advice.
- Technician will also contact Canon's Image Systems Group phone support and carry out all instructions including adjustments, troubleshooting and part replacement.
- Technician will escalate to the Field Service Manager and FSM will schedule IPS onsite visit and carry out further troubleshooting and repair procedures.
- IPS will contact FSM to engage ISG Support. IPS and ISG specialist will work together to exhaust all service resources.
- FSM will contact Regional Service Manager to investigate service loaner.

Equipment Uptime Guarantee

Canon guarantees average equipment up time of 97% (Based on mixed B/W and Color Office Devices) or better on your fleet of equipment calculated over a twelve (12) month period. Up time is calculated as follows:

(Available business working hours) minus (total down time) divided by (Available business working hours).

Onsite & Diagnostic Service/Support

Our certified Service professionals have expert knowledge of Canon's product line to provide you with high quality technical services that are the best. In compliance with Canon's service standards and an average exceedingly more than 30 years field experience, our on-site Service Technicians provide equipment installation, onsite emergency service resolution, preventative maintenance and ongoing service maintenance and support.

Your Canon equipment will be serviced by Canon certified trained technicians both in the field and by telephone during regular business hours.

Branch Regular Business Hours

Vancouver, Calgary, Edmonton 8:30 am – 4:30 pm, Monday to Friday

Greater Toronto Area 8:30 am – 4:30 pm, Monday to Friday

Hamilton, Kitchener, London, Ottawa, Montreal, Quebec City 8:30 am – 4:30 pm, Monday to Friday

Optional support is available outside of regular business hours upon request with forty-eight (48) hours advance notice, at an additional cost.

Preventative Maintenance

Canon follows the Total Service Call philosophy - on each service call placed by the customer, Canon visits the site and resolves the issue; while on that service call, we check all components of the machine and perform all work needed at that time in accordance with manufacture's specification, this is the standard preventative maintenance (PM) service that Canon provides.

As the direct service operation for the manufacturer, Canon follows all manufacturer guidelines for cleaning, lubricating and parts replacement. Each model has a specific volume threshold that is monitored by the service team and Preventive Maintenance calls are automatically generated based on this frequency. The client does not need to place a service call for this service. While on site for emergency calls, Technicians if available will endeavor to make preventive maintenance calls for other equipment at the same location to maximize equipment uptime across the fleet.

Through our communication with the customer's team, we will also learn about departmental trends for equipment usage (ex. tax time, fiscal year end, etc.) and can work with the client's team to schedule PM calls proactively when a predictable volume rush is about to occur to minimize the likelihood of downtime for users during those most critical times.

When available, firmware updates are also completed during onsite visits and machines are tested to confirm full operation. During on-site visits the technician will look at current firmware version and if required will update during the visit. All updates are reviewed by Canon service, and any anticipated customer impact based on current configuration and setup will be reviewed with the client's IT Department prior to scheduling updates. When important security updates are released, Canon service will engage directly with the client's IT department to communicate the proposed firmware update before applying to ensure the update will not cause any user disruptions.

Our highest profile customers choose Canon thanks to the build quality and reliability of our technology. Our service program starts with the way our technology is engineered, with longer lasting parts and preventive maintenance to service your equipment before user's experience downtime.

While some vendors require the customer to keep "Customer Replaceable Units" such as drums on hand, at Canon we believe that if you are paying for a service contract that this should include professional replacement of parts. In fact, Canon technology has far advanced past customers needing Customer Replaceable Units.

This is an easy decision for Canon because of the way we engineer our equipment with the customer in mind. By supplying equipment with longer lasting parts such as drums and rollers, we reduce the frequency of failures and service calls for our customer. The customer will benefit from a vendor partnership with Canon because of the reduced burden on staff to replace parts themselves.

Parts Guarantee

Canon Canada Inc. and its Authorized Dealer Network service technicians maintain parts inventory levels to offer the most efficient service possible. Our service technicians carry an average of \$10,000.00 in parts in their vehicles to have a wide range of commonly used genuine Canon replacement parts accessible for immediate repair.

Our objective is to repair your device in the first visit and our parts inventory is aligned accordingly to meet this objective. During customer-generated service visits, preventive maintenance is also performed to maintain highest possible uptime on your Canon fleet.

In addition, our technicians are supported with parts warehouses, depots, and delivery services. Our computerized tracking system monitors parts used from field service and auto-replenishes part usage on a regular basis. Parts are then picked, packaged, and sent to a location most convenient for the technician. Genuine Canon MFP replacement parts will be available for a minimum period of at least 7 years from the date of discontinuation of the equipment.

This is an easy decision for Canon because of the way we engineer our equipment with the customer in mind. By supplying equipment with longer lasting parts such as drums and rollers, we reduce the frequency of failures and service calls for our customer. The customer will benefit from a vendor partnership with Canon because of the reduced burden on staff to replace parts themselves.

Canon uses a state-of-the-art process using bar codes to ensure the correct part is ordered and shipped to the technician. Usage of all parts is tracked using a bar code system and a PDA that has a bar code reader. All parts usage is monitored by the service administration team and inventory control to ensure quality, accuracy and levels are maintained. From their PDAs, technicians can access inventory levels for parts not only at our warehouses but also in other technician's car stock, allowing them to determine how to access parts as quickly as possible. Our sophisticated barcode system ensures that when parts are installed that those parts are automatically ordered to replenish technician car stock and local warehouses.

Canon's Direct Sales Division uses only Canon Genuine Toner and Parts. Canon has a long history of innovation, decades of manufacturing expertise and a commitment to excellence. We test the parts that go into your devices under extreme conditions – so we know they'll stand up to your needs.

Using Genuine Canon parts and supplies is your best insurance against equipment damage and optimizes your machine's output. That's because each of the parts and supplies Canon makes for its office equipment is a key part of the whole, carefully designed machine. More reasons to rely on Genuine Canon Toner, Parts, and Supplies:

- Canon has decades of manufacturing expertise.
- Canon products are evaluated and tested under extreme conditions.
- All machines and consumables produced by Canon are constantly being redesigned and improved.

By using Canon Genuine supplies, you can enhance the quality and performance of your Canon equipment, experiencing a longer life for your Canon equipment.

High Service Standards

For office multifunction printers and production devices Canon Canada Inc. has a very comprehensive service escalation process outline in our attached service performance standards (see attached files "EN Service Performance Standards_August 2024.pdf" & "EN Service Performance Standards imagePRESS_VarioPrint August 2024.pdf").

Service Coverage.

Canon's service covers 200 Technicians, Specialists, Supervisors and Managers across Canada. Our commitment is to provide you with exemplary service through our team of knowledgeable, experienced, and certified service professionals. We ensure optimum performance during each service call to minimize business disruption, maximize productive use of your equipment and eliminate premature failures.

Customers can place a service call online, via the Canon website. To request service, go to the Direct Sales Division website at:

<https://www.canon.ca/en/Contact-Support/Business/Office-Equipment/Online-Service-Request>
Proceed to fill the form with your equipment's serial number and company information. A service call will then be placed and treated as speedily as a phoned-in request.

Customers can also place a service call by calling our toll-free line (1-866-226-6634) and navigating the menu system to connect to our incoming dispatch personnel. Once connected; clients will be required to provide the equipment's serial number, company information, contact person and a brief description of the problem.

At the conclusion of the call, you will be provided with a reference number. This number is your key to getting status updates on your call. Live technical assistance is also available through the phone system by navigating through the menu.

Service Technician Training

Our best-in-the-business team of service professionals has expert knowledge of the Canon product line. With an average of more than 30 years field experience, best practices and industry standards, our Service Technicians and Specialists have consistently delivered first-rate service by completing the job right the first time. On average, technicians receive 90 hours training annually. Our elite

Service team consists of:

- Field Service Managers
- Product Support Specialists
- Field Technicians

· Other Certified Specialists across Canada

All Service Technicians have backgrounds in electronics, accompanied with a variety of experiences and tested knowledge on software, operating systems, connectivity, etc. Upon recruitment, all technicians must complete the Applied Technology course, a Canon course that is a pre-requisite for any future model training. A key component in maintaining service excellence is the training investment we provide to our Service team.

Canon has an extensive training program that starts right from the core. All Canon technicians must be OEM trained as per Canon standards. Throughout their career, all technicians supplement their field experience with training courses provided by Canon certified instructors and industry-leading experts. This ensures our technicians are up to date on modifications, upgrades, and technical information.

Our Service Technicians are continually being updated as new technologies are introduced. Each service professional is a specialist for designated Canon product lines and further specialized by product segment, bringing you the highest level of expertise.

They are also designated to specific territories designed around appropriate equipment populations and volumes suited for the segment and geographic area. This provides for quick response time and intimate familiarity with their customers' equipment and business needs. In addition, testing labs are in the regional offices to assist the technician in duplicating the complex problem that arises in the field.

To further assist all technicians to reach their full potential, they all receive individual on-the-job assessment and guidance from their Field Service Manager. We also have a highly trained and certified team of Specialists who provide additional assistance with any technical hardware and software issues.

<p>31</p>	<p>Describe your ability and willingness to provide your products and services to Sourcewell participating entities.</p>	<p>Canon is fully committed to delivering a comprehensive suite of products, services, and support to Sourcewell participating entities, including state and local governments, educational institutions, and nonprofit organizations. Our established network, extensive product line, and dedicated approach to customer service position Canon as a responsive and reliable partner for Sourcewell members.</p> <ol style="list-style-type: none"> 1. Extensive Geographic Coverage and Service Reach: <ol style="list-style-type: none"> a. Canon's robust infrastructure includes over 100 direct sales and service locations across major metropolitan areas in the United States, providing immediate, local support to Sourcewell entities. These locations are staffed by Canon employees dedicated to meeting Sourcewell Participating Entities' service and support needs promptly and professionally. b. In addition to our direct presence, Canon's Authorized Dealer Network includes more 227 dealers covering all 50 states, ensuring that even Sourcewell Participating Entities in rural and remote areas can access Canon's products and services. This dual-channel approach enables Canon to deliver nationwide reach with localized, personalized support. 2. Comprehensive Product and Solution Offering: <ol style="list-style-type: none"> a. Canon offers a broad portfolio of products designed to meet the diverse needs of Sourcewell participants, including multifunction devices (MFDs), large-format printers, single-function printers, desktop and portable devices, production printers, scanners, and specialty printers. This variety ensures that Sourcewell Participating Entities can find the right solutions for their unique operational requirements. b. To enhance these hardware solutions, Canon provides software and cloud solutions that streamline workflows, improve productivity, and bolster document security—critical features for government, education, and nonprofit entities. 3. Flexible Financing and Purchasing Options: <ol style="list-style-type: none"> a. Canon Financial Services, Inc. (CFS), a wholly owned subsidiary, supports Sourcewell members by offering flexible leasing and financing options. CFS specializes in tailored financing solutions, such as 100% financing with no down payment, single-source acquisition, and options for upgrades during the lease term. This flexibility enables Sourcewell members to obtain Canon products that fit their budgets and long-term needs. 4. Commitment to Service Excellence and Security: <ol style="list-style-type: none"> a. Canon's commitment to award-winning service and maintenance includes rapid-response support and preventive maintenance, ensuring Sourcewell entities experience minimal downtime and receive reliable performance from their Canon devices. b. Canon also places a strong emphasis on security, offering advanced features and solutions that protect sensitive data and comply with industry standards. This dedication to security is critical for Sourcewell participants, who frequently handle confidential information and require solutions that meet strict compliance requirements. 5. Alignment with Sourcewell's Mission and Values: <ol style="list-style-type: none"> a. Guided by our corporate philosophy of Kyosei, Canon is dedicated to fostering harmonious partnerships and contributing positively to the communities we serve. Our collaboration with Sourcewell is more than a business transaction; it is a strategic partnership rooted in shared values. We are committed to supporting Sourcewell's mission to provide accessible, high-quality solutions to public sector and nonprofit entities. b. Canon's investment in sustainability and environmental responsibility also aligns with the values of many Sourcewell members. Our energy-efficient products, recycling programs, and eco-conscious practices reflect our commitment to creating a positive impact in the communities where Sourcewell members operate. <p>Canon is fully prepared and willing to support Sourcewell participating entities with the technology, financing options, and dedicated local support they need to achieve their goals. Our extensive network, comprehensive solutions, and commitment to customer success underscore Canon's ability to meet the needs of Sourcewell members nationwide.</p>
<p>32</p>	<p>Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.</p>	<p>Canon Canada Inc. is both willing and able to provide our products to Sourcewell participating entities in the following fashion:</p> <ul style="list-style-type: none"> • Willing to learn, able to teach, and willing and able to improve: <p>In the context of public procurement, it's not uncommon for decision-makers to feel overwhelmed by the complexities of the process. More often than not, decision makers lack the specialized knowledge required to navigate procurement regulations and practices effectively. This often leads to them adopting the path of least resistance, and foregoing choice.</p> <p>As consultants it is our responsibility to provide them with the expertise to guide them through various aspects of procurement. By providing valuable insights, clarifying processes, and ensuring that decision-makers are informed and equipped to make sound choices for their organizations.</p>

We believe that by having regular, ongoing meetings with Sourcewell/Canoe we can learn and continuously develop best practices for public procurement in two facets: education/marketing and simplification.

Teaching our consultants about the labor-intensive public procurement process will teach them the benefits of a GPO for clients which will result in successful marketing of the program, attracting more clients. Progressively simplifying our internal processes in turn will ensure repeat business as we will relieve the administrative headaches of purchasing.

- Willing and able to adapt pricing:

Canon Canada Inc has submitted our ceiling price with the following in mind: It is generally more strategic to establish a higher price point initially, as it is often easier to adjust downward than to justify an adjustment.

This strategy offers the following benefits:

Negotiation Room: Clients often expect to negotiate, and starting with a higher price can lead to an acceptable final price that still meets both the client's and consultant's financial objectives.

Value Perception: A higher price may signal higher quality or value in the services offered, positioning us as a premium provider. By securing better pricing clients are left with a feeling of value and security.

Covering Unforeseen Costs: Higher pricing can also provide a buffer for unexpected expenses that may arise during the consultancy project. If no unexpected expenses or circumstances present themselves, clients are more than welcome to negotiate.

- Willingness and ability to provide quality and reliable products: Canon continues to provide high quality products and services should be of high quality and reliability, ensuring they meet the specific standards required by government agencies and entities. As the industry's patent leader Canon's commitment to product development and improvement has led to increased equipment uptime, decreased operator intervention, greener procurement and a diversified portfolio including robotics, professional services and AI backed software. Canon Canada Inc.'s breadth of products will not only make it a premier partner in this RFP, but other RFP's Sourcewell/Canoe manage, resulting in a strengthened partnership.

- Ability to provide solutions coast to coast : Canon Canada Inc. has the capacity to meet demand from multiple entities across Canada thanks to our robust supply chain, and high available inventory levels. Our wide breadth of products and efficient distribution networks (e-commerce, retail outlets and large Authorized Dealer Network) ensure clients aren't faced with challenges when sourcing our products.

- Willingness and ability to provide customized solutions: Canon Canada Inc's ability to offer tailored solutions that meet the diverse needs of different participating entities is unmatched as many of our solutions are designed to be fully customizable. All that is required is a scope of work and Canon Canada Inc. can tailor its solution to a client's requirements. A large majority of our solutions are not only manufactured and developed by us (providing clients with a single point of contact), but are often vendor agnostic offering competitive clients much needed flexibility.

- Commitment to Service and Support: Canon Canada Inc. is proud to pride industry leading support (refer to slide 6 of file 2023 DSD Service Value Proposition.pdf), as we believe providing excellent customer service and after-sales support to all our clients ensures any issues are addressed promptly and services are delivered seamlessly. It is our belief that these levels of service account for our strong brand loyalty.

By offering choice to customer (as opposed to clients being forced to buy low), Canon Canada Inc. expects to increase its presence in the broader public sector with its robust service offering.

Canon Canada Inc is very motivated, willing and able through its vast resources to make this partnership successful.

<p>33</p>	<p>Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.</p>	<p>Canon is committed to providing comprehensive sales and service coverage across the United States through its Direct Sales channel and network of Authorized Dealers. However, there are a few geographic areas where full service under the proposed agreement is not available or is subject to specific restrictions:</p> <ul style="list-style-type: none"> • U.S. Virgin Islands: Canon's sales and service coverage does not currently extend to the U.S. Virgin Islands. • Guam and Puerto Rico: While Canon has sales and service coverage in Guam and Puerto Rico, certain restrictions apply: <ul style="list-style-type: none"> o Shipping will be quoted based on actual freight costs through open market. o A 25% increase in maintenance costs. o All orders require review and approval before acceptance. o Leasing options are not available. o Actual geographic service coverage will be negotiated between local Canon Authorized Dealers and participating entities. <p>For all other locations within the United States, Canon ensures service coverage through its Direct Sales channel and network of Authorized Dealers. In Alaska and Hawaii, actual geographic service coverage will similarly be negotiated between local Canon Authorized Dealers and participating entities to address specific needs.</p> <p>Canon Canada Inc.'s Direct Sales division will cover the high-density population areas of Canada in most major cities and our authorized dealer network will manage service in less densely populated areas (see attachment "Attachment 2 - Canon Canada Authorized Dealer List.xlsx" for locations). Some remote areas at 80km or more from the servicing agent may face delayed response times. Canon Canada's Direct Sales Division operates in Vancouver, Alberta, Edmonton, London, Kitchener, Hamilton, GTA, Montreal and Quebec City, For an extensive list of Authorized Dealer Locations refer to attachment " Attachment 2 - Canon Canada Authorized Dealer List.xlsx"</p>
<p>34</p>	<p>Identify any account type of Participating Entity which will not have full access to your Solutions if awarded an agreement, and the reasoning for this.</p>	<p>Canon U.S.A., Inc. provides full access to our solutions for all account types eligible to use Sourcewell agreements. These include a wide range of governmental, educational, and nonprofit entities, ensuring broad availability and equitable access to our products and services. Eligible account types include:</p> <p>State and Local Government</p> <ul style="list-style-type: none"> • States and state agencies • Counties • Cities • Special districts (e.g., water, fire, or utility districts) • Native American tribes • Port and transportation authorities • Airports <p>Public and Private Education</p> <ul style="list-style-type: none"> • K-12 schools • Charter schools • Special education districts • Higher education institutions, including colleges and universities <p>Nonprofits (Tax-Exempt)</p> <ul style="list-style-type: none"> • Hospitals and nursing homes • Rural power cooperatives • Housing authorities • Member associations and cooperatives • Churches and other religious entities <p>Canon's commitment to inclusivity ensures that all eligible entities under Sourcewell agreements can fully utilize our innovative solutions and exceptional service offerings to meet their operational needs.</p> <p>Canon Canada Inc. will grant full access to all participating entities.</p>

