

# COOPERATIVE AGREEMENT USER INSTRUCTIONS

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

## Supplement # 4

Effective Date: 09/12/2019

<b>TITLE</b>	<b>DESCRIPTION</b>
<b>TITLE/DESCRIPTION:</b>	Mailroom Equipment, Supplies and Maintenance (NASPO ValuePoint Cooperative Agreement)
<b>CONTRACT NUMBERS:</b>	7-17-70-41-01 - Bell and Howell, LLC 7-17-70-41-02 - Neopost USA, Inc. 7-17-70-41-03 - Pitney Bowes, Inc. 7-17-70-41-05 - Stamps.com, Inc. 7-19-70-41-06 - DMT Solutions Global Corporation dba BlueCrest
<b>CONTRACT TERM:</b>	Various through May 14, 2020
<b>CONTRACT CATEGORY:</b>	IT Goods and Services
<b>MAXIMUM ORDER LIMIT:</b>	State Agencies: \$1,500,000 (See section 6.B) Local Governmental Agencies: Unlimited
<b>FOR USE BY:</b>	State and Local Governmental Agencies (See Section 2)
<b>STATE CONTRACT ADMINISTRATOR:</b>	Stacy Jarvis (916) 375-4378 <a href="mailto:Stacy.Jarvis@dgs.ca.gov">Stacy.Jarvis@dgs.ca.gov</a>

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

ORIGINAL ON FILE

Stacy Jarvis, State Contract Administrator

## SUMMARY OF CHANGES

Supplement Number	Description/Sections	Supplement Effective Date
4	<p>Replaces and supersedes previous User Instructions version. Revisions include:</p> <ul style="list-style-type: none"> <li>• Updated User Instructions formatting</li> <li>• <b>Page 1</b> Changed start date to “Various”; Updated reference to <b>Section 6.B. Purchasing Authority</b></li> <li>• <b>Table of Contents</b> added</li> <li>• <b>Section 2. B.</b> deleted local government definition</li> <li>• <b>Section 3. A.</b> modified to reference Attachment A</li> <li>• <b>Section 5. C. Tables 1 and 2:</b> added BlueCrest</li> <li>• <b>Section 5. C. Table 1</b> deleted “Install Assembly Production”</li> <li>• <b>Section 5. D. 3) b)</b> corrected</li> <li>• <b>Section 5. D. 3) c)</b> added Public Works installation restriction</li> <li>• <b>Section 6. A. Purchase Order Execution</b> moved to <b>Section 7.B.</b> Added (Purchasing Goods) to title <b>Section 6. A.</b> through <b>F.</b> renumbered</li> <li>• <b>Section 6. D. 1)</b> deleted “purchase order”</li> <li>• <b>Section 7. A.</b> added “Ancillary” to title</li> <li>• <b>Section 7. A. 1)</b> removed “or local government agency equivalent procurement form or contract document”</li> <li>• <b>Section 7. D. Tax on Postage Meter Rental</b> added</li> <li>• <b>Section 7. E. Purchase of Postage</b> added</li> <li>• <b>Section 7. F. and G.</b> renumbered</li> <li>• <b>Attachment A:</b> <ul style="list-style-type: none"> <li>○ Corrected start dates; Added DMT Solutions Global Corporation dba BlueCrest</li> </ul> </li> </ul>	09/12/19

To obtain copies of previous User Instructions, please contact the State Contract Administrator listed in Section 4 (Contract Administrators).

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Mailroom Equipment, Supplies and Maintenance

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## USER INSTRUCTIONS

### 1. SCOPE AND OVERVIEW

- A. Public Contract Code sections 10298 and 10299 authorize the Department of General Services, Procurement Division (DGS, PD) to establish leveraged procurements that include the use of, and participation in, cooperative agreements with consortiums such as NASPO ValuePoint.
- B. DGS, PD established a California Participating Addendum contract hereafter referred to as “California Cooperative Agreement” or “Cooperative Agreement” with Contractor (as noted on page 1) for use of the NASPO ValuePoint Mailroom Equipment, Supplies and Maintenance Agreements executed by the State of Arizona (RFP Number ADSP016-00006328).
- C. Offered product and service categories are listed in Table 1: State of California Available Products and Services List and Table 2: Local Government Available Products and Services List found in Section 5. C.
- D. Ordering Agencies are encouraged to review the Arizona Lead State Statement of Work contained in each Arizona Master Agreement prior to initiating purchase orders or service contracts. Arizona Master Agreements, Section 3.20 Line Item Specifications contains the descriptions for offered products and services. Section 5. A. has a link to NASPO ValuePoint website where this information can be found.
- E. Attachment A - Contractor Information contains specific information about each provider.
- F. Note: Unless otherwise specified within this document, the term “Ordering Agencies” will refer to all state agencies and local governmental agencies eligible to utilize these agreements. Ordering and usage instructions exclusive to state or local governmental agencies shall be identified within each section.