35	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	<p>Canon has no specific restrictions that apply to Sourcewell participating entities in Hawaii and Alaska.</p> <p>Shipping costs are included in our pricing for the 48 contiguous states and the District of Columbia.</p> <p>In Alaska, shipping is included for entities located in Urban Service Zones, defined as all surrounding communities, accessible by roadway, within a 60-mile radius of the closest Service Base Locations within Anchorage, Juneau, and Fairbanks. For Remote Service Zones, which include all locations within Alaska that are outside the Urban Zone, shipping will be quoted based on actual freight costs through open market.</p> <p>In Hawaii, Authorized Dealers may quote actual freight costs through the open market, ensuring flexibility and transparency for Sourcewell participating entities. Canon's sales and service coverage does not currently extend to the U.S. Virgin Islands.</p> <p>In Guam and Puerto Rico, the following restrictions apply:</p> <ul style="list-style-type: none"> • Shipping will be quoted based on actual freight costs through open market. • A 25% increase in maintenance costs. • All orders require review and approval before acceptance. • Leasing options are not available. • Actual geographic service coverage will be negotiated directly between the local Canon Authorized Dealers and the participating entities.
36	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	<p>Yes. Canon U.S.A., Inc will extend the terms of the awarded master agreement to nonprofit entities.</p> <p>Canon Canada Inc. will extend terms of the redlined MSA to nonprofit entities.</p>

Table 4: Marketing Plan (100 Points)

Line Item	Question	Response *
37	Describe your marketing strategy for promoting this opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.	<p>Canon U.S.A., Inc.'s marketing strategy for promoting the Sourcewell opportunity leverages a multi-layered approach that combines the extensive reach of Canon's Authorized Dealer network with targeted efforts by Canon's Vertical Marketing team to engage and educate potential customers across various sectors. This approach aims to maximize visibility, encourage participation, and ensure a streamlined customer experience.</p> <ol style="list-style-type: none"> 1. Dealer Network Engagement and Training: Canon's network of 227 Authorized Dealers with over 1000 locations will play a key role in reaching potential customers. These dealers will be extensively trained on the Sourcewell Master Agreement to ensure they communicate the benefits effectively. Canon's Partner Portal will host a dedicated Sourcewell resource area where dealers can access promotional materials and assets. Dealers will also benefit from Canon's "Solved in 60" series of online sessions, which provide them with concise updates on product information, sales tools, and contract details. Each dealer also has a dedicated Technical Sales Executive (TSE) from Canon to support ongoing education, training, and customer engagement. 2. Comprehensive Marketing Materials: Canon's Vertical Marketing team will create customized marketing collateral, including brochures, flyers, and digital content, to highlight the unique advantages of the Sourcewell Master Agreement. This content will be distributed through Canon's Direct Sales network, Authorized Dealers, and online platforms to ensure accessibility for Sourcewell Participating Entities and prospects. 3. Dedicated Web Resources: Canon will utilize its existing State and Local webpage (usa.canon.com/state-and-local) and Education page (usa.canon.com/business/industries/education-higher-ed) as primary platforms for Sourcewell-related content. These pages will feature resources and promotional materials, and Canon's marketing promotions (such as email campaigns, social media, and event materials) will direct Sourcewell Participating Entities to these pages for comprehensive contract information. 4. Direct and Targeted Outreach: Canon's Vertical Marketing team, in coordination with the Direct Sales Teams and Authorized Dealer Network, will conduct targeted outreach to potential customers in various segments, including government agencies, educational institutions, nonprofit organizations, and other Sourcewell-eligible entities. This outreach will include personalized calls, email campaigns, and participation in Sourcewell-specific webinars or events to showcase Canon's solutions and answer questions about the contract. 5. Events and Trade Shows: Canon will promote the Sourcewell contract at industry events and trade shows focused on state and local government, education, and related markets. These events allow Canon Direct Sales Team and Authorized Dealers to engage directly with procurement officers and decision-makers, showcase Canon products, and discuss the unique benefits of Canon's offerings under the Sourcewell contract. 6. Contract Support Organization (CSO): Canon's dedicated CSO team, well-versed in contract specifications and compliance requirements, will provide real-time support to Canon's Direct Sales team and Authorized Dealers and Sourcewell Participating Entities. The CSO will address inquiries related to contract use, troubleshooting, and unique customer requirements, ensuring a high level of customer support.

7. Customer Testimonials and Case Studies: Where applicable, Canon will share success stories from similar cooperative contracts, showcasing customer satisfaction, cost savings, and efficiency improvements achieved through Canon's offerings.

Through this multifaceted strategy, Canon is committed to maximizing the reach and usage of the Sourcewell contract, ensuring that Sourcewell Participating Entities are well-informed and empowered to leverage the contract's benefits.

Attachment

Attachment 6 – Canon USA Sourcewell Flyer Sample

Once a decision is made and if we are awarded the contract to be a Sourcewell GPO supplier, we plan to execute the following plan, which consists of promoting this opportunity both internally to our salesforce and externally to potentially new clients.

Internal approach

Canon Canada Inc will commit to the following 8 week plan:

- Within 2 weeks of being awarded the contract, we plan to have all remaining items negotiation with Sourcewell GPO and having the MSA signed.
- Within 4 weeks we plan to meet with Sourcewell/Canoe Reps to learn about best practices for rep engagement, and approaching clients.
- Within 6 weeks of award we will have a full launch presentation developed and Marketing Materials
- Within 6 weeks of being awarded the contract, we plan on making the announcement to all sales about our new relationship with Sourcewell GPO.
- Over the next 2 weeks, we plan on delivering the launch presentation to each Region. This will entail a mix of Webinar training and in-person meetings.

Dealer Network Engagement and Training:

- Canon Canada's network of Authorized Dealers will play a key role in reaching potential customers. These Dealers will be trained via webinar on the Sourcewell Master Agreement to ensure they communicate the benefits effectively. Canon's Partner Portal will host a dedicated Sourcewell area where dealers can access promotional materials and assets.

· Marketing Materials: Canon's Marketing team will create customized marketing collateral to highlight the unique advantages of the Sourcewell Master Agreement. This content will be distributed through Canon's Direct Sales network and Authorized Dealers.

Direct Sales Channel Engagement and Training:

- Canon's Marketing team will host webinars where Sourcewell will have the opportunity to educate the Canon Direct Sales Team on the advantages of the Sourcewell Master Agreement, and procurement best practices.

· Client facing promotion

Direct and Targeted Outreach:

- Canon's Marketing team, in coordination with the Direct Sales Teams will conduct targeted outreach to potential customers in various segments, including government agencies, educational institutions, nonprofit organizations, and other Sourcewell-eligible entities. This outreach will include personalized calls and email campaigns.

Events and Trade Shows:

- Canon will promote the Sourcewell contract at industry events and trade shows focused on and local government, education, and related markets. These events allow Canon Direct Sales teams for to engage directly with procurement officers and decision-makers, showcase Canon products, and discuss the unique benefits of Canon's offerings under the Sourcewell contract.

- In an effort to effectively reach Sourcewell clients, Canon will structure webinars around key themes such as procurement process best practices, and operational efficiency.

Operational efficiency topics might include best practices in document management, the benefits of digital transformation in government services, and strategies for optimizing print workflows. These sessions could feature expert speakers, including Canon product specialists, industry thought leaders, and satisfied clients sharing success stories.

Engaging presentations paired with interactive Q&A segments would allow participants to explore Canon's offerings in-depth and address specific concerns related to their organizations.

Additionally, Canon could promote these webinars through Sourcewell's communication channels, ensuring maximum visibility among eligible clients. By offering exclusive access to informative content, Canon positions itself as a trusted partner, fostering stronger relationships with Sourcewell members. Participants would benefit from exclusive insights and resources, while Canon could gather valuable feedback and understand client needs better, informing future product development and service enhancements.

<p>38</p>	<p>Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.</p>	<p>Canon U.S.A., Inc. leverages a robust combination of digital tools, social media, and data analytics to drive marketing effectiveness, enhancing engagement, refining messaging, and expanding reach to Sourcewell-eligible customers across various sectors.</p> <p>1. Coordinated Digital Outreach and Social Media Marketing Canon's Vertical Marketing team collaborates closely with Corporate Communications to develop imaginative and impactful messaging for digital platforms, including social media. This partnership ensures Canon's messaging around the Sourcewell contract is both engaging and effective. Canon's social media posts are shared with Canon's Direct Sales Team and Authorized Independent Dealers, who can then share these posts with their contacts to extend reach.</p> <p>To maximize impact, Canon tailors its social media content for each platform:</p> <ul style="list-style-type: none"> • LinkedIn targets government and education decision-makers with content focused on product advances, contract benefits and case studies. • X (formerly Twitter) provides quick updates, event announcements, and links to detailed contract information. • Facebook broadens reach with success stories and interactive posts like polls, while Instagram shares visual content, including product images and user testimonials. <p>Each platform has a tailored posting frequency (e.g., LinkedIn 2-3 times per week, Twitter 3-4 times) to align with peak engagement times, ensuring Canon's content reaches its intended audience effectively.</p> <p>2. Targeted Social Media Engagement Through LinkedIn, Twitter, Facebook, and Instagram, Canon reaches specific customer segments, such as government and educational institutions, sharing a mix of case studies, product updates, and testimonials to build engagement and drive awareness of contract benefits. Canon's Corporate Communications team monitors engagement metrics (click-through rates, shares, and comments) to assess campaign performance and make data-informed refinements.</p> <p>3. Partner and Customer Data Insights Canon's marketing team gathers insights from Authorized Independent Dealers, using their direct customer interactions to better understand customer behaviors and preferences. This feedback, combined with digital campaign data, enables Canon to adapt outreach strategies to align with customer needs, ensuring resources are relevant and targeted for maximum impact.</p> <p>4. Metadata and Digital Analytics Canon utilizes metadata from digital campaigns to track engagement rates, page views, and click-throughs, which guide adjustments in messaging and content placement. This data-driven approach ensures that Canon's messaging resonates with the intended audience, providing valuable insights into what types of content drive engagement.</p> <p>5. Content Personalization and Targeting By analyzing data from customer interactions and previous campaigns, Canon customizes its messaging to resonate with specific segments like education administrators or government procurement officers. Canon's Vertical Marketing team produces materials tailored to these audiences, ensuring that content is both relevant and impactful, enhancing Canon's outreach and contract adoption rates.</p> <p>6. Customer Engagement Platforms Canon's online platforms, including the Canon Partner Intranet and the State and Local Government page, provide up-to-date contract information and digital resources for customers and partners.</p> <ul style="list-style-type: none"> • Canon Partner Portal: This intranet consolidates all Sourcewell contract materials, sales tools, and training resources, giving Authorized Dealers easy access to valuable assets like the "Solved in 60" training series, which provides quick, topic-specific sessions on effectively promoting the Sourcewell contract. • State and Local Government Page (usa.canon.com/state-and-local) and Education Page (usa.canon.com/business/industries/education-higher-ed): These pages serve as public-facing resources, showcasing Canon's full range of government and education solutions available through Sourcewell. They feature product details, customer testimonials, and direct links to contract information. <p>Through coordinated social media efforts, strategic data analysis, and tailored messaging, Canon's use of technology and digital data maximizes the effectiveness of its marketing strategy, ensuring Sourcewell customers are well-informed and engaged with Canon's contract offerings.</p>
<p>39</p>	<p>In your view, what is Sourcewell's role in promoting agreements arising out of this RFP? How will you integrate a Sourcewell-awarded agreement into your sales process?</p>	<p>Canon views Sourcewell as an essential partner in promoting awarded agreements, ensuring that public sector and nonprofit agencies understand the value, compliance benefits, and cost-effectiveness of cooperative contracts. Sourcewell's proactive outreach and support directly enhance Canon's ability to connect with eligible agencies and streamline the procurement process.</p>

1. Sourcewell's Role in Promotion

- Training and Educating Customers: Sourcewell plays a critical role in educating eligible agencies about the fundamentals of awarded agreements, including usage guidelines, compliance, and cost-saving benefits. This training allows agencies to leverage the agreement with confidence, maximizing its value and ensuring a seamless procurement experience.
- Trade Show Participation and Direct Outreach: Sourcewell's presence at trade shows and relevant conferences is invaluable, as it raises awareness about the agreement among potential customers in government, education, and nonprofit sectors. By participating in these events, Sourcewell fosters direct engagement with potential customers, helping Canon reach a wider audience and emphasizing the benefits of cooperative purchasing.
- Ongoing Agency Communications: Through newsletters, webinars, and agency outreach, Sourcewell keeps its members informed about new agreements and updates. These communications help maintain high awareness and visibility for the contract, reinforcing Canon's offerings as part of a reliable, cost-effective procurement solution.

2. Canon's Integration of a Sourcewell-Awarded Agreement into Our Sales Process

- Sales Training and Resource Development: Canon will integrate the Sourcewell agreement into our extensive Direct Sales force and Authorized Dealer network. Upon award, Canon's Direct Sales Team and support team members, along with Authorized Dealers, will receive targeted training on the Sourcewell agreement. This training program will cover the contract specifics, including eligibility criteria, compliance benefits, and product offerings, ensuring that all Canon sales and service professionals understand the contract's full value and usage guidelines.

To support this training, Canon's Sourcewell contract team and Vertical Marketing team will produce tailored resources, such as product sheets, compliance guides, and digital presentations, which will be shared across Canon's platforms, including the Canon Partner Portal. Canon's extensive network and dedicated training efforts will enable our sales force to effectively communicate the Sourcewell contract's advantages to public sector customers, enhancing awareness and adoption of the agreement.

- Marketing and Promotional Collateral: Canon's Vertical Marketing team will develop marketing materials specifically for the Sourcewell contract, highlighting the streamlined purchasing process, competitive pricing, and compliance advantages. These materials will be shared widely across Canon's digital platforms, to ensure easy access for Canon's sales teams and dealer networks.
- Collaboration with Sourcewell on Joint Promotional Efforts: Canon is committed to aligning with Sourcewell's promotional activities. By participating in trade shows, webinars, and industry events alongside Sourcewell, we can engage directly with Sourcewell members, providing insights and guidance on Canon's solutions available through the contract.
- Customer Support through the Contract Support Organization (CSO): Canon's CSO will be available as a dedicated resource for Sourcewell customers, offering guidance on contract details, product specifications, and purchasing options. This support ensures that agencies receive expert assistance, helping them make informed purchasing decisions and experience a smooth onboarding process.

By leveraging Sourcewell's promotional expertise and integrating the awarded agreement into Canon's comprehensive sales and support structure, we can effectively reach and serve Sourcewell members, positioning Canon as a trusted partner for public sector and nonprofit procurement needs.

By joining Sourcewell GPO, Canon Canada Inc. is seeking to enhance both its visibility and sales opportunities in the public/broader public sector. We are seeking to recapture lost marketshare from the Government of Canada's changes to public procurement. By selecting Canon as a supplier, Sourcewell would be gaining a supplier with the most diversified print and imaging portfolio in the industry, resulting in the broadening Sourcewell's catalog of products and services in the areas of imaging, printing, and office technology. More products mean increased revenue for both parties in the partnership.

Once a decision is made and if we are awarded the contract to be a Sourcewell GPO supplier, we plan to execute the following plan within 60 days of an award:

Phase 1: Preparation and Analysis (Days 1-20)

- Week 1: Understanding the Agreement
 - o 1. Review the Sourcewell Agreement: Analyze the specifics of the awarded agreement, including terms, pricing, and eligible products/services.
 - o 2. Identify Key Stakeholders**: List all departments and individuals who will be involved in the integration (Sales, Marketing, Finance, Legal, etc.).
- Week 2: Internal Alignment
 - o 3. Stakeholder Meeting: Hold a kick-off meeting with internal stakeholders to discuss the integration plan and gather insights.
 - o 4. Gap Analysis: Identify gaps between current sales processes and the requirements of the Sourcewell agreement.

Week 3: Training and Development

- o 5. Training Needs Assessment: Determine the training required for the sales team

regarding the Sourcwell agreement.

o 6. Develop Training Materials: Create or source training materials that detail the agreement's benefits, pricing structures, and compliance.

· Week 4: Process Mapping

o 7. Map Sales Process: Outline how the Sourcwell agreement will fit into the existing sales process (lead generation, qualification, closing, etc.).

o 8. Develop Standard Operating Procedures (SOPs): Draft SOPs that include details on how to handle Sourcwell opportunities, from initial contact to closing sales. At this stage Canon will implement Sourcwell focused KPI's to ensure widespread sales participation in the program and implement a CMAC number to track and measure the sales results of the program

Phase 2: Implementation and Testing (Days 21-40)

· Week 5: Sales Team Training:

o 9. Conduct Training Sessions: Implement training sessions for the sales team on the GPO agreement, including role-playing scenarios to simulate the sales process.

o 10. Feedback Loop: Set up a mechanism for sales staff to provide feedback about the training and any uncertainties they have.

· Week 6: Pilot Program

o 11. Select Test Group: Identify a pilot sales team to implement the Sourcwell agreement.

o 12. Launch Pilot Program: Begin utilizing the Sourcwell agreement in actual sales scenarios within the pilot group.

· Week 7: Monitor and Evaluate

o 13. Monitor Sales Activity: Track sales activities and results from the pilot group; evaluate how the Sourcwell agreement is being used.

o 14. Adjustments Based on Feedback: Make any necessary adjustments to the sales process or training materials based on what is learned from the pilot.

· Week 8: System Integration

o 15. CRM and Systems Update: Sales Operations to work with CRM provider to ensure that the CRM and sales systems are configured to accommodate the Sourcwell agreement.

o 16. Test System Functionality: Ensure that the updated systems correctly reflect pricing, terms, and reporting related to the Sourcwell agreement.

Phase 3: Full Roll-Out and Evaluation (Days 41-60)

· Week 9: Full Implementation

o 17. Company-wide Roll-Out: Implement the Sourcwell agreement across all sales teams.

o 18. Monitor Sales Performance: Begin tracking sales performance metrics to assess the agreement's impact.

· Week 10: Customer Engagement

o 19. Communication Plan: Develop and execute a communication plan to inform existing and prospective clients about the Sourcwell agreement and its benefits.

o 20. Engagement Campaign: Launch a marketing campaign emphasizing the advantages of purchasing through the Sourcwell GPO.

· Week 11: Review and Optimize

o 21. Review Metrics: Analyze sales data and performance metrics related to the Sourcwell agreement.

o 22. Optimization Session: Hold a session with stakeholders to discuss the results and identify areas for optimization.

· Week 12: Final Evaluation and Reporting

o 23. Final Report: Compile a comprehensive report summarizing the integration process, outcomes, achievements, and recommendations.

o 24. Presentation to Leadership: Present findings and next steps to leadership, reinforcing the value of the Sourcwell agreement as part of the sales strategy.

40	<p>Are your Solutions available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it.</p>	<p>At this time, Canon U.S.A., Inc's solutions are not available through an e-procurement ordering system. Canon currently provides a streamlined purchasing experience through our direct sales and Authorized Dealer network, which allows governmental and educational customers to work closely with our sales representatives. This approach ensures customers receive personalized support tailored to their specific needs, helping them navigate product options, contract terms, and implementation.</p> <p>Canon Canada Inc. doesn't currently offer an e-procurement ordering process as it has adopted a client-focused sales philosophy that emphasizes assessing customer needs and providing tailored solutions.</p> <p>E-procurement, while convenient for noncomplex goods, can lead to acquisition problems for clients in several ways, specifically for complex items such as networked Multifunctional Printers. This can be attributed due to reduced interaction with vendors and other factors such as:</p> <ul style="list-style-type: none"> · Lack of Relationship Building: Traditional procurement often involves face-to-face interactions that help build strong relationships between clients and vendors. E-procurement may limit personal interactions, making it harder to foster trust and rapport, which can impact negotiations and long-term partnerships. · Communication Gaps: The shift to digital platforms can result in misunderstandings or miscommunications. Without direct conversations, important nuances may be lost, leading to errors in order specifications or expectations about delivery timelines and product quality. · Vendor Evaluation Issues: E-procurement systems can sometimes prioritize cost savings and efficiency over qualitative vendor assessments. This may lead to choosing vendors who are cheaper but potentially less reliable or suitable, as less emphasis is placed on assessing vendor capabilities through direct interaction. · Limited Feedback Mechanisms: When interactions are primarily digital, clients may not receive immediate feedback or insights from vendors about market trends, product innovations, or issues that could affect supply chains. This can result in missed opportunities for optimization or improvement. · Decreased Flexibility: In the face of urgent needs, having a solid vendor relationship can allow for quicker adjustments and negotiations. E-procurement may result in a more rigid approach, making it difficult for clients to deal with unexpected changes or challenges in a timely manner. · Overreliance on Technology: Clients may become overly reliant on the e-procurement system's algorithms and recommendations, neglecting to perform their due diligence regarding vendor performance and suitability. This can lead to vulnerabilities if the technology fails or if the recommended vendors do not meet expectations. · Impersonal Interactions: The lack of human touch can lead to a sense of disconnection, which may lead vendors to prioritize other clients with whom they have stronger relationships, potentially resulting in lower service levels for e-procurement clients. <p>Canon Canada Inc's Client Focused sales philosophy is approached using the following key principles:</p> <ul style="list-style-type: none"> · Building strong relationships with clients is vital. Canon prioritizes communication and engagement to ensure that they understand the unique requirements of each customer. · Rather than taking a one-size-fits-all approach, Canon focuses on providing customized solutions that address specific client challenges. This may involve integrating various products and services to meet particular business needs. · Canon Canada aims to deliver value beyond just products. This includes services such as training, support, and consultancy to help clients maximize their investment in Canon technology. · Staying at the forefront of technological advancements allows Canon to offer innovative solutions that enhance productivity and efficiency for their clients. · Canon actively seeks feedback from clients to refine their offerings and improve the overall customer experience, ensuring that they remain responsive to changing market demands.
----	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

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

Line Item	Question	Response *
41	<p>Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcwell participating entities. Include details, such as whether training is standard or optional, who provides training, and any costs that apply.</p>	<p>Training fulfills important goals, like ensuring that your team can maximize the potential of your new Canon technology. Through a nationwide network of certified professional instructors, we offer a full suite of web-based and hands-on remote training. Our goal is to help your team reach maximum productivity and operational efficiency quickly and easily.</p> <p>Our web-based eLearning provides end users with the convenience and flexibility of anytime, anywhere training available. This 24x7 online platform provides training when and where needed – even to remote locations, extended shifts, weekend staff, and new hires. eLearning also serves as refresher training throughout the contract. Users can learn at their own pace, focusing on the topics of greatest value to them.</p> <p>Course topics include:</p>

- Replacing consumables
- Paper loading and registration
- Control panel navigation
- Copying, faxing, scanning, printing, and more
- Administrative functions

With eLearning, users learn by watching short animated videos, describing a specific feature or function and guiding them step-by-step through each lesson. There is a closed caption feature, which allows for use in quiet environments and for hearing-impaired users. The course structure accommodates different learning styles; users can go through the course chapter-by-chapter or use the table of contents to navigate directly to topics that pertain to their job. Quick links are always available to provide access to the most popular lessons.

Product Training for Key Operators

Canon provides Key Operator and Casual User; Canon Product Training via eLearning. For OMNIA Partners, Public Sector Participants that require on-premises Key Operator Training, Canon Solutions America provides at no additional cost an operator training program (eLearning) for the key operators and operations demonstration for the casual users to be scheduled at mutually agreed times shortly after the initial installation and as needed thereafter.

Key Operators are trained in the removal of simple misfeeds, the addition of supplies and toner, and the cleaning disciplines required of the specific MFD. They are also instructed in the routine necessary to acquire service and be provided contact information. The information is clearly posted on each unit. Training for use of MFD embedded software is provided shortly after installation, and additional training and support for future enhancements will be provided. Trainers are certified by the manufacturer of the Equipment and/or developer of the software supplied through the Agreement.

Canon Canada offers a unique training methodology outlined below:

Training is included in pricing and will be performed by Account Executives.

Initial Training:

To ensure that the print strategy Canon develops is put into action; we must ensure that we are training each department on their specific requirements. Technical support will require training on the technical and administration side and will require very specific options and approaches to troubleshoot issues and create processes and policies regarding the print strategy. Canon's highly qualified Account Executives will help facilitate this training at a high level. Train the Trainer session for Key Operators and end user session will address the specific needs of our client's employees.

For the technical support team, Canon Account Executives will be onsite for a half of a day during 'business as usual hours'. The understanding of applications in security, specific software and proprietary software will help Canon customize a program for the client's technical support staff that covers their specific needs. Once this information is gathered, testing for best practices with Canon's solution will be completed before deployment of the solution. Once a best and alternative practice is developed, Canon will host an onsite day of training for the customer's technical staff at either a Canon centre, at the client location, or virtually via webinar using technology such as Microsoft Teams or Zoom. The value of either option of venue is to be determined by the client.

Onsite follow-up from the Account Executive on a weekly basis during the implementation phase for a specific weekly meeting time will also ensure that the client has an opportunity to voice their concerns, ask questions and get answers quickly to resolve problems onsite as part of a learning process for the first few weeks. Training for the technical support staff consists of:

- Addressing all concerns of technical support staff and finding the best way to achieve goals and needs of the technical support staff to help develop a best practice list.
- Providing an in-depth training session on the Canon devices in architecture, administration,

capabilities, features, tool, options, configurations, scalability, and security features

- Providing training on self-maintenance of devices; if applicable
- Providing trouble shooting options
- Providing the project manager with the technical staff for discussion with the client's team to address concerns as part of the ongoing initiative to improve and maximize use of the devices.

The Implementation Plan includes End User Training as an important milestone. Following the equipment installation, an onsite user training session(s) will be scheduled at the convenience of the client. The objective of these sessions is to provide thorough training for a select group of MFP/Copier users – essentially a Train-the-Trainer session. Our industry experienced Systems Consultants conduct the training sessions. Each session generally takes up to two hours and provides an in-depth overview on equipment operation, key functions, special features and maintenance. The training session consists of a thorough demonstration of the most used features of the Canon device and hands-on training to allow the key operators to become familiar with the equipment. Special emphasis will be placed on the paper path of the equipment, clearing jams, loading paper and general troubleshooting.

After the initial user training, Canon's Account Executives can provide additional refresher sessions upon request. Our Account Executive will also maintain regular contact with key End-Users and can facilitate additional education and training on an informal basis. As a leave behind reference piece for the users, we can provide Quick Reference Guides and eManuals for all proposed models. These guides are intended to help familiarize end-users with key functions and features of the devices. These guides are available in English and French.

Canon provides several options for end user training; options will be determined by the client's project managers and dependent of the facility and department. Training is done by Canon staff who are trained with a solid understanding of the devices and functions.

Our trainers seek to understand what the department is using for current technology and give support on understanding how to use the equipment to drive the best results out of the new solution. Training can be provided both in-person in small groups and remotely via Webinar.

Thanks to our Remote Operator's Kit, we can provide a very high-quality remote training experience for any user who is not on site or would prefer to receive training via webinar. By running a webinar where we screen share the Remote Operator's Kit, users can see the exact same user interface on their monitor that they would see if they were directly in front of the device, promoting a safe and distant training experience.

The Remote Operator's Kit is also a highly valuable tool to assist with training for users who are not currently working in the office, or to facilitate socially distant training.

Our pricing includes all end user and IT Administrator training for the duration of your service agreement with Canon, meaning you can request on-site or virtual end user training at any time during your service agreement at no additional cost.

Canon Canada Inc.'s training methodology:

- Understand what the user is trying to achieve.
- Showing the end users, the best way to achieve their critical jobs and daily applications and providing suggestions on best practices.
- Providing information on all functions and capabilities of the device
- Providing quick tips on troubleshooting
- Providing information on self-maintenance of the devices; if applicable
- Reporting to the project manager any end user concerns
- Booking follow up training for phase two of the solution, if required
- Providing leave behind material for end users to use as a quick reference guide.

Canon's ADVANCE User Interface is among the easiest to use in our industry. When the ADVANCE platform was first launched in 2009, Buyer's Laboratory created a new "Ease of Use" award to recognize the intuitive, user-friendly interface. In 2013, Environics Research Group conducted a single-blind research study to evaluate the ease of use of our equipment and 80% of Canadian office workers rated the Canon copier easiest to use. Our devices all

		<p>include and on-board tutorials and videos for device operation, putting detailed instructions at your fingertips at the device.</p> <p>While we know from experience that our customers find our technology overwhelmingly ease to use before receiving any training, we value the engagement we get with our customers to pro-vide structured training sessions with all equipment users to make sure they understand how to use the features and functions most efficiently they will operate on a regular basis. We always encourage 100% of users to attend equipment training and are happy to provide additional sessions and flexible scheduling to make sure that each staff member that wants training is properly trained on their device.</p> <p>TRAINING RESOURCES</p> <p>Training resources available include:</p> <ul style="list-style-type: none"> - Recording of MS Teams web training to post internally for user reference. - Customized videos for the on specific features or workflows - 24/7/365 access to Built-in Tutorial button on the imageRUNNER ADVANCE DX user interface - 24/7/365 access to Online eManuals at oip.manual.canon - 24/7/365 access to canon.ca/demo for videos on certain device features <p>Quick reference guides and cheat sheets for users on commonly used features or functions (ex. how to register your proximity card on the device for the first time).*</p>
<p>42</p>	<p>Describe any technological advances that your proposed Solutions offer.</p>	<p>Canon U.S.A.'s commitment to innovation extends to its R&D investments, which fuel the development of breakthrough technologies and solutions. The company's R&D centers, located in various regions worldwide, collaborate closely with academic institutions, research organizations, and industry partners to drive innovation and address emerging challenges. Through continuous experimentation, prototyping, and testing, Canon U.S.A. strives to stay at the forefront of technological innovation and maintain its competitive advantage in the global marketplace.</p> <p>Below are some technological advances of our proposed solutions:</p> <p>imageFORCE</p> <p>IMAGE QUALITY</p> <p>D2 Exposure – OLED Technology to Achieve 4800 x2400 dpi Resolution</p> <p>Color Consistency – Real-time Adjustments Every 5 Sheets and Multi-DAT Adjustments Every 200 Sheets</p> <p>New Canon imagePASS-T1 Available</p> <p>MEDIA HANDLING</p> <p>Media Sensor For Auto Recognition on Multipurpose Tray</p> <p>Air Assist on Multipurpose Tray for Coated Paper</p> <p>Support For Water-resistant (Synthetic) Paper Through the Multipurpose Tray</p> <p>Accurate Front-to-back Registration with Dual Sensors and a Cassette Fixing Knob</p> <p>Support for Long Sheet Paper</p> <p>SECURITY</p> <p>Comprehensive Set of Security Features Included</p> <p>Canon device Solid State Drive (SSD) offers data encryption with FIPS 140-3 validation</p> <p>With Optional Canon Office Cloud Software, gain access to a FedRAMP authorized (moderate level) cloud service supporting a State and Local or Educational institution's managed print strategy.</p>

Security Environment Estimation Tool to Suggest Appropriate Security Settings Based on Your Environment

Cloud Mail Server and OAuth 2.0 Support

PRODUCT DESIGN

Unified Firmware Platform v4.0: A Common Source Code for Firmware Development. Allows for Version Upgrades, Including Additional Functionality, To Existing Models in The Same Generation on a Regular Basis

Reliability – Anti-Loosening Welded Frame: A Process Unique to Canon Within the Industry. Instead Of Utilizing Screws, The MFP's Frame Is Welded Together to Promote Long-Term Strength and Stability.

Parts Longevity

EASE OF USE / USER INTERFACE

New Color Scheme and Icons on User Interface

Ruler Along Platen for Measuring Custom Paper

New Device Management with Operation Status Screen

Easy Use for Novice Users – Preset Color Profiles and Wizard Driver Settings

SUSTAINABILITY

Use of Recycled Materials and Offers Toner Cartridge Recycling Programs for Eco-Conscious Operation

Easy Fold and Recyclable Cardboard Packaging

EPEAT Gold, EPEAT Climate+, and Energy Star Certified

imageRUNNER ADVANCE DX

IMAGE QUALITY

High-Resolution Prints with Sharp Detail and Vibrant Color, Supporting Up To 2400 X 2400 dpi

Advanced Imaging Technology Ensures Consistent Color Accuracy

Equipped With Canon's V2 Color Technology to Enhance Image Sharpness with Vivid Quality

MEDIA HANDLING

Supports a Wide Range of Media Types and Sizes

Features a Dual Paper Path for Seamless High-Capacity and High-Speed Output, Suitable for High-Volume Environments

Automatic Duplexing and Finishing Options Streamline Production for Booklets, Brochures, And More

SECURITY

Integrated With Advanced Security Features, Including FIPS 140-3 Encryption to Protect Sensitive Information

Enhanced With Canon's Security Software, Providing Real-Time Monitoring and Alerts for Proactive Protection

With Optional Canon Office Cloud Software, gain access to a FedRAMP authorized (moderate level) cloud service supporting a State and Local or Educational institution's managed print strategy.

Cloud Mail Server and OAuth 2.0 Support

PRODUCT DESIGN

Unified Firmware Platform v3.18: A Common Source Code for Firmware Development. Allows for Version Upgrades, Including Additional Functionality, To Existing Models in The Same Generation on a Regular Basis

Reliability – Anti-Loosening Welded Frame: A Process Unique to Canon Within the Industry. Instead Of Utilizing Screws, The MFP's Frame Is Welded Together to Promote Long-Term Strength and Stability

Parts Longevity

EASE OF USE

Large, Intuitive Touchscreen Interface with Customizable Shortcuts and Workflows to Improve User Productivity

Features Single-Pass Duplex Scanning, Allowing Users to Quickly Digitize Double-Sided Documents

Mobile And Cloud Printing Options Allow Users to Print from Anywhere, Supporting Flexible Work Environments

SUSTAINABILITY

Built With Energy-Efficient Technology, Including Low-Power Standby Modes and Energy-Saving Fusing Technologies

Uses Recycled Materials in Its Manufacturing and Offers Toner Cartridge Recycling Programs for Eco-Conscious Operation

EPEAT And ENERGY STAR Standards, Contributing to a Lower Carbon Footprint for Businesses

imagePRESS

IMAGE QUALITY

R-VSCEL Imaging Laser helps keep images crisp and detailed.

Multi-D.A.T. technology measures 20 different color patches and helps correct density to minimize color fluctuation during a production run - while not affecting productivity or require operator intervention.

Advance Image Transfer Belt that helps toner coverage in peaks and valleys of textured medias.

Tight front-to-back registration.

Translucent CV Toner helps to preserve the surface properties of the media.

MEDIA HANDLING

Support for a wide range of specialty stocks.

Ability to print on synthetic stocks providing waterproof and tearproof durability.

Features that Leverage Machine Learning AI

Transition From Laser Technology to OLED Exposure for High Image Quality.

High Level Focus on Sustainable Design.

Emphasis On Serviceability Improvements.

High Levels of Ease Of Use With New User Interface, Auto Recognition/Estimation Features, Pre-set Profiles, and Wizard Setting for the Printer Driver.

Print Job Versatility, Features to help Boost Productivity

COLORADO

Unique UVgel technology combines excellent quality, high productivity and extensive versatility with low cost of operation in one printer

The key to Canon UVgel technology is the fact that the ink is essentially a gel, developed according to UV curing principles. The simplified stages of the Canon UVgel printing process

FLXfinish+ is a revolutionary NEW technology for Canon Colorado printers that allows customers to print gloss AND matte on the same print without a varnish or additional consumables.

ARIZONA

The Arizona series opens the door to a world of specialized applications that can command premium prices. Unlike conventional rigid capable printers that use friction or belt-feed systems, the Arizona series can print on just about anything. That means irregularly shaped or non-square items, heavy substrates, and materials that have an uneven surface, such as wood. They are also perfect for complex technical or industrial printing applications where accurate, repeatable print geometry is critical.

FADGI Compliance

FADGI (Federal Agencies Digital Guidelines Initiative) was initiated by the National Archives and Records Administration (NARA) to establish guidance with the ultimate goal of allowing digitized materials to become the core of what we now know as digital libraries, archives, and museums.

The Program aims to reduce equipment variability, image artifacts, and other defects introduced by the scanning process and human subjectivity. Proposed by NARA, the Modern Textual Records category refers to documents created on modern office paper.

The Canon FADGI Compliance Installation Package is available for new and existing Canon imageFORMULA DR-G2110, DR-G2110 USB, DR-G2140, and DR-G2140 USB Production Document Scanners.

<p>43</p>	<p>Provide two (2) examples of how your devices support seamless workflows with cloud-based document management systems.</p>	<p>Canon provides multiple methods for connecting our devices to cloud-based document management systems and web services /repositories.</p> <p>Connectivity to cloud-based web services/ repositories includes support for; Box, Dropbox, Evernote, Google Drive/Google Workspace, Microsoft OneDrive/OneDrive for Business, and Microsoft Teams – via Canon’s Cloud Connector offering as well as multiple capture solutions supported on Canon devices including, but not limited to; Canon’s uniFLOW Online as well as 3rd party solutions such as PaperCut Hive, eCopy ShareScan, and others.</p> <p>Similar to cloud-based web services / repositories, connectivity to cloud-based enterprise content management – including iManage Cloud, Microsoft SharePoint Online, Therefore Online, etc – leverages Canon’s uniFLOW Online as well as 3rd party capture solutions such as eCopy ShareScan from Tungsten Automation.</p> <p>Additionally, Canon Office Cloud, a FedRAMP authorized (moderate level) print and device management service, supports seamless workflows by integrating Canon devices with secure cloud-based document management systems. This solution is particularly well-suited for organizations handling sensitive data, such as government entities and educational institutions, where compliance with stringent security standards is required.</p> <p>Canon Office Cloud features include:</p> <p>uniFLOW Online: Focuses on user-centric capabilities such as managing and tracking print and scan jobs, ensuring secure and efficient workflows.</p> <p>Netaphor SiteAudit: Provides device-centric capabilities, including fleet management, device discovery, security monitoring, and supplies replenishment.</p> <p>These features allow users to interact with cloud-based systems securely and efficiently while meeting government compliance standards. The FedRAMP Authorization ensures that workflows involving sensitive data are managed in a controlled and secure environment, providing trust and reliability to organizations across federal, state, local, and education sectors.</p> <p>By leveraging both Cloud Connector and Canon Office Cloud, Canon devices empower organizations to enhance productivity, security, and efficiency in cloud-based workflows.</p> <p>As data security concerns continue to escalate, many customers’ are requesting that all data remain in Canada. As a result, Canon Canada Inc. has placed Canadian Data Centers for our Therefore Online Solution in Toronto and Montreal. We are in process of developing a Canadian Data Centre for our uniFLOW Online Solution which we expect to be operational by mid-year, 2025. Please note that currently unifiow print jobs are only held in a US cloud until released and are held there using a 256 bit encryption key.</p>
<p>44</p>	<p>Describe any “green” initiatives that relate to your company or to your Solutions, and include a list of the certifying agency for each.</p>	<p>In the spirit of our corporate philosophy of kyosei – all people, regardless of race, religion or culture, harmoniously living and working together into the future – Canon takes an approach to business that is socially responsible and economically logical. Canon seeks to be a truly excellent global corporation. For our customers, we offer the best products possible. Simultaneously, we strive to improve our relationships with local communities and to increase our respect for the environment as we contribute to the prosperity of the world and the happiness of its people.</p> <p>Canon is proud of our many significant achievements in the environmental and sustainability arena. Our Environmental Management System (EMS) covers Canon Group’s operational sites worldwide as a mechanism for continually improving our environmental assurance activities.</p> <p>Over 550 sites are certified to the ISO 14001 Standard.</p> <p>2024 ENERGY STAR Partner of the Year — Sustained Excellence Award for Canon U.S.A. for continued leadership in energy efficiency for seven consecutive years (2018-2024). All current imageRUNNER ADVANCE DX models meet ENERGY STAR® standards.</p> <p>Named a “leader” in IDC MarketScape for Worldwide Sustainability Programs and Services Hardcopy 2023 Vendor Assessment (IDC MarketScape for Worldwide Sustainability Programs and Services Hardcopy 2023 Vendor Assessment (doc # US49892223, Dec 2023)</p> <p>“A” score by CDP, the U.K.-based non-profit organization, for Canon’s transparency and leadership concerning initiatives in the field of climate change.</p> <p>2020 SmartWay Excellence Award for Canon U.S.A. from the U.S. Environmental Protection Agency (EPA) which recognizes shippers and transportation service providers that have</p>

optimized the environmental performance and efficiency of their transportation management operations.

2014 LEED Gold Certification for the Canon Americas headquarters in Melville, NY. This facility features daylight harvesting, drought-resistant vegetation and electric car charging stations. At approximately 700,000 square feet, the Canon Americas Headquarters is one of the largest commercial properties on Long Island to achieve this level of LEED. The level of LEED certification is determined by the number of credits achieved in key areas within each of the LEED credit categories, including sustainable site development, water and energy efficiency, materials selection and indoor environmental quality.

All imageRUNNER ADVANCE DX Models are Registered Climate+ in the U.S. The EPEAT® Climate+ designation is attained by EPEAT®-registered products that have met rigorous climate criteria, including lifecycle impact of electronics products, the product's carbon footprint and energy efficiency. As a part of our commitment to the environment, we ensure appropriate recycling of Canon products, reducing impact on the environment and our local communities.

We believe these awards and recognition is a result of the company's initiatives that help protect and build harmonious relationships with the environment. Additionally, our devices contribute to our customers abilities to reduce their environmental impact:

Products Designed with the Environment in Mind: Reducing CO2 and providing usage proposals and analysis.

Management Focused on the Environment: Improving the quality and efficiency of environmental assurance activities.

Collection, Return, and Recycling Programs: Reusing toner and ink cartridges and recycling products and parts.

With features to help reduce waste, technology designed to lower energy consumption and limit emissions, and the use of bio-based plastics, models within the imageRUNNER ADVANCE DX Series are designed to help support customers' sustainability goals.

Energy Efficiency

The imageRUNNER ADVANCE devices are designed for high energy efficiency and stellar performance. The combination of fusing technologies and low-melting-point toner helps contribute to lower overall energy consumption by minimizing power requirements and reducing energy use during warm-up and while in stand-by mode.

Remote Shutdown/Weekly Timer

Administrators can schedule to shut down these devices when there are periods when they will not be in use. By turning off the devices during holidays or over the weekend, it helps save energy consumption. It allows administrators to instruct the main unit to enter sleep mode specified intervals, or a specific day/time. Activation of this setting must be turned-on in-Service Mode.

Low Melting Temperature Toner

Canon's new lower melting toner is made of reformulated resin material that helps to reduce electric power required for operation. Benefits to low melting toner include faster start up time of the machine, lower energy consumption, and LowerTEC Values.

Low CO2 Emissions

Through its Life Cycle Assessment (LCA) System, Canon has minimized CO2 emissions by focusing on each stage of the product life cycle, including manufacturing, energy use, and logistics. The products are designed to be small and light, with less packaging to make transportation more efficient.

*

Drum Cover Plastic Regrind

Drum covers on the imageRUNNER ADVANCE DX 4900 & C3900 Series models are converted from new plastic to reused material, helping to reduce environmental impact.

Environmentally Friendly Packaging

Canon has converted to environmentally friendly, full cardboard packaging on the imageRUNNER ADVANCE DX 4900 & C3900 models.

Toner Bottle Replacement program

Canon explores methods to minimize the environmental impact of its products throughout their life cycle and to help promote research and development which contribute to environmental sustainability. In 1990, Canon introduced a cartridge-recycling program for all-in-one laser beam printer toner cartridges (better known as the Clean Earth Campaign Program). The goal of this program is to generate less landfill waste by reusing parts, recycling materials and employing energy recovery. Canon was the first company to collect used all-in-one toner cartridges. The toner cartridges collected by Canon from around the world during the period 1990-2013 weigh a total of some 328,000 metric tons.

Toner Container Collection Program (Plastic Toner Containers)

To support local recycling and energy recovery, Canon has engraved a plastic resin code on each container. Canon toner particles and plastic toner containers are safe for local recycling and local energy recovery facilities.

To contribute towards the reduction of landfill waste, Canon has introduced a collection and recycling program for Canon plastic toner containers. Unlike Canon's all-in-one cartridges, these toner containers are made mainly of plastic material making local recycling and local energy recovery possible. When local recycling is utilized environmental impacts associated with the transportation of containers are reduced.

When Canon plastic toner containers cannot be recycled locally or sent to a local energy recovery facility that accepts #7 plastic, Canon asks that customers ship them to the address below. Canon assumes the responsibility and cost for recycling to keep Canon toner containers from going into landfills.

Canon Canada Inc and its partners engage in a variety of green initiatives which have earned Canon Canada several accolades and certifications

Toner Cartridge Return Program:

When Canon launched its toner cartridge recycling program in 1990, it became the first company to collect and recycle used toner cartridges. To ensure proper end-of-life product management, Canon Canada offers a nationwide take-back service for its business products once their full-service life is complete. Customers fill out and create a shipping label to return their toner cartridges to our facility for recycling (www.canon.ca/recycling). Each component of the toner cartridge is either recycled, used for energy recovery, or reused.

Extended Producer Responsibility and Product Stewardship

Canon Canada participates in three extended producer responsibility and product stewardship programs:

Electronics: Canon Canada is a founding member of Electronics Product Stewardship Canada, a not-for-profit organization that partners with electronic manufacturers to design, promote and implement sustainable solutions for end-of-life electronics. Environmental handling fees cover the cost of responsibly recycling these products. You can find a list of drop-off

		<p>sites on the Electronic Products Recycling Association website.</p> <p>Packaging: Canon Canada is a member of Circular Materials, a national not-for-profit producer responsibility organization that serves, represents, and supports producers in building more efficient recycling systems across Canada. Circular Materials represents the evolution from product stewardship to a more circular economy, where materials are collected, recycled and returned to producers for use as recycled content in new products and packaging.</p> <p>Batteries. Canon Canada has partnered with Call2Recycle to recycle rechargeable and primary batteries. Batteries can be safely deposited at Call2Recycle drop-off sites; you can find a list of locations on their website.</p> <p>These government-regulated programs make manufacturers (Canon Canada Inc.) responsible for the post-consumer recovery and recycling of their products. Canon works with specific organizations for each product group to ensure recycling options are available to consumers.</p> <p>Customers can drop off their unwanted electronics at authorized collection sites (e.g., drop-off centers, return-to-retail locations, and special collection events).</p>
<p>45</p>	<p>Identify any third-party issued eco-labels, ratings or certifications that your company has received for the Solutions included in your Proposal related to energy efficiency or conservation (e.g. life-cycle management, energy consumption, and end-of-life disposal options), or other green/sustainability factors.</p>	<p>Canon is committed to environmental stewardship and sustainability, as reflected in our numerous eco-labels, ratings, and certifications. These accolades underscore Canon's leadership in energy efficiency, CO2 reduction, and green technologies.</p> <p>1. ENERGY STAR</p> <p>Canon has been honored for our leadership in manufacturing, broadly promoting products that earn ENERGY STAR status and for education outreach to further enhance energy efficiency awareness. We have won the esteemed Partner of the Year Award nine times with ENERGY STAR, and the Sustained Excellence accolade for the last seven consecutive years. Canon has been an ENERGY STAR partner for over 30 years and offers more than 200 ENERGY STAR-certified products that incorporate advanced energy-efficient technologies, without compromising features or performance. 2024 marks the ninth time overall (2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024) that Canon has won the esteemed Partner of the Year Award with ENERGY STAR, and the seventh consecutive year (2018, 2019, 2020, 2021, 2022, 2023, 2024) in which the company's efforts earned the Sustained Excellence accolade. Canon U.S.A. has previously received the Partner of the Year - Product Brand Owner Awards (2010), as well as Excellence Awards for ENERGY STAR Promotion (2011) and Product Labeling (1996, 1997, 2001, 2002, 2003, 2005 and 2008).</p> <p>2. ISO 14001 and ISO 45001</p> <p>Canon U.S.A. and more than 550 other Canon sites worldwide are certified to the ISO 14001 standard. ISO 14001 is an internationally accepted specification for environmental management systems that helps organizations minimize how their operations affect the environment. At the end of December 2023, approximately 31% of Canon Inc. and Canon Group sites around the world had acquired ISO 45001 certification, demonstrating Canon's commitment to occupational health and safety management.</p> <p>3. Blue Angel</p> <p>Canon Inc. has obtained certification in public standards such as ISO/IEC, enabling certified testing to be carried out in-house according to highly precise measurements. Specifically, Canon is equipped with the industry's leading testing technology, including semi anechoic chambers for EMI testing that are among the largest and best in Japan, shielded rooms, and semi anechoic chambers for acoustic noise testing. In addition to EMC testing, Canon is able to conduct in-house testing necessary for applying for Blue Angel and other certifications.</p> <p>4. LEED Certifications</p> <p>The Canon Americas Headquarters holds LEED Gold certification. This facility features daylight harvesting, drought-resistant vegetation, and electric car charging stations. At approximately 700,000 square feet, the Canon Americas Headquarters is one of the largest commercial properties on Long Island to achieve this level of LEED. The level of LEED</p>

certification is determined by the number of credits achieved in key areas within each of the LEED credit categories, including sustainable site development, water and energy efficiency, materials selection, and indoor environmental quality. The 114,000-square-foot expansion of the Canon U.S.A. distribution center in Norcross, GA, has been awarded LEED certification. Elements that earned the Canon distribution center its LEED certification included energy efficiency, water-saving measures, environmental operating practices, and potential reduction of CO2 emissions. Beyond the LEED-certified expansion, more modern and efficient upgrades were made to the existing warehouse as well, such as installation of efficient lighting and heating systems.

5. CO2 Reduction Initiatives

Canon seeks to consistently meet its environmental targets and, beyond that, is working toward net-zero CO2 emissions from its business activities by 2050. To that end, we quantify emissions during the whole product lifecycle and use technology to reduce emissions at each stage. In addition to reducing CO2 through hardware measures such as launching energy-efficient products, we are deploying a range of IT solutions to improve the efficiency of work operations, reduce the movements of people and objects, and realize savings in the consumption of resources and energy. This also promotes CO2 reduction in the office and in society as a whole. For example, the computerization of paper documents through the use of multifunction devices and scanners not only allows more efficient document management but also contributes to savings in paper resources used and storage space required, enabling customer enterprises to reduce resource consumption and CO2 emissions. By delivering to society a range of IT solutions in addition to its individual products, Canon will continue contributing to reducing CO2 emissions across the whole of society.

Canon created the Energy Cost Reduction Working Group in 2014 as a horizontally integrated organization to take Group-wide action on reducing energy consumption. The group has worked to reduce energy consumption by undertaking a thorough-going review of operating conditions at production sites, for instance by cutting out excess use of pressurized air and cooling water and adjusting air conditioner settings. Measures that prove effective are adopted for horizontal rollout to Japan and overseas production sites. Moreover, staff members from our corporate headquarters in charge of this initiative perform a diagnosis of energy performance during visits to production sites all over the world. There, they check the operating status and settings of production equipment and then use their observations to make improvements to the operating efficiency of facilities and equipment and provide staff with relevant on-site training. Since its launch, this initiative has resulted in Group-wide energy savings of 238,712kL (crude oil equivalent). In 2024, we will continue to extend the roll-out of energy conservation and renewable energy initiatives at our business locations, pursuing further reductions in CO2 emissions.

6. Canon's Energy Cost Reduction Working Group

Canon created the Energy Cost Reduction Working Group in 2014 as a horizontally integrated organization to take Group-wide action on reducing energy consumption. The group has worked to reduce energy consumption by undertaking a thorough-going review of operating conditions at production sites, for instance by cutting out excess use of pressurized air and cooling water and adjusting air conditioner settings. Measures that prove effective are adopted for horizontal rollout to Japan and overseas production sites. Moreover, staff members from our corporate headquarters in charge of this initiative perform a diagnosis of energy performance during visits to production sites all over the world. There, they check the operating status and settings of production equipment and then use their observations to make improvements to the operating efficiency of facilities and equipment and provide staff with relevant on-site training. Since its launch, this initiative has resulted in Group-wide energy savings of 238,712kL (crude oil equivalent). In 2024, we will continue to extend the roll-out of energy conservation and renewable energy initiatives at our business locations, pursuing further reductions in CO2 emissions.

7. Canon's Green Cost Management (GCM) Framework

Canon's Green Cost Management (GCM) framework targets parallel reductions in costs and CO2 emissions, alongside decarbonization efforts based on the development of green technologies. We focus on initiatives to cut the power used at the production stage. We identify potential energy savings and target improvements by looking at the power used by production equipment like conveyors and welders.

Canon Canada has been ISO 14001 certified since 2007. Currently, there are five ISO certified Canon sites operating in Canada. The ISO standard provides Canon with a framework to protect the environment and respond to changing environmental conditions in

balance with socio-economic needs. Canon Canada analyzes environmental aspects associated with the company's operating activities, products, and services, to establish objectives and targets that reduce their negative environmental impacts. All sites with a certified Environmental Management System (EMS) are audited by a third party to guarantee continual conformance to the standard. As a result, the EMS is fully incorporated into business operations. *

Forest Stewardship Council Certification

Canon Canada successfully maintains the Forest Stewardship Council's (FSC) Chain-of-Custody Certificate for specific paper products. FSC is a voluntary certification demonstrating Canon's commitment to responsible forest management. Canon Canada's practices and products are independently evaluated against FSC's Chain of Custody standards. With the FSC Certificate, customers purchasing paper products can rest assured that they are supporting responsible forest management.

LEED Certification

In 2019, Canon Canada was awarded LEED® Gold certification for New Construction and Major Renovations for its corporate headquarters building. The head office reflects the company's commitment to sustainability and the environment.

Surrounded by expansive, community-accessible green space, the 180,000-square-foot, five-story building includes elements that encourage collaboration, foster well-being, and promote practices that reduce its environmental footprint. Below are the major features of Canon Canada's LEED® Gold certified headquarters:

Energy reduction and efficiency is built into the building's lighting and cooling/heating systems, with LED lighting that helps to save approximately 70% to 80% of energy (compared with traditional 60W incandescent lights) and building systems are set to shut off after hours to help reduce energy.

Natural light and solar-adaptive shading help to maximize daylight in the office while minimizing glare and solar heat, simultaneously aiding in the regulation of lighting and temperature.

Greywater collection system helps save 20% of the building's annual domestic city water usage (the equivalent of 4.5 million bottles of water); the water is reused for flushing and irrigation.

Energy-saving office technologies, like Canon's own multifunction devices and display projectors, automatically power down to minimize energy consumption in all meeting and copier rooms.

An organic waste program that helps divert and reduce organic waste from landfills.

Encouraging employees to reduce carbon emissions by offering EV charging stations, parking for green vehicles, special parking for employees who carpool as well as sheltered bicycle parking.

Employees and the surrounding residential community enjoy an expansive community green space, including a pond and recreational path, 6,000 drought-resistant shrubs and 200 drought-resistant trees to promote the area's wildlife biodiversity.

A fully guided tour of our office is available should you request a visit.

Canada's Greenest Employers 2024

Canon Canada was recognized as one of Canada's Greenest Employers for 2024. This is the sixth consecutive year that the company received recognition for being one of the country's leaders in creating a culture of environmental awareness. The Greenest Employers in Canada competition is organized by the leaders of the Top 100 Employers in Canada project in partnership with The Globe and Mail.

The award recognizes the efforts of employers who pave the way for creating a culture of environmental awareness. Canon Canada's environmental initiatives and efforts that have contributed to this recognition include the following:

		<p>Branch Out, a volunteer initiative that gives employees the opportunity to spend part of their workday creating green spaces and sustainable environments around the communities where they work and live. Activities include planting trees, removing invasive species, and building bee habitats.</p> <p>State-of-the-art Brampton headquarters that reflects a commitment to the environment and sustainability with features including:</p> <p>Dedicated carpool and bike-parking spots to encourage more efficient and eco-friendly commuting.</p> <p>Energy-efficient LED lighting throughout the building, with Hyperion™ solar-adaptive shading that helps regulate the temperature of the building relative to the daylight.</p> <p>A rooftop greywater system that collects rainwater for reuse for flushing and irrigation. The system helps to save approximately 20% from Canon Canada’s annual domestic city water usage; and</p> <p>An expansive green space – including a recreational path and stormwater pond behind the building, and 16,000 drought-resistant shrubs and 200 drought-resistant trees – for employees and the surrounding residential community to enjoy.</p> <p>Electronics recycling events held at offices across the country encouraging employees to responsibly recycle their old electronics and textiles. In the past nine years, Canon employees have diverted over 5,475 kgs of consumer electronics and textiles from landfills.</p> <p>Dedicated drop-off bins for used batteries, toner cartridges and electronics at multiple office locations across the country.</p> <p>Participation in multiple Extender Producer Responsibility and Product Stewardship programs across the country, including the Canadian Stewardship Services Alliance, Éco Entreprises Québec and Electronics Products Stewardship Canada.</p> <p>ISO 14001 Certification at multiple offices across Canada. The standard certifies Canon Canada has implemented, maintained, and constantly enhanced its environment management system, and ensured it meets or exceeds all environmental compliance obligations.</p> <p>A Green Procurement Policy that ensures the company procures parts, products and services from vendors who are in line with Canon Canada’s commitment to the environment and sustainability.</p> <p>Canadian Printing Award</p> <p>In 2017, 2019, 2022 and 2023 Canon Canada received gold awards for the Most Environmentally Progressive Technology Company at Print Action’s awards gala celebrating the progress and innovation of Canada’s influential printing industry. The award recognizes holistic strategies to address environmental impacts within the printing industry.</p> <p>Canada’s Clean50 Top Project Award</p> <p>Canon Canada’s annual Branch Out environmental initiative was recognized as one of Canada’s Clean50 Top Projects for 2023. The award distinguishes the 20 best sustainability-oriented projects completed in Canada over the prior two years as determined and recognized by the Delta Management Group and the Canada’s Clean50 organization.</p>
46	<p>What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?</p>	<p>Canon offers a wide array of unique attributes, innovative solutions, and industry-leading services that make us a trusted partner for Sourcewell participating entities. Our comprehensive product portfolio, commitment to customer satisfaction, and investments in groundbreaking technologies set us apart in the industry. Our strong relationship with our parent company, Canon Inc., enables us to leverage OEM technology and support while maintaining the flexibility to create localized programs that meet the specific needs of diverse markets, like our FedRAMP-authorized solutions, work in semiconductors, and healthcare offerings.</p> <p>Canon as an Innovative and Global Leader</p> <p>Canon holds a dominant position in the market as a leader in multifunction printers (MFPs). Based on annual U.S. data from IDC, Canon achieved the No. 1 position in 2023 for A3 Total, A3 Color, and A3 Monochrome MFP Laser segments, with the highest market share</p>

relative to all competitors measured.

Our commitment to innovation is reflected in Canon's \$2.1 billion 2023 annual R&D budget, which supports the development of groundbreaking technologies. Canon's efforts in innovation are underscored by our ranking as the fifth overall in U.S. patent registrations, with a total of 2,890 patents in 2023.

Additionally, Canon has forged over 300 strategic partnerships, including collaborations with NT-Ware, Tungsten Automation, Therefore™, IRIS, and others, to enhance our portfolio of innovative solutions and deliver added value to customers.

Operating in over 100 countries, we offer unparalleled support through our Global Account Management program. By understanding the unique needs of diverse organizations, Canon ensures consistent quality and care worldwide. Canon has an extensive network of more than 1,350 locations across the U.S., allowing customers to easily experience and learn about Canon products and solutions. This is supported by over 8,200 Canon Certified Field Personnel, ensuring timely service and support. Canon's 100% U.S.-based call center staff utilizes state-of-the-art technology, such as Canon's Virtual Presence, to provide customers with outstanding service and support.

Canon is dedicated to uptime and customer satisfaction. Of the many companies in the U.S. offering business products and solutions, the majority represent Canon. In fact, Canon U.S.A. has worked with more than 40% of our dealers for over 25 years, underscoring our strong relationships and commitment to quality service.

Canon Office Cloud and FedRAMP Authorization

Canon U.S.A. offers Canon Office Cloud, a FedRAMP authorized (moderate level) print and device management service supporting a managed print strategy. Sponsored by the U.S. Department of Health and Human Services, Canon Office Cloud features two core components:

uniFLOW Online, focused on user-centric capabilities such as tracking and managing print and scan jobs.

Netaphor SiteAudit, focused on device-centric capabilities such as fleet management, device discovery, security monitoring, meter collection, ink/toner monitoring, and supplies replenishment.

This FedRAMP ATO makes Canon one of the few hardcopy vendors to provide a comprehensive and highly secure cloud-based print service. Canon Office Cloud is particularly well-suited for U.S. federal, state, local, tribal, education, and territorial government entities, as well as organizations that handle data subject to government regulations and federal prime contractors.

Leadership in Semiconductors

Canon is driving innovation in semiconductor manufacturing with its FPA-1200NZ2C nanoimprint lithography system, capable of producing semiconductors at the 5nm node and as small as 2nm. Unlike traditional photolithography, Canon's system uses direct imprinting, reducing power consumption and operational costs while maintaining precise circuit patterning. This sustainable and cost-effective solution positions Canon as a leader in advanced semiconductor technology.

The FPA-1200NZ2C is already in use at the Texas Institute for Electronics (TIE), supporting research and development in advanced semiconductor technology. Canon's deep expertise in optics and imaging technologies enables us to address the growing demand for semiconductors, essential for AI, advanced packaging, and next-generation electronics. By fostering innovation and sustainability, Canon is shaping the future of semiconductor manufacturing.

Canon's semiconductor technologies contribute to the development of advanced solutions for Sourcewell participating entities in need for high-performance computing and secure, energy-efficient operations. These semiconductors serve as the foundation for technologies powering artificial intelligence, advanced imaging, and next-generation electronics. By fostering innovation and sustainability in semiconductor manufacturing, Canon will provide Sourcewell participating entities access to leading-edge, cost-effective solutions, demonstrating our ability to deliver reliable and innovative technologies tailored to the evolving needs of Sourcewell participating entities.

Meeting Industry-Specific Needs

Canon understands the evolving demands across various industries and provides tailored solutions to address unique challenges. A prime example of this is our deep commitment to supporting the healthcare industry, where our investments and innovative solutions empower providers to deliver exceptional care while optimizing operations.

Trends within the healthcare industry have created a pressing need for providers to streamline their business processes. Canon recognizes this transformation and has identified three key drivers shaping the future of healthcare: increasing regulations, greater systems interoperability, and the need to control costs. Healthcare providers, including Sourcewell members, are being asked to achieve more with fewer resources.

Canon views these challenges as an opportunity to help healthcare providers overcome obstacles through innovative partnerships. By delivering the right combination of people, processes, and technology, Canon enables healthcare organizations to achieve meaningful change, improve efficiency, and enhance their operations. Our solutions are designed to reduce administrative burdens, facilitate compliance, and enable staff to focus on what matters most—delivering quality patient care.

In 2016, Canon reinforced its commitment to the healthcare sector with a significant investment: the acquisition of Toshiba Medical Systems for \$6 billion. This strategic acquisition has strengthened Canon's product portfolio, providing advanced imaging technologies and workflow solutions to support healthcare providers in patient care and the day-to-day operations of running a healthcare organization. These innovations allow providers to navigate the increasingly complex healthcare landscape while meeting their clinical and administrative goals.

Canon's continued investment in healthcare and innovation demonstrates our focus on growth and our dedication to building the infrastructure needed to support the evolution of the market. As healthcare demands continue to change, Canon remains at the forefront, delivering tools and technologies that empower providers to thrive in a dynamic environment.

Proven Excellence in Technology and Customer Support

Canon excels in technology and software solutions that not only meet but exceed our customers' requirements. As a company dedicated to our customers' needs, we support our solutions with highly skilled professionals and advanced diagnostic systems to maintain peak performance.

Our Direct Sales and Service Organization goes beyond customer expectations, ensuring optimal performance, satisfaction, and productivity for Sourcewell participating entities. We provide Sourcewell participants with dedicated account teams that develop competent, collaborative, and systematic management strategies. Each account team includes a Single Point-of-Contact to manage Canon resources to ensure smooth and timely delivery, installation, systems integration, and performance monitoring. Canon's local and national teams work in unison to address customer needs effectively.

Our Implementation Teams ensure projects are completed on time, within budget, and to the exact specifications of each customer. This attention to detail guarantees that every solution is

implemented seamlessly, delivering immediate value to Sourcewell members. We also employ Pre- and Post-Sales Systems Analysts to conduct site surveys, collect necessary data, and provide technical recommendations. This ensures Canon-supported products are integrated seamlessly into the customer's environment, aligning with operational goals and existing workflows.

Canon's robust eLearning program provides web-based training for a variety of document management processes. Available 24/7 for the life of the lease, the program allows employees to learn at their own pace and focus on topics most relevant to their needs. This ensures Sourcewell participants can maximize the use and benefits of Canon's solutions.

Finally, our service and support division is the backbone of our company's success. Canon's National Technology Solutions Call Center offers state-of-the-art support for hardware, software, network connectivity, applications, and workflows. Operating from 8:30 AM to 8:00 PM EST, Monday to Friday, the Help Desk serves as a one-stop resolution center for Canon and third-party enabling solutions, ensuring quick and effective problem-solving.

Our maintenance agreements include Genuine Canon toner and repair parts, labor and transportation charges, and service by direct-hire, OEM factory-trained technicians. These technicians use a Complete Call Process, thoroughly cleaning optics and inspecting all assemblies to maintain consistent performance levels. Regular customized reports provide insights into usage, preventative maintenance, and performance, helping customers optimize device operations.

Financing Canon products with Canon Financial Services, Inc.

Canon Financial Services, Inc. (CFS) is a wholly owned subsidiary of Canon U.S.A., Inc. CFS is specialized in delivering high content invoices, including lease and maintenance charges, in a variety of formats (paper, electronic, web) to meet our customers' needs. Founded in 1979, CFS has become the leading financing source for Canon Authorized Dealers and Re-sellers in the U.S.

Canon Financial Services is committed to Canon equipment. They know the value of Canon equipment and can give the lessee the best value for their financing dollar. CFS is committed to supporting the sale of Canon products and offers many specialized programs and promotions aimed at introducing new products.

Benefits:

Offers 100% financing – Leasing allows total financing of equipment, including tax, with no down payment.

Single Source Acquisition – Customers are more comfortable with equipment acquisitions obtained with financing provided by the manufacturer. By offering this opportunity, the manufacturer shows commitment to both the product and the customer's satisfaction.

Overcomes Budget Limitations – Monthly payments can be easily accommodated within fixed budgets.

Convenience – Simple documentation and monthly billing simplify the customer's decision making.

Matches Equipment Benefits with Costs – Leasing enables the customer to pay for the equipment as it is being used and lends to the efficiency and productivity of the business.

Conserves Working Capital – Equipment can be leased today at a fixed monthly payment without worry of price increases or rising interest rates.

Provides Fixed Rate Financing – Since cash and bank credit lines are not tied up by office equipment, they may be reinvested in the business.

Allows Upgrades and Add-Ons – Once the lease is in place, upgrades of the equipment and add-ons can be very easily accomplished.

In addition to Canon Inc.'s robust product offering Canon Canada Inc. also offers IT professional services through its Managed IT partner: Supra ITS. Supra ITS is a leading full-service technology partner offering IT Consulting, Cloud Services, 24x7 Managed IT & Cybersecurity Services, and IT Project Support. We hope to be invited to your next RFP regarding professional staffing services.

Our managed IT services are designed to function as an extension of your Canadian client's team, demonstrating the power of many to make efficiency possible and improvements constant.

Supra's Help desk support offers round-the-clock assistance every day of the year, ensuring prompt solutions to technical issues. This continuous support system provides uninterrupted assistance for users, connecting them directly with knowledgeable experts who can understand their concerns and identify prompt solutions. First-call resolution is a priority for our team. We partner with your business to deliver direct Level 2 and Level 3 support across multiple Canadian locations simultaneously, giving your organization peace of mind.

With End Point Detection and Response clients will gain enhanced threat visibility through active and continuous monitoring of networks, endpoints, and cloud environments with managed detection and response. Experience the ultimate peace of mind regarding your organization's information as our team strengthens your security stance and defends against cyber-attacks and can help prevent them before they happen.

The Data Recovery module will assure business continuity of IT systems and recovery in the event of a disaster or disruptive event. These may come in the form of extreme weather, system failure, or user error. Disaster recovery is a critical component of any organization's IT strategy to minimize downtime, protect sensitive information, and insulate against risks.

Supra ITS can also provide VoIP systems in existing client systems with a cost-effective, scalable, and feature-rich solution to promote seamless communication. VoIP, or Voice over Internet Protocol, enables voice and multimedia communication over the internet for efficient collaboration, no matter where your team is located.

Canon Canada Inc. also offers a unique business process improvement program called officeFLOW. officeFLOW is an assessment service offered by Canon designed to ensure customers are getting the most out of their office environment. No matter the make, model, size, or problem a customer is facing, our sales team will help assess all aspects of their print and office environment.

The three pillars of officeflow are:

Critical: This pillar focuses on identifying areas of concern that are required for the continued functioning of the office. Think of compliance or response times.

Functional: This pillar focuses on creating or improving workflows, as well as developing a print and digitization strategy for the customer.

Financial: The final pillar focuses on financial well being, but aiming to reduce costs (both direct and ancillary) while ensuring compliance and a secure workplace.

Canon Canada is also home to the only "Competitive Lab" which features many devices from competitive vendors and is an extremely effective tool for highlighting Canon advantages against the competition in real-world settings. The lab's activities include:

Product Testing (Hardware Only)

Print / Scan / User Interface / Build Quality

Tailored Competitive Demonstrations

Client Facing / Channel Neutral

		<p>Canon Canada Inc. has recently launched monthly “Virtual End-User Customer Training Sessions”. These live action webinar training sessions will be hosted by a member of Canon Canada’s Sales Training Team by leveraging the technology of GoToWebinar in conjunction with our very own Demo Cart.</p> <p>Training will consist of an overview of the imageRUNNER ADVANCE devices and include explanation of how to use common features, including: Basic Functions (i.e. Copy, Scanning, Printing, etc.), Quick Buttons, Mixed Originals, OCR, Mailboxes, etc.)</p> <p>Each session will include 45-minutes of walkthrough guidance, and an additional 45-minutes for on-demand requests and Q&A from participants.</p> <p>Customers can expect the following benefits:</p> <p>Expert level familiarity with new Canon devices.</p> <p>Learn about key functions to help them make the most of their new equipment.</p> <p>Discover and learn about other Canon Solutions that could benefit their business</p>
--	--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Table 5B: Value-Added Attributes

Line Item	Question	Certification	Offered	Comment
47	Select any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation and a listing of dealerships, HUB partners or resellers if available. Select all that apply.		<input checked="" type="radio"/> Yes <input type="radio"/> No	Total of 98 locations of historically underutilized businesses. Please note these designations and certifications evolve and change over time, updated lists are available on request. Also, note that the designation of Small Business Enterprise Locations, Small Disadvantaged Business Locations and Woman Owned Small Business Location are not specifically documented in our dealer profiles submitted by our resellers, thus we expect more locations to qualify once we poll our dealers in the future based on those naming conventions with possible overlapping definitions based on state and jurisdictional differences.
48		Minority Business Enterprise (MBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	36 Minority Business Enterprise (MBE) locations.
49		Women Business Enterprise (WBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	45 Women Business Enterprise (WBE) locations.
50		Disabled-Owned Business Enterprise (DOBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	0 Disabled-Owned Business Enterprise (DOBE) locations. Please note these designations and certifications evolve and change over time, updated lists are available on request. Also, note that the designation of Small Business Enterprise Locations, Small Disadvantaged Business Locations and Woman Owned Small Business Location are not specifically documented in our dealer profiles submitted by our resellers, thus we expect more locations to qualify once we poll our dealers in the future based on those naming conventions with possible overlapping definitions based on state and jurisdictional differences.
51		Veteran-Owned Business Enterprise (VBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	14 Veteran-Owned Business Enterprise (VBE) locations.
52		Service-Disabled Veteran-Owned Business (SDVOB)	<input checked="" type="radio"/> Yes <input type="radio"/> No	1 Service-Disabled Veteran-Owned Business (SDVOB) location.

53		Small Business Enterprise (SBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	0 Small Business Enterprise (SBE) locations. Please note these designations and certifications evolve and change over time, updated lists are available on request. Also, note that the designation of Small Business Enterprise Locations, Small Disadvantaged Business Locations and Woman Owned Small Business Location are not specifically documented in our dealer profiles submitted by our resellers, thus we expect more locations to qualify once we poll our dealers in the future based on those naming conventions with possible overlapping definitions based on state and jurisdictional differences.
54		Small Disadvantaged Business (SDB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	0 Small Disadvantaged Business (SDB) locations. Please note these designations and certifications evolve and change over time, updated lists are available on request. Also, note that the designation of Small Business Enterprise Locations, Small Disadvantaged Business Locations and Woman Owned Small Business Location are not specifically documented in our dealer profiles submitted by our resellers, thus we expect more locations to qualify once we poll our dealers in the future based on those naming conventions with possible overlapping definitions based on state and jurisdictional differences.
55		Women-Owned Small Business (WOSB)	<input checked="" type="radio"/> Yes <input type="radio"/> No	2 Women-Owned Small Business (WOSB) locations. Please note these designations and certifications evolve and change over time, updated lists are available on request. Also, note that the designation of Small Business Enterprise Locations, Small Disadvantaged Business Locations and Woman Owned Small Business Location are not specifically documented in our dealer profiles submitted by our resellers, thus we expect more locations to qualify once we poll our dealers in the future based on those naming conventions with possible overlapping definitions based on state and jurisdictional differences.

Table 6: Pricing (400 Points)

Provide detailed pricing information in the questions that follow below.

Line Item	Question	Response *
-----------	----------	------------

<p>56</p>	<p>Describe your payment terms and accepted payment methods.</p>	<p>Canon's standard payment terms are net 30 days.</p> <p>Canon accepts a variety of payment methods to accommodate the diverse needs of Sourcewell members. These include:</p> <p>P-card</p> <p>Purchase Orders</p> <p>Purchase Orders in lieu of lease</p> <p>Checks</p> <p>Electronic Funds Transfer (EFT) / ACH</p> <p>Other mutually agreed electronic payment methods based on the unique needs and processes of each Sourcewell participating entity.</p> <p>Canon Canada accepts payments through:</p> <p>EFT/Wire/ACH</p> <p>Credit Card</p> <p>Cheque or Money Order</p> <p>All invoices are net 30.</p>
<p>57</p>	<p>Describe any leasing or financing options available for use by participating entities.</p> <p>Describe how these options account for upgrading to newer models to mitigate the risk of equipment obsolescence.</p>	<p>Canon U.S.A., Inc offers flexible leasing and financing options tailored to meet the diverse needs of participating entities. Our leasing programs include:</p> <p>Fair Market Value (FMV) Operating Lease: This program allows participating entities to lease equipment for a specified term with the option to return, purchase, renew, or upgrade the equipment at the end of the lease. FMV leases provide flexibility and enable organizations to consistently upgrade to newer models, reducing the risk of obsolescence.</p> <p>Capital Lease (\$1 Out): This program allows participating entities to lease equipment with the intent of ownership. At the end of the lease term, the lessee acquires ownership of the equipment for a nominal \$1 payment.</p> <p>Lease Terms and Coverage</p> <p>Lease terms are available for 12, 24, 36, 48, 60, and 84 months.</p> <p>Corresponding lease rates are established for all 50 states, the District of Columbia, and Puerto Rico, ensuring nationwide accessibility.</p> <p>Leasing options are not available in Puerto Rico or Guam.</p> <p>Canon's sales and service coverage does not currently extend to the territory of U.S. Virgin Islands.</p> <p>Canon's leasing programs are structured to provide flexibility and adaptability, ensuring participating entities can keep pace with advancing technology while mitigating the risk of equipment obsolescence:</p> <p>Fair Market Value (FMV) Lease Options:</p> <p>The FMV lease program allows participating entities to upgrade to newer models at the end of the lease term. Customers can return the current equipment and opt for the latest technology without additional financial obligations related to ownership. This ensures organizations consistently benefit from cutting-edge features, improved performance,</p>

and enhanced security measures.

Flexible Lease Terms:

Canon offers flexible lease terms of 12, 24, 36, 48, 60, and 84 months. This flexibility allows participating entities to select lease durations that align with their operational and budgetary needs, creating opportunities for timely upgrades based on organizational priorities.

Mid-Term Upgrades:

Canon's leasing agreements allow for mid-term upgrades under certain conditions, enabling customers to transition to newer models even before the lease term concludes. This flexibility ensures entities can adapt to changing technological and operational requirements.

Periodic Technology Evaluations:

During the lease term, Canon provides technology reviews and business evaluations to identify opportunities for upgrading or enhancing the leased equipment. These assessments help ensure that the technology remains aligned with the organization's evolving needs.

Seamless Transitions to New Technology:

Canon's leasing agreements include clear upgrade pathways, making it easy for customers to transition to newer models at the end of the lease. This ensures minimal disruption to operations while enabling organizations to stay at the forefront of innovation.

By combining flexible lease terms, FMV upgrade options, mid-term flexibility, and ongoing technology assessments, Canon's leasing programs enable participating entities to consistently access the latest technology and maintain operational excellence.

Attachment:

Attachment 8 - Canon USA Lease Rates

Attachment 9 - Canon Canada Ceiling Lease Rates Factors

Canon Canada:

Through CBSC Capital Inc., a member of the Canon Group of Companies, Canon's Direct Sales Division is uniquely positioned to offer a wide range of leasing programs to make the acquisition of any Canon solution easy, flexible and cost-effective (minimum CLBO is \$1,000.00 CDN). By partnering with CBSC, clients can expect an all in one experience by cutting out third party finance organizations. Other benefits include allowing clients to:

- Easy upgrades to new technology tomorrow.
- Low monthly payments.
- Budget more effectively.
- Pay as they go.
- Finance the full equipment acquisition cost.
- Tax advantage cost savings
- Customize a lease structure to meet their specific needs and

cash flows

Available lease terms range between 12 and 66 months. In the event a client is declined credit from CBSC, Canon will seek other leasing partners to secure client business.

Canon's Authorized Dealers will be able to utilize CBSC Capital services and maintain the option to use other leasing partners.

<p>58</p>	<p>Describe any standard transaction documents that you propose to use in connection with an awarded agreement (order forms, terms and conditions, service level agreements, etc.). Upload all template agreements or transaction documents which may be proposed to Participating Entities.</p>	<p>Canon U.S.A., Inc. proposes using a Master Sales and Services Agreement tailored for each Sourcewell participating entity. This document standardizes the terms for purchasing, leasing, and servicing Canon products, ensuring clarity and mutual understanding between Canon (or its Authorized Dealers) and the Sourcewell participating entities. It includes detailed terms for equipment purchase and lease, software subscriptions, managed print services, specific terms for large format printers and related solutions, service and maintenance agreements.</p> <p>Additionally, Canon proposes a Purchase Order In Lieu of Lease Form. This form is designed to streamline transactions by simplifying the process. While Participating Entities may issue Purchase Orders referencing the Standard Lease Agreement terms in the Master Sales and Services Agreement, the Purchase Order In Lieu of Lease Form ensures that all essential terms and conditions of the agreement are explicitly accepted. This approach enhances efficiency while maintaining alignment with the Sourcewell agreement.</p> <p>When Canon Authorized Dealers provide the products and services, references to "Provider" in the MSSA will be adjusted to refer to the specific Authorized Dealer handling the transaction. This ensures alignment between the agreement and the entity delivering the products or services.</p> <p>Canon Canada:</p> <p>We have provided copies of our standard purchase, lease and service contracts for review. These contracts will be used as order documents in conjunction with the Sourcewell/Canoe MSA. Our Authorized dealers will use similar purchase, lease and service contracts.</p> <p>Canon Canada is willing to negotiate with Sourcewell/Canoe draft a mutually agreeable Master Agreement which will provide an agreed upon customer facing service agreement.</p> <p>Attachments:</p> <p>Attachment 10 - Canon USA Master Sales and Services Agreement</p> <p>Attachment 11 - Canon USA Purchase Order In Lieu of Lease Form</p> <p>Attachment 12 - Canon Canada Sample Purchase Agreement</p> <p>Attachment 13 - Canon Canada Sample Lease Agreement</p> <p>Attachment 14 - Canon Canada Lease Terms and Conditions</p> <p>Attachment 15 - Canon Canada Sample Maintenance Agreement</p> <p>Attachment 16 - Canon Canada MPS Additional Services</p> <p>Attachment 17 - Canon Canada Network Installation Worksheet</p> <p>Attachment 18 - Canon Canada EN Service Performance Standards imagePRESS_VarioPrint</p> <p>Attachment 19 - Canon Canada EN Service Performance Standards</p> <p>Attachment 20 - Canon Canada DSD Service Value Proposition</p>
-----------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

59	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcwell participating entities for using this process?	<p>Yes, Canon U.S.A., Inc accepts the P-card procurement and payment process with no additional cost to Sourcwell participating entities.</p> <p>Canon Canada Inc. only accepts p-cards on payments for service and supplies up to \$10,000 (including all applicable taxes). Equipment cannot be purchased using p-card.</p>
60	Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcwell discounted price) on all of the items that you want Sourcwell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.	<p>Canon is offering a discount off MSRP at the line-item level, ensuring consistent and competitive pricing for all Sourcwell participating entities. This Not-to-Exceed pricing may be further discounted based on competitive conditions of a given opportunity.</p> <p>The discount ranges for the Master Agreement Pricing are as follows:</p> <p>Main Engines: MSRP less 10–70%</p> <p>Accessories: MSRP less 10–40%</p> <p>Supplies: MSRP less 0–15%</p> <p>Software: MSRP less 0–15%</p> <p>Services: MSRP less 0–35%</p> <p>Details and Pricing File Structure</p> <p>The pricing file attached to this proposal is organized into four main tabs, providing a clear and comprehensive overview:</p> <p>Details and Pricing File Structure</p> <p>The pricing file attached to this proposal is organized into six main tabs, providing a clear and comprehensive overview:</p> <p>Category, Subcategory:</p> <p>Offers a structured breakdown of all products and services by category and subcategory, including copiers, printers, scanners, software, and related services.</p> <p>Main Price List:</p> <p>Details line-item pricing, including Category, Subcategory, Item Number, Item description, MSRP, Discount off MSRP, and Sourcwell Contract Price for all Canon offerings.</p> <p>Miscellaneous Services:</p> <p>Covers Canon’s extensive range of installation, training, and other professional services designed to enhance the functionality and efficiency of Canon solutions.</p> <p>Third-Party Software & Services:</p> <p>Includes integrations with leading software solutions such as eCopy, uniFLOW, PRISMA, Netaphor, Therefore, and IRIS, enabling advanced workflows and functionality.</p> <p>Managed Print Services (MPS) Pricing:</p> <p>Designed to streamline print workflows and minimize operational costs for Sourcwell entities.</p> <p>Document Imaging Services:</p> <p>Offers a comprehensive range of scanning, document capture, and digitization services to help entities transition from paper-based to digital workflows.</p>

		<p>Please refer to the attached Canon USA Pricing file for SKU item data and detailed pricing by the line item.</p> <p>Attachments:</p> <p>Attachment 21 - Canon USA Pricing</p> <p>Attachment 22 - Canon Canada Pricing</p> <p>Attachment 23 – Canon Canada Service Rates and Notes</p>	
61	<p>Quantify the pricing discount represented by the pricing proposal in this response. For example, if the pricing in your response represents a percentage discount from MSRP or list, state the percentage or percentage range.</p>	<p>Canon's pricing proposal represents a percentage discount off the Manufacturer's Suggested Retail Price (MSRP). The discounts are structured to provide competitive and consistent savings across various categories. The discount ranges are as follows:</p> <p>Main Engines: MSRP less 10–70%</p> <p>Accessories: MSRP less 10–40%</p> <p>Supplies: MSRP less 0–15%</p> <p>Software: MSRP less 0–15%</p> <p>Services: MSRP less 0–35%</p> <p>These discounts apply to the comprehensive range of products, services, and solutions offered in this proposal, as detailed in Question 60.</p> <p>Please refer to the attached Canon USA Pricing file for SKU item data and detailed pricing by the line item.</p> <p>Canon Canada Inc. is presenting its ceiling price in the form of a percentage off MSRP. The pricing presented is inclusive of delivery, installation, and training (contrary to online price listing). The discount rates vary between 4.1% and 58.2% off MSRP.</p>	*
62	<p>Describe any quantity or volume discounts or rebate programs that you offer.</p>	<p>Canon is offering a discount off MSRP at the line-item level, ensuring consistent and competitive pricing for all Sourcewell participating entities. This Not-to-Exceed pricing may be further discounted based on competitive conditions of a given opportunity.</p>	*
63	<p>Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "non-contracted items". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request.</p>	<p>Canon offers a structured approach for facilitating "open market" or "non-contracted" items that complements the solutions provided under the Sourcewell agreement. Open market items are designed to enhance the effectiveness of contracted solutions while maintaining transparency and efficiency in the procurement process.</p> <p>The servicing dealer or Canon direct sales team evaluates the necessity of the open market item based on the unique requirements of the participating entity.</p> <p>Open market items should complement or enhance the devices and/or services offered under the Sourcewell agreement.</p> <p>The proposed open market item is submitted to the participating entity for review and approval, with a clear, itemized quote</p> <p>Open market items will be priced at a minimum discount of 10% off MSRP or List Price (Special rigging, relocation, excessive installation and any freight cost are not included, they will be quoted as the actual cost). This ensures competitive pricing while providing flexibility for Sourcewell participating entities.</p> <p>Open market items are ineligible for administration fees.</p> <p>Open market items may only be acquired through Canon or our Authorized Dealers.</p> <p>The inclusion of open market items is subject to the approval of</p>	*

Sourcewell participating entities, with limitations as determined by their guidelines.

Examples of Open Market Items:

Complimentary technology to enhance Canon solutions, assessed by servicing dealers or direct sales teams for necessity.

Special rigging

Relocation services

Shipping within Alaska (rural service zones) and Hawaii.

End-of-lease returns.

Excessive installation requirements.

Canon Standard Service Pricing Structure:

Leases: Service prices are fixed for the initial lease term, with a maximum annual increase of 10% after the term expires.

Purchases: Service prices are fixed for first three years, with a maximum annual increase of 10% thereafter.

Due to this service pricing structure, after the initial lease term or first three years, service pricing may increase up to 10% and potentially exceed the price initially offered on the contracted price list. Canon ensures that all such price increases are handled transparently, with prior communication and approval from Sourcewell participating entities.

Canon Canada Inc.'s non-contracted items will be priced on an ad-hoc basis, as these solutions will be tailored to meet the specific needs and customization requests of each client. This flexible pricing approach will allow us to conduct a statement of work to assess and respond to individual requirements, considerations, and project scopes, ensuring that clients receive solutions that align with their operational goals.

Factors such as the complexity of the requests, the level of customization needed, volume discounts, and market conditions will be taken into account when determining prices. By engaging in a consultative process with clients, Canon Canada Inc. aims to provide competitive and justifiable pricing while delivering high-quality products and services that meet unique customer demands.

<p>64</p>	<p>Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.</p>	<p>Canon strives to provide transparent and competitive pricing for all products and services offered under the Sourcewell agreement. While our pricing includes standard delivery, installation, and set-up for contracted items, the following elements of total cost acquisition are not included in the pricing submitted with this response:</p> <p>Open Market Items or Non-Specifically Priced (NSP) Items:</p> <p>As defined in the answer to question 63, open market items are those that complement or enhance the devices and/or services offered under the Sourcewell agreement. These items are evaluated by the servicing dealer or Canon direct sales team based on the unique requirements of the participating entity and are submitted with a clear, itemized quote for review and approval.</p> <p>Service Pricing Structure and Potential Increases</p> <p>Canon adheres to a standard service pricing structure, which may result in additional costs over time. Due to this structure, service pricing may increase up to 10% after the initial lease term or three-year period, potentially exceeding the pricing offered in the contracted price list. Canon ensures that all such increases are handled transparently, with prior communication and approval from Sourcewell participating entities.</p> <p>Non-Standard Training or Setup</p> <p>While Canon includes standard training and setup in its pricing, any customized or mandatory training requested beyond the included scope may incur additional charges. These services are provided directly by Canon or its Authorized Dealers, ensuring consistent quality and alignment with customer requirements.</p> <p>Additional Charges Assessed by Canon or Authorized Dealers</p> <p>Certain additional costs may be assessed by Canon or its Authorized Dealers, based on the specific requirements of Sourcewell participating entities. These include:</p> <p>Non-standard installation services that exceed the standard installation scope.</p> <p>Relocation or special rigging for unique site conditions.</p> <p>Freight or handling costs for non-standard delivery requirements.</p> <p>All proposed products by Canon Canada Inc. will be inclusive of site inspection (when required), delivery, installation, configuration, testing, and training.</p>
<p>65</p>	<p>Describe your applicable quality control/chain of custody protocols related to delivery of genuine and authentic equipment, parts, and supplies.</p>	<p>In 1964, Canon established its basic quality concept: no claims, no trouble. This approach to quality assurance for products and services remains unchanged today as part of Canon's corporate philosophy of Kyosei. By providing superior quality products and services, we aim to earn the trust of customers and ensure they are 100% satisfied.</p> <p>Our quality assurance slogan, "Canon Quality," includes three main principles:</p> <p>Safety: Quality that ensures products will not break, cause injury, or malfunction.</p>

Smartness: Quality that ensures ease of use, elegant designs, and customers' trust in our products.

Satisfaction: Quality that ensures customers will be delighted with their purchase and use our products for years to come.

Use of Genuine Canon Parts and Supplies

We use only genuine Canon parts and supplies designed exclusively for your devices to enhance the quality and performance of your Canon equipment. This is your best assurance against equipment damage and potentially voiding your equipment warranty with non-Canon parts. Using genuine Canon parts helps customers experience:

Longer machine life

Higher yields

Superior performance

Minimal equipment malfunctions

The highest quality output

Canon brand copier toner and copier toner containers are manufactured solely by Canon Inc. and its corporate affiliates. Canon does not outsource the manufacture, sale, or licensing of its technology for toner and toner containers to third parties. By using Canon genuine supplies, you can enhance the quality and performance of your Canon equipment.

Chain of Custody Protocols

Canon employs robust chain-of-custody protocols to ensure the authenticity and integrity of its equipment, parts, and supplies:

Parts Distribution System: Canon maintains several parts distribution warehouses nationwide, offering an end-to-end supply chain providing "factory-to-customer" part delivery with full status visibility at every step.

Field Visits and Audits: Canon conducts regular field visits, on-site audits, and self-audits for service and administrative compliance. Authorized dealers are held to strict quality standards through these evaluations.

Authorized Dealer Criteria: Canon's authorized dealer network adheres to stringent guidelines to ensure consistency and quality in product delivery and service.

Anti-Counterfeiting Measures: Advanced anti-counterfeiting technology safeguards against counterfeit supplies and parts, ensuring every product's authenticity.

Tracking and Monitoring: Canon monitors shipments and usage closely, ensuring accountability and reliability throughout the delivery process.

Maintenance and Service Excellence

In accordance with Canon's Maintenance Agreement, all installed MFDs receive routine predictive maintenance and emergency break-fix services to keep devices in optimal working order and meeting manufacturer's performance standards. Our full-service maintenance includes:

All toner and repair parts (genuine Canon parts only), labor, and transportation charges utilizing OEM parts directly from the manufacturer.

		<p>OEM factory-trained service technicians seamlessly installing leading-edge digital technology and providing superior analysis and support services.</p> <p>Predictive Maintenance to keep machines performing at peak levels.</p> <p>On-site response time of four hours, averaged over a quarterly period for all MFDs.</p> <p>Meter reads automatically retrieved and sent remotely to Canon servers.</p> <p>Software licenses and support provided to optimize device performance.</p> <p>Commitment to Quality</p> <p>Canon Inc. has poured decades of expertise into its copiers, printers, and networked office systems, as well as the consumable imaging supplies and parts designed for these devices. Each part and supply made for Canon equipment is a key component of the entire, carefully designed machine, ensuring superior performance, reliability, and optimal output. Canon's unwavering commitment to quality, combined with robust chain-of-custody protocols, ensures Sourcewell participating entities receive genuine, reliable, and high-performing products and services.</p>
66	<p>If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.</p>	<p>Canon offers a robust and transparent freight, delivery, and shipping program designed to meet the diverse needs of Sourcewell participating entities. While standard freight and delivery are included in Canon's pricing for the 48 contiguous states and the District of Columbia, the following details outline scenarios where additional costs may apply, along with our approach to ensuring efficient and cost-effective delivery:</p> <p>1. Standard Freight and Delivery</p> <p>Freight and delivery are included in Canon's pricing for all Sourcewell participating entities located within the 48 contiguous states and the District of Columbia.</p> <p>Standard delivery covers the transportation of Canon devices and solutions to locations accessible under typical logistical conditions.</p> <p>2. Freight and Shipping for Alaska, Hawaii, Guam, and Puerto Rico</p> <p>For participating entities in Alaska, freight costs are included for deliveries to Urban Service Zones, defined as locations within a 60-mile radius of service base locations in Anchorage, Juneau, and Fairbanks. For Remote Service Zones in Alaska, freight costs are quoted at actual cost through open market pricing.</p> <p>For Hawaii, Guam, and Puerto Rico, freight costs are also quoted at actual cost through open market pricing. This approach ensures transparency and accommodates the unique logistical challenges associated with servicing these regions.</p> <p>3. Additional Open Market Freight Costs</p> <p>Certain scenarios may involve additional shipping or freight costs categorized as open market items. These include:</p> <p>Special rigging or relocation services for unique delivery conditions.</p> <p>Excessive installation requirements beyond standard delivery and setup.</p>

		<p>Customized delivery needs specific to the Sourcwell participating entity's operational requirements.</p> <p>4. End-of-Lease Returns</p> <p>For all 50 states and the District of Columbia, freight costs for end-of-lease returns are quoted based on actual expenses to ensure flexibility and transparency for participating entities.</p> <p>Note that leasing options are not available in Guam and Puerto Rico, so end-of-lease return arrangements do not apply in these regions.</p> <p>5. Transparent Quoting Process</p> <p>All additional freight, shipping, or delivery costs are communicated to the Sourcwell participating entity with a clear and itemized quote before services are rendered.</p> <p>These costs are reviewed and approved by the participating entity to ensure transparency and mutual agreement.</p> <p>All proposed products by Canon Canada Inc. will be inclusive of pre-delivery, inspection, delivery, training installation, and testing.</p> <p>If installation site is more that 60KM from the nearest servicing Partner location, or cannot be reached by road, Canon Canada Inc.'s Direct Sales Division Sales will need to contact the Servicing Partner to obtain a quoted price to cover the delivery, installation, and training of the proposed equipment.</p> <p>Dealer territories are divided into multiple zones as defined below:</p> <p>Dealer Zone Definitions</p> <p>Zone A – Customer is within a 59.9km radius from the nearest Servicing Partner location.</p> <p>Zone B – Customer is within a 60km to 99.99km radius from the nearest Servicing Partner location.</p> <p>Zone C – Customer is with a 100km to 150km radius from the nearest Serving Partner location.</p>
67	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	<p>Canon provides tailored freight, shipping, and delivery terms to accommodate the unique logistical challenges of Alaska, Hawaii, and offshore U.S. territories, ensuring transparency and efficiency for Sourcwell participating entities.</p> <p>1. Alaska</p> <p>Urban Service Zones: Freight costs are included in Canon's pricing for deliveries within Urban Service Zones, defined as locations within a 60-mile radius of service base locations in Anchorage, Juneau, and Fairbanks.</p> <p>Remote Service Zones: For deliveries outside Urban Service Zones, freight costs are quoted at actual cost. This approach ensures accurate pricing for remote and harder-to-reach locations.</p> <p>2. Hawaii</p> <p>Freight and shipping costs for Hawaii are quoted at actual cost, reflecting the specific logistical requirements of island delivery. These</p>

		<p>quotes are provided as part of Canon's open market pricing structure to ensure transparency.</p> <p>3. Offshore U.S. Territories</p> <p>Canon provides sales and service coverage in Puerto Rico and Guam with specific restrictions. Freight costs for these locations are quoted based on actual expenses through open market pricing, and maintenance costs are subject to a 25% increase. All orders require review and approval before acceptance, and leasing options are not available in these territories.</p> <p>Canon's delivery program does not currently extend to the U.S. Virgin Islands.</p> <p>4. End-of-Lease Returns</p> <p>For end-of-lease returns, freight costs are not included in standard pricing and are quoted at actual cost through open market.</p> <p>5. Open Market Freight Costs for Non-Standard Shipping</p> <p>Additional costs may apply for the following:</p> <p>Special rigging or relocation services to accommodate unique delivery conditions.</p> <p>Excessive installation requirements or other delivery scenarios requiring customized logistics.</p> <p>6. Transparent Quoting Process</p> <p>All additional freight, shipping, and delivery costs for Alaska, Hawaii, or offshore locations are communicated to the Sourcewell participating entity with a clear and itemized quote before services are rendered. This includes costs for end-of-lease returns and any non-standard delivery requirements. Canon ensures transparency and mutual agreement for all additional charges.</p> <p>Canon Canada Inc. does not to perform offshore delivery as we do not service any cities we consider to require special delivery accommodations.</p> <p>Canon Canada Inc's Authorized Dealers will at times need to deliver devices in areas requiring special consideration (offshore, distance over 150 KM), clients will be advised of availability and delivery costs.</p>
68	Describe any unique distribution and/or delivery methods or options offered in your proposal.	<p>Canon offers a comprehensive and flexible distribution and delivery program designed to meet the diverse needs of Sourcewell participating entities. Our approach includes tailored solutions for unique logistical challenges, ensuring reliable and efficient delivery across various regions.</p> <p>1. Extensive Authorized Dealer Network</p> <p>Canon's Authorized Dealer Network consists of over 227 Authorized Dealers operating more than 1,000 certified locations nationwide, providing extensive geographic coverage, including rural and remote areas. This network ensures that Sourcewell members in all 50 states have access to timely delivery, professional installation, and on-site support services.</p> <p>2. Direct Canon Delivery Services</p>

		<p>Canon also operates over 100 direct sales and service locations across the United States, with a strong presence in major metropolitan areas. These locations allow Canon to offer direct delivery services, ensuring streamlined logistics and quality control. Canon's direct delivery teams handle every aspect of the process, from transportation to installation, ensuring consistent and reliable service.</p> <p>3. Customized Solutions for Alaska and Hawaii</p> <p>Canon addresses the unique logistical challenges of Alaska and Hawaii with tailored freight and delivery options:</p> <p>Alaska: Deliveries within Urban Service Zones (areas within 60 miles of Anchorage, Juneau, or Fairbanks) include freight costs. Deliveries to Remote Service Zones are quoted at actual cost to reflect the complexities of logistics in remote regions.</p> <p>Hawaii: Freight and delivery to Hawaii are quoted at actual cost, ensuring transparency and fairness in pricing.</p> <p>4. Support for End-of-Lease Returns</p> <p>Canon offers a specialized program for end-of-lease returns, where freight and handling costs are quoted at actual cost. This ensures efficient and cost-effective returns, particularly in regions with complex delivery logistics such as Alaska (remote zones) and Hawaii.</p> <p>5. Flexible Open Market Options</p> <p>Canon's open market pricing accommodates unique delivery needs for non-standard items or services, such as:</p> <p>Special rigging or relocation services for challenging site conditions.</p> <p>Excessive installation requirements that exceed the standard scope.</p> <p>These services are assessed and quoted on a case-by-case basis to provide maximum flexibility for Sourcewell entities.</p> <p>6. Transparent Communication and Approval Process</p> <p>Canon ensures that all additional delivery or logistical requirements are communicated through a clear and itemized quote, subject to review and approval by the participating entity. This process ensures transparency, cost predictability, and alignment with the needs of Sourcewell members.</p> <p>7. Commitment to Reliable Delivery</p> <p>With a combination of over 1,000 dealer locations, 100+ direct sales and service locations, and tailored logistical solutions, Canon ensures reliable and seamless distribution. By adapting to the specific needs of each Sourcewell participating entity, Canon provides a unique delivery program that prioritizes efficiency, flexibility, and customer satisfaction.</p>
69	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed agreement with Sourcewell. This process includes ensuring that Sourcewell participating entities obtain the proper pricing.	<p>Canon employs a robust self-audit process to ensure compliance with the terms and conditions of the Sourcewell agreement. This process includes verifying that Sourcewell participating entities obtain proper pricing, adhering to contractual obligations, and maintaining operational excellence. The self-audit process is supported by a combination of internal and external audits, advanced monitoring tools, and a comprehensive dealer compliance program.</p> <p>Internal and External Audit Framework</p>

Canon has an internal audit and compliance department that conducts frequent audits of all Canon operations. These audits are supplemented by external auditors who review Canon's systems, processes, controls, operations, and financials to ensure accuracy and accountability. This dual-layered audit framework allows Canon to maintain transparency and uphold the highest standards of operational compliance.

Subsidized Contract and Claim Process

If awarded, the Canon Sourcewell contract would operate as a subsidized agreement utilizing a proven claim and reimbursement process that Canon has successfully employed for over 15 years with similar contract vehicles. This process requires dealers to submit copies of customer orders under the contract to claim monetary subsidies. Canon then reviews, audits, and verifies these claims to ensure compliance with contract pricing, terms, and conditions.

The claim process creates a detailed audit trail, ensuring accurate reporting, fee payment, and adherence to contractual obligations. Regular audits of dealer activities are conducted to identify and address non-compliance. Dealers found in violation face consequences such as claim rejection or suspension of contract privileges for continued non-compliance.

Tools and Features for Auditing and Monitoring

Canon offers advanced tools to help Sourcewell participating entities meet internal policies and regulatory requirements. These solutions include:

Audit Logs

Canon devices maintain chronological sequences of audit records to automatically track every action undertaken by users, developers, and administrators. These logs monitor system usage for compliance with regulations, security standards, and enterprise policies. Administrators can access several types of logs to monitor system usage and effectiveness.

Access Control and Protocols

To address varied organizational needs, Canon provides security protocols to limit system vulnerabilities. Only essential network protocols are enabled, with unnecessary services and ports disabled to reduce intrusion risks. Canon solutions allow administrators to customize access and restrict device features based on specific user or group roles, enhancing security and compliance.

Access Management System (AMS)

The AMS enables administrators to restrict access to device features based on user-defined roles such as device manager, power user, general user, or guest. Users are required to log in before accessing the device, and credentials are needed to access sensitive functions. This system ensures that only authorized users can perform specific tasks, enhancing both security and compliance.

Print/Copy Logs

Administrators can review print and copy logs to monitor activity, identify patterns, and ensure compliance with organizational policies.

Dealer Compliance and Reporting

Canon conducts regular audits of dealer activities within the Sourcewell contract. The claim and reimbursement process incentivizes dealers to maintain accurate reporting and adherence to pricing and terms. Failure to comply results in claim rejection and, for continued violations, suspension of contract privileges. This rigorous oversight ensures that participating entities benefit from proper pricing and services under the Sourcewell agreement.

		<p>Canon's comprehensive self-audit process combines internal and external audits, advanced monitoring tools, and a structured dealer compliance program to ensure adherence to the Sourcewell agreement. By leveraging proven processes and innovative tools, Canon maintains the highest standards of quality, transparency, and accountability for all Sourcewell participating entities.</p> <p>Canon Canada Inc.'s ceiling pricing and contract administration process will be shared with Authorized Dealers. Sales Auditors/Coordinators will oversee pricing ensure compliance. Canon Canada Inc. will collect sales volumes and transactions from Dealers and Direct Sales branches for a second level of auditing.</p>
70	<p>If you are awarded an agreement, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the agreement.</p>	<p>If awarded the Sourcewell agreement, Canon will employ a comprehensive set of internal metrics to measure the success of the program. These metrics will focus on dealer compliance, sales performance, contract utilization, and engagement with Canon's resources. This approach ensures transparency, accountability, and alignment with the goals of the Sourcewell agreement. Key metrics include:</p> <p>Dealer Compliance and Performance</p> <p>Dealer Compliance Agreements: Tracking adherence to compliance agreements by dealer, state, and channel, ensuring all parties operate within the terms of the Sourcewell agreement.</p> <p>Claims and Subsidies Monitoring: Measuring claims and subsidies submitted against the contract by dealer, state, and channel, ensuring accuracy and timely processing.</p> <p>Claim Acceptance and Rejection Rates: Monitoring the acceptance or rejection of claims to identify compliance gaps and areas for improvement.</p> <p>Sales Performance Metrics</p> <p>Sales Tracking by Dealer, State, and Channel: Measuring the sales of Canon products and services to provide insights into market penetration and dealer performance.</p> <p>Vertical Market Analysis: Documenting and analyzing sales by vertical segments such as state, city, county, K-12, higher education, non-profit, and tribal entities to assess performance and identify growth opportunities.</p> <p>Training and Resource Utilization</p> <p>Field Contract Sales Training: Tracking the delivery and completion of contract-specific sales training by dealer, state, and channel to ensure representatives are equipped to effectively engage with Sourcewell participating entities.</p> <p>Interactive Contract Portal Engagement: Monitoring dealer, state, and channel use of Canon's interactive contract portal. Metrics will include both the frequency of access and the duration of interactions, providing insights into resource utilization.</p> <p>Continuous Improvement and Transparency</p> <p>These metrics will enable Canon to identify strengths and areas for improvement in the implementation and management of the Sourcewell agreement. By leveraging this data, Canon will ensure alignment with the goals of Sourcewell and its participating entities while maintaining a high standard of accountability, efficiency, and customer satisfaction.</p>

		<p>Canon Canada Inc currently tracks other GPO by assigning a CMAC (Canon Major Account Commitment) number to each one. When a sales consultant requests to use pricing reserved for a GPO, they must assign the CMAC number associated with it.</p> <p>Canon Canada Inc's sales operations team can then pull all transactions processed with the Sourcewell GPO CMAC number. We will then compare it to various metrics (Sales & Service Revenue, Sales growth rate, Profit margins, Conversion rates, etc..) and take corrective action.</p> <p>We will also track non sales metrics such as rep and customer engagement (tracking cold calling success rates, webinar invitations and attendance, inbound marketing leads, etc..) to see what changes need to occur to assure the programs success.</p>
71	<p>Provide a proposed Administration Fee payable to Sourcewell. The Fee is in consideration for the support and services provided by Sourcewell. The propose an Administrative Fee will be payable to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. The Administrative Fee will be calculated as a stated percentage, or flat fee as may be applicable, of all completed transactions utilizing this Master Agreement within the preceding Reporting Period defined in the agreement.</p>	<p>Canon proposes an administrative fee of 2%, calculated exclusively on the purchase price of in-scope products. For lease transactions, the administrative fee will be a one-time payment based on the purchase price used to calculate the lease payments. Open market items and services are excluded from the administrative fee calculation and reporting requirements.</p>

Table 7: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments
72	<p>The pricing offered is as good as or better than pricing typically offered through existing cooperative contracts, state contracts, or agencies.</p>	<p>Canon ensures that the pricing provided under this proposal reflects competitive and consistent discounts across all product categories, services, and solutions..</p>

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

Line Item	Question	Response *
73	<p>Provide a detailed description of all the Solutions offered, including used, offered in the proposal.</p>	<p>Canon's proposal includes a diverse portfolio of solutions designed to enhance productivity, streamline workflows, and address the unique needs of Sourcewell participating entities. All solutions offered are new, with no used equipment included, and span the following categories:</p> <p>Copiers and Multifunction Printers (MFPs)</p> <p>Canon's multifunction devices (MFDs) and copiers combine advanced functionality including printing, copying, scanning, and faxing with high reliability, delivering exceptional output quality and efficiency. These devices support a wide range of business needs, offering:</p> <p>Printing: High-resolution output for both black-and-white and color documents.</p> <p>Copying: Fast and accurate reproduction with minimal downtime.</p> <p>Scanning: Advanced scanning capabilities with options for duplex scanning and integration with cloud services.</p> <p>Faxing: Optional functionality for seamless communication.</p> <p>Key product lines include:</p>

Color Copiers:

Canon Color imageRUNNER A3 and A4 Series (25-70 PPM) for versatile office use.

Light production models like the Canon imagePRESS Lite Series (65-70 PPM).

Full production models such as the Canon imagePRESS Series (70-100 PPM), ideal for high-volume, high-quality output.

Canon imageFORCE Series combining advanced multifunction capabilities, exceptional color quality, and seamless workflow integration for high-performance office and enterprise environments.

Black-and-White Copiers:

Canon imageRUNNER A3 and A4 Series (25-105 PPM), offering robust performance for everyday use.

Production models, including the varioPRINT DP/QUARTZ Line Series (115-140 PPM) and varioPRINT 6000 Series (up to 320 PPM), designed for industrial-scale printing.

2. Single-Function Printers

For businesses requiring dedicated printing solutions, Canon provides single-function printers known for their reliability and efficiency. The imageCLASS LBP series offers fast print speeds and high-quality output, suitable for environments with high-volume printing needs:

Color Printers: Canon Color imageCLASS LBP Series (28-40 PPM), providing excellent color quality and consistent performance.

Black-and-White Printers: Canon imageCLASS B&W LBP Series (40-65 PPM), delivering dependable printing for high-volume needs.

3. Large Format Printers

Canon's large format printers cater to specialized printing requirements, including high-resolution prints, technical documents, marketing materials, and fine art:

Canon imagePROGRAF Series: High-quality printing for various professional applications.

Canon plotwave and colorWave Series: Efficient large-format printing for technical and creative needs.

Canon Colorado Series: Precision and durability for roll-to-roll applications.

Canon Arizona Series: Flatbed printers for versatile media compatibility and exceptional output quality.

4. Production Printing Solutions

Canon's production printing solutions are built for high-speed, high-volume environments, delivering speed, quality, and reliability and offering advanced color management and finishing options.

Color Production: Canon imagePRESS Series (70-100 PPM) for detailed, vibrant output.

Black-and-White Production: varioPRINT DP/QUARTZ and 6000 Series (up to 320 PPM) for unparalleled speed and reliability.

5. Scanners

Canon scanners, including the imageFORMULA Series, support high-speed, high-accuracy document digitization with functionality like duplex scanning, OCR capabilities, and seamless integration with digital workflows.

6. Specialty Printers and Services

Canon's specialty printers are designed for unique, high-performance applications, such as label, receipt, envelope, letter, and ID card printing. These printers deliver exceptional color accuracy, durability, and media versatility.

7. Software and Cloud Solutions

Canon provides software solutions to enhance workflow efficiency, including document management systems, print management software, and cloud-based services. These tools facilitate seamless integration, secure document handling, and remote access, supporting modern business operations:

Key product lines include:

eCopy: Simplifies document scanning, sharing, and integration with enterprise applications to improve office efficiency and information accessibility.

uniFLOW: A versatile print management solution offering secure print, cost control, and device monitoring, enabling organizations to manage their printing and scanning workflows effectively.

uniFLOW Online: Print management, job tracking, and cloud integration.

PRISMA: Canon's production workflow software designed for high-volume environments, offering advanced job management, automation, and seamless integration with Canon production printers.

Netaphor: Provides real-time fleet management, device health monitoring, and analytics to ensure optimal device performance and uptime.

Therefore: A document management solution enabling secure storage, retrieval, and sharing of critical business documents with advanced indexing and workflow automation.

IRIS: Specializes in optical character recognition (OCR) and document compression, ensuring efficient document conversion and reduced storage requirements.

FedRAMP-authorized Canon Office Cloud: Secure device and print management services for government and enterprise use.

Cloud Connector: Direct integration with popular cloud platforms, including Google Drive, OneDrive, SharePoint Online, and more.

8. Managed Print Services (MPS)

Canon's MPS offerings help organizations optimize their print infrastructure, reduce costs, and improve productivity. Services include assessment, implementation, and ongoing management of print environments, tailored to meet specific business needs.

9. Maintenance, Consumables, and Click Charges

To ensure the longevity and optimal performance of Canon equipment, we offer comprehensive maintenance services, including preventive maintenance, repairs, and technical support. Our service plans are designed to minimize downtime and keep operations running smoothly. Canon ensures uninterrupted performance with comprehensive maintenance plans, authentic consumables, and flexible click charge programs, all designed to maximize uptime and reliability.

10. Implementation, Training, and Support Services

Canon provides end-to-end support, including:

Delivery and Installation: Professional setup to ensure devices are ready for immediate use.

Training: Operator training and eLearning modules for device mastery.

		<p>Professional Services: Needs assessments, project management, and tailored implementation services.</p> <p>11. Document Capture and Processing Services</p> <p>Canon offers advanced document management solutions, including:</p> <p>Black-and-white and color image capture.</p> <p>Microfiche conversion.</p> <p>Enhanced image processing and indexing.</p> <p>Secure document destruction and long-term storage solutions.</p> <p>This extensive portfolio ensures Canon can meet the diverse needs of Sourcewell participating entities, providing reliable, innovative, and high-performance solutions across all categories.</p>
74	<p>Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.</p>	<p>Copier Color-Canon Color imageRUNNER A4 series - 26 PPM</p> <p>Copier Color - Canon Color imageRUNNER A4 series - 36 PPM</p> <p>Copier Color - Canon Color imageRUNNER A4 series - 50 PPM</p> <p>Copier Color - Canon Color imageRUNNER A4 series - 50 PPM</p> <p>Copier Color-Canon Color imageRUNNER A4 series - 60 PPM</p> <p>Copier Color-Canon Color imageRUNNER A4 series - 60 PPM</p> <p>Copier Color-Canon Color imageRUNNER A3 series - 25- 26 PPM</p> <p>Copier Color-Canon Color imageRUNNER A3 series - 30 PPM</p> <p>Copier Color - Canon Color imageRUNNER A3 series - 35-40 PPM</p> <p>Copier Color - Canon Color imageRUNNER A3 series - 35-40 PPM</p> <p>Copier Color - Canon Color imageRUNNER A3 series - 50 PPM</p> <p>Copier Color - Canon Color imageRUNNER A3 series - 60-70 PPM</p> <p>Copier Color - Canon Color imageRUNNER A3 series - 60-70 PPM</p> <p>Copier Color - Light Production - Canon imagePRESS Lite Series - 65 PPM</p> <p>Copier Color - Light Production - Canon imagePRESS Lite Series - 65 PPM</p> <p>Copier Color - Light Production - Canon imagePRESS Lite Series - 70 PPM</p> <p>Copier Color - Production - Canon imagePRESS Series - 70-90 PPM</p> <p>Copier Color - Production - imagePRESS Series - 100 PPM</p> <p>Single-Function Printer - Canon imageRUNNER B&W A4 Printer model - 45 PPM</p> <p>Copier Black and White - Canon imageRUNNER B&W A4 series - 55 PPM</p> <p>Copier Black and White - Canon imageRUNNER B&W A4 series - 65 PPM</p> <p>Copier Black and White-Canon imageRUNNER B&W A4 series - 75 PPM</p> <p>Copier Black and White - Canon imageRUNNER B&W A4 series - 55 PPM w/Finisher</p> <p>Copier Black and White - Canon imageRUNNER B&W A4 series - 65 PPM</p> <p>Copier Black and White- Canon imageRUNNER B&W A4 series - 75 PPM</p> <p>Copier Black and White - Canon imageRUNNER B&W A3 series - 25 PPM</p> <p>Copier Black and White - Canon imageRUNNER B&W A3 series - 35 PPM</p>

Copier Black and White - Canon imageRUNNER B&W A3 series - 45 PPM
Copier Black and White- Canon imageRUNNER B&W A3 series - 75-80 PPM
Copier Black and White - Canon imageRUNNER B&W A3 series - 55 PPM
Copier Black and White - Canon imageRUNNER B&W A3 series - 60 PPM
Copier Black and White- Canon imageRUNNER B&W A3 series - 70 PPM
Copier Black and White-Canon imageRUNNER B&W A3 series - 85-86 PPM
Copier Black and White-Canon imageRUNNER B&W A3 series - 95 PPM
Copier Black and White-Canon imageRUNNER B&W A3 series - 105 PPM
Copier Black and White -Production - varioPRINT DP/QUARTZ Line Series - 115-140 PPM
Copier Black and White- Production - varioPRINT 6000 Base/TP Series - 177 PPM
Copier Black and White- Production - varioPRINT 6000 Base/TP Series - 216 PPM
Copier Black and White- Production - varioPRINT 6000 Base Series - 266 PPM
Copier Black and White- Production - varioPRINT 6000 Base Series - 320 PPM
Copier Black and White- Production - varioPRINT 6000 MICR Series - 177 PPM
Copier Black and White- Production - varioPRINT 6000 MICR Series - 216 PPM
Copier Black and White- Production - varioPRINT 6000 MICR Series - 266 PPM
Supplies and Consumables
Click Charges
Standard Software
Software Training and Services
Power Cables
Large Format Printer-Canon imagePROGRAF Series
Large Format Services
Large Format Printer-Canon plotwave Series
Large Format Printer-Canon colorWave Series
Large Format Printer-Canon Colorado Series
Large Format Printer-Canon Arizona Series
Scanner-Canon imageFORMULA Series
Scanner Services
Specialty Printer
Specialty Printer Services
Single-Function Printer - Canon Color imageCLASS LBP Series - 28 PPM
Single-Function Printer- Canon Color imageCLASS LBP Series - 40 PPM
Single-Function Printer - Canon imageCLASS B&W LBP Series - 40-65 PPM
Printer Services
Copier Black and White - Canon imageCLASS MF B&W A4 Series - 40 PPM
Copier Black and White - Canon imageCLASS MF B&W A4 Series - 45 PPM
Professional Services

Connectivity Options
Project Management Services
Delivery and Installation
Operator Training
Implementation Services by Professional Services
Education & Training
Production Solutions
MPS
Black and White Image Capture
Color Image Capture
Large Format Image Capture
Transparent Media Image
Image Processing
Microfiche Conversion
Capture from Special Formats
Enhancing Images
Services/ Solutions
Needs Assessment and Analysis
Transportation of Source Material
Secure Document Destruction Service/ Solutions
Location of Scanning
Desk Top Scanning
Extended Storage of Source Documents
Microfilming of Documents up to 11x17
Microfilming of Documents larger than 11x17

<p>75</p>	<p>Describe how your copiers, printers, and multi-function devices integrate with popular cloud storage services.</p>	<p>Canon's imageRUNNER ADVANCE DX devices seamlessly integrate with Canon software as well as a wide range of third-party solutions and enterprise applications. This integration empowers organizations to benefit from robust print management, document capture, information management, and other productivity-enhancing solutions.</p> <p>Recognizing the growing demand for cloud-based services, the imageRUNNER ADVANCE DX models are designed to interact with many popular cloud platforms. Cloud Connector, a user-friendly application, connects imageRUNNER ADVANCE DX, imagePRESS Lite, and supported imagePRESS models with select cloud services, enabling users to extend their print and scan capabilities without requiring complex backend system configurations.</p> <p>Cloud Connector features a simple setup and activation process, making it an excellent solution for small-sized businesses with limited IT resources or fewer multi-function devices (MFPs). With its do-it-yourself user registration process, Cloud Connector eliminates the need for user management, ensuring ease of use and rapid deployment.</p> <p>The application supports popular cloud services, including:</p> <p>Cloud Connector for Email</p> <p>Box</p> <p>Dropbox</p> <p>Google Drive</p> <p>Microsoft Teams</p> <p>OneDrive</p> <p>OneDrive for Business</p> <p>SharePoint Online</p> <p>This integration enables organizations to enhance workflows, improve accessibility, and streamline collaboration, meeting the needs of today's increasingly cloud-focused work environments.</p>
<p>76</p>	<p>Describe what security features are integrated into your copiers, printers, and multi-function devices.</p>	<p>Canon recognizes that strengthening security is critical in today's increasingly connected environment. As multifunction devices (MFDs) connect to external networks, they face greater risks of cyber-attacks. To mitigate these risks, Canon integrates advanced security features into its devices, employing industry-standard encryption for secure communication and redundant security measures to detect and prevent tampering with device firmware.</p> <p>Zero Trust Security Framework Integration</p> <p>Canon's security technologies align with the Zero Trust security framework, a best practice for combating cybersecurity threats. Including print and document management in a Zero Trust strategy enhances network protection while fostering trust between the end user and the device, as well as the applications and data residing on it. Canon's long history of advanced print security solutions positions us to help organizations seamlessly integrate their print environment into their Zero Trust strategy.</p> <p>Centralized Security Management</p> <p>The security settings on Canon's imageRUNNER ADVANCE DX and imagePRESS Lite devices can be configured from a centralized location. These settings are password protected and accessible only to authorized users, enabling organizations to:</p> <p>Separate security administration from device administration.</p> <p>Restrict access to certain controls, ensuring only security professionals can manage</p>

critical settings.

This centralized approach strengthens security oversight and simplifies device management.

Authentication and Access Controls

Canon devices include robust authentication options to protect access and ensure secure document distribution:

CAC/PIV/SIPR Authentication: Supports two-factor authentication and FIPS 140-2 validated cryptographic modules, enhancing secure device access.

FedRAMP® Authorized Canon Office Cloud: Provides secure cloud-based print and device management services, meeting moderate level government compliance standards.

Optional Solutions:

Authorized Send (ASEND)

Advanced Authentication (AA CAC)

uniFLOW

RSA SecurID Token: Enables secure access to Canon devices and document distribution features using agency-provided RSA SecurID tokens.

Comprehensive Security Features

Canon's technologies help organizations protect sensitive data and devices through a layered security approach:

Encryption: Employs the latest encryption methods to secure communication between devices and external networks.

Firmware Integrity Checks: Features built-in technology to detect and prevent tampering with device firmware.

Data Protection: Ensures the security of documents, applications, and sensitive user data.

Canon's robust security solutions provide organizations with the tools and technologies needed to safeguard their print and document management environments. By incorporating these features into a comprehensive security strategy, Canon enables customers to protect their networks, devices, and data with confidence.

Table 8B: Depth and Breadth of Offered Solutions

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

Line Item	Category or Type	Subcategory (e.g., laser, inkjet, high speed, low volume) *	Offered *	Number of Models Proposed *	Device Capabilities (e.g., mobile, desktop, production) *	Comments
77	Copiers	N/A	<input type="radio"/> Yes <input checked="" type="radio"/> No	0	N/A	Canon devices are multifunctional devices (MFDs) designed to offer a wide range of functionalities beyond basic copying. Rather than categorizing them as copiers, we believe they are better defined by other categories that reflect their advanced capabilities.
78	Printers	Single Function, LBP, MFD, Large Format, Specialty Printers	<input checked="" type="radio"/> Yes <input type="radio"/> No	107	Copy, Print, Thermal Transfer Badge Printers, Inkjet Card and Badge printers	16 imageCLASS 18 Specialty 4 plotWAVE 2 colorWAVE 7 Colorado 20 Arizona 40 imagePROGRAF
79	Scanners	imageFORMULA Series	<input checked="" type="radio"/> Yes <input type="radio"/> No	40	Scan	40 imageFORMULA
80	Multi-Function Devices	A4,A3, Light Production, Production	<input checked="" type="radio"/> Yes <input type="radio"/> No	42	Copy, Scan, Fax, Production	13 imageRUNNER A4 17 imageRUNNER A3 1 imageFORCE 2 imagePRESS Lite 5 imagePRESS Production 1 varioPRINT 3 varioPRINT TITAN

Table 8C: Depth and Breadth of Offered Solutions

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

Line Item	Category or Type	Subcategory	Offered *	Comments
81	Hardware, software, and accessories, to the extent that they are complementary and directly related to the devices specified in 76 through 80.		<input checked="" type="radio"/> Yes <input type="radio"/> No	Canon's Sourcewell submission contains a wide array of products and solutions designed to support state and local government customers meet their unique mission and goals. Our authorized sales and service providers are experienced in creating solutions to enhance productivity, streamline workflows and develop smarter results for their organizational customers.
82	Services related to the solutions described in 76 through 81:		<input checked="" type="radio"/> Yes <input type="radio"/> No	Canon is offering Sourcewell and it's members customizable professional services, project management and wide range of connectivity options. These offerings combined with our award winning products and solutions allow you to successfully address your individualized print strategy.

83		Managed Print Services (MPS)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Canon's MPS offerings help SLG organizations optimize their print infrastructure, reduce costs and improve productivity. Services include assessment, implementation and ongoing management of customer's print environments, tailored to meet their specific institutional needs.	*
84		Access and/or security controls	<input checked="" type="radio"/> Yes <input type="radio"/> No	Canon devices include robust authentication to protect access and ensure secure document distribution for a comprehensive security strategy: FedRAMP, CAC, ASEND, uniFLOW, RSA Secure Token, Encryption, etc	*
85		Networking	<input checked="" type="radio"/> Yes <input type="radio"/> No	We provide software solutions to enhance workflow efficiency, including document management systems, print management software and cloud-based services. These tools facilitate secure document handling, remote access and seamless integration.	*
8		Installation	<input checked="" type="radio"/> Yes <input type="radio"/> No	Canon provides end-to-end support, including: Delivery and installation: Professional setup to ensure devices are configured and ready for immediate use. Training: Remote or in-person operator training and e-learning modules for device mastery. Professional Services: Needs assessment, project management and tailored installation and implementation in the field.	*
87		Monitoring and/or testing	<input checked="" type="radio"/> Yes <input type="radio"/> No	Canon provides advanced tools to help Sourcewell and their participating entities to meet internal policies and regulatory requirements. Audit Logs, Access Control and Protocols, Access Management System, Print/Copy Logs, Regular Audits of Our Dealers, Monitoring of Dealer Claims, Field Visits and Reports, Self Audits, 3rd Party Audits, Sales Tracking, Parts Tracking and Consumption, Anti-Counterfeit Tools and Checks, Supply Tracking and Consumption	*
88		Maintenance and/or repair	<input checked="" type="radio"/> Yes <input type="radio"/> No	Canon is committed to providing best in class, customer service, maintenance and repair: response time commitments, predictive maintenance, proactive service, technician training/testing/support, USA based customer service department, performance monitoring and improvement, key performance indicators	*
89		Warranty program	<input checked="" type="radio"/> Yes <input type="radio"/> No	Canon brand equipment is provided with an end user limited warranty from Canon U.S.A., Inc. ("Canon") or a Canon affiliated company. Additionally, Canon offers maintenance programs that can be purchased in conjunction with the acquisition of the device. Software is warranted as provided by the developer.	*

Exceptions to Terms, Conditions, or Specifications Form

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

Documents

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

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.

2. Documents should NOT have a security password, as Sourcewell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcewell.

3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.

4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as "Marketing Plan."

- [Pricing](#) - Pricing.zip - Thursday November 21, 2024 14:39:32
- [Financial Strength and Stability](#) - Financial Strength and Stability.zip - Thursday November 21, 2024 14:39:44
- [Marketing Plan/Samples](#) - Attachment 6 – Canon USA Sourcewell Flyer Sample.pdf - Thursday November 21, 2024 14:39:55
- [WMBE/MBE/SBE or Related Certificates](#) - Attachment 7 - Canon USA MWBE Authorized Dealers.xlsx - Thursday November 21, 2024 14:40:04
- [Standard Transaction Document Samples](#) - Standard Transaction Document Samples.zip - Thursday November 21, 2024 14:40:16
- [Requested Exceptions](#) - Requested Exceptions.zip - Thursday November 21, 2024 14:40:26
- [Upload Additional Document](#) - Additional Document.zip - Thursday November 21, 2024 14:41:02

Addenda, Terms and Conditions

PROPOSER AFFIDAVIT OF COMPLIANCE

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

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

By checking this box I acknowledge that I am bound by the terms of the Proposer's Affidavit, have the legal authority to submit this Proposal on behalf of the Proposer, and that this electronic acknowledgment has the same legal effect, validity, and enforceability as if I had hand signed the Proposal. This signature will not be denied such legal effect, validity, or enforceability solely because an electronic signature or electronic record was used in its formation. - Frank Carroll, Senior Advisor- State, Local Government, Healthcare, Canon, U.S.A

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

Yes No

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

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

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

**AMENDMENT #1
TO
CONTRACT # 112124-CAN**

THIS AMENDMENT is effective upon the date of the last signature below by and between **Sourcewell** and **Canon USA, Inc.** (“Supplier”).

Sourcewell awarded a contract to Supplier to provide Copiers, Printers, and Multi-Function Devices with Related Supplies, Accessories, and Services to Sourcewell and its Participating Entities, effective April 2, 2025 (“Contract”).

The Contract’s expiration date was inadvertently omitted, and the parties wish to correct the scrivener’s error.

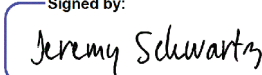
NOW, THEREFORE, the parties amend the Contract as follows:

Article 1. General Terms, section 5) Term, of the Contract is deleted in its entirety and replaced with the following:

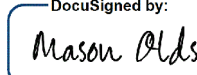
5) Term. This Agreement is effective upon the date of the final signature below. The term of this Agreement is four (4) years from the effective date. The Agreement expires at 11:59 P.M. Central Time on January 10, 2029, unless it is cancelled or extended as defined in this Agreement.

Except as amended, the Contract remains in full force and effect.

Sourcewell

Signed by:

By: C0FD2A139D06489...
Jeremy Schwartz, Chief Procurement Officer
Date: 5/13/2025 | 11:21 AM CDT

Canon USA, Inc.

DocuSigned by:

By: 4B616C4FF5E14C3...
Mason Olds, EVP/Bus Partner Group President
Date: 5/13/2025 | 9:45 AM PDT

**AMENDMENT #2
TO
MASTER AGREEMENT # 112124-CAN**

THIS AMENDMENT is effective upon the date of the last signature below by and between **Sourcewell** and **Canon USA, Inc.** (“Supplier”).

Sourcewell awarded a contract to Supplier to provide Copiers, Printers, and Multi-Function Devices with Related Supplies, Accessories, and Services to Sourcewell and its Participating Entities, effective April 2, 2025 (“Contract”).

Supplier has requested to modify the Contract.

NOW, THEREFORE, the parties amend the Contract as follows:

Table 6: Pricing, Response to Item 63 of the Proposal is deleted in its entirety and replaced with:

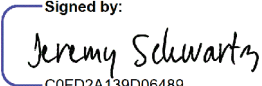
Canon Standard Service Pricing Structure:

Leases: Service pricing is fixed for the first three years or the initial lease term (whichever is shorter). After that period, prices may increase annually by up to 10%.

Purchases: Service prices are fixed for first three years, with a maximum annual increase of 10% thereafter.

Canon ensures that all such price increases are handled transparently, with prior communication and approval from Sourcewell participating entities.

Except as amended, the Contract remains in full force and effect.

Sourcewell
Signed by:

C0FD2A139D06489...
By: _____
Jeremy Schwartz
Chief Operating and Procurement Officer
Date: 10/14/2025 | 7:46 PM CDT

Canon USA, Inc.
DocuSigned by:

4B616C4FF5E14C3...
By: _____
Mason Olds
EVP/Business Partner Group President
Date: 10/15/2025 | 6:25 AM PDT