### 2. CONTRACT AVAILABILITY

#### A. State Agencies

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

#### B. Local Governmental Agencies

- 1) Use of these agreements is optional for local governmental agencies.

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- 2) See Section 5.D. Restricted/Disallowed Products and Services for more information.
- 3) Each local governmental agency shall determine whether use of these agreements is consistent with its procurement policies and regulations.

### 3. CONTRACT TERM

- A. The term of this Cooperative Agreement shall begin upon signature approval by the State and will end May 14, 2020, or upon termination by the State, whichever occurs first. Attachment A identifies the contract term for each Cooperative Agreement.
- B. Order placement and execution shall be on or before the expiration of the California Cooperative Agreement. However, delivery of products or completion of services may be after the California Cooperative Agreement expiration date.

### 4. CONTRACT ADMINISTRATOR

- A. The State Contract Administrator for these agreements is:

Administrator Information	State Contract Administrator
Name:	Stacy Jarvis
Telephone:	(916) 375-4378
Email:	<a href="mailto:Stacy.Jarvis@dgs.ca.gov">Stacy.Jarvis@dgs.ca.gov</a>
Address:	DGS, Procurement Division Attn: Stacy Jarvis 707 Third Street, 2nd Floor, MS 2-202 West Sacramento, CA 95605

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

### 5. CONTRACT INFORMATION

#### A. Lead State Agreement (NASPO ValuePoint Base Contract)

The California Cooperative Agreements are based on some or all of the products, services and prices from the NASPO ValuePoint Mailroom Equipment, Supplies and Maintenance Master Agreements issued by the State of Arizona. Copies of the Arizona agreements are available on the [NASPO ValuePoint Mailroom Equipment website](https://www.naspovaluepoint.org/portfolios/details/89/) (<https://www.naspovaluepoint.org/portfolios/details/89/>).

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

California Cooperative Agreements and related documents are posted at Cal eProcure. Direct links to each agreement in Cal eProcure are found in Attachment A.

**C. Available Products and Services**

- 1) Contractors may only offer goods and services to State and Local Governments in categories listed in Tables 1 and 2 below. These State Agency and Local Government Available Product and Service List Tables are not the same. Refer to:
  - a) Table 1: State of California - Available Products and Services List  
State Ordering Agencies use Table 1 below to identify available products and services for purchase.
  - b) Table 2: Local Government - Available Products and Services List  
Local Government Ordering Agencies use Table 2 below to identify available products and services for purchase.

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**Table 1: State of California - Available Products and Services List**

<b>Category of Good or Service</b>	<b><i>Bell &amp; Howell</i></b>	<b><i>Neopost</i></b>	<b><i>Pitney Bowes</i></b>	<b><i>STAMPS</i></b>	<b><i>BlueCrest</i></b>
<i>Postage Meter Rental</i>		X	X		
<i>Ultra Low Volume Mailing Systems</i>		X	X		
<i>Low Volume Mailing Systems</i>		X	X		
<i>Medium Volume Mailing Systems</i>		X	X		
<i>High Volume Mailing Systems</i>		X	X		
<i>Production Volume Mailing Systems</i>		X	X		
<i>Integrated Postal Scales</i>		X	X		
<i>Low Volume Letter Openers</i>		X	X		
<i>High Volume Letter Openers</i>		X	X		
<i>Low Volume Letter Folders</i>		X	X		
<i>High Volume Letter Folders</i>		X	X		
<i>Low Volume Folder-Inserters</i>		X	X		
<i>Medium Volume Folder-Inserters</i>		X	X		
<i>High Volume Folder-Inserters</i>		X	X		
<i>Production Folder-Inserters</i>	X	X			X
<i>Low Volume Ink Jet Envelope Addressing System</i>		X	X		
<i>Medium Volume Ink Jet Envelope Addressing System</i>		X	X		
<i>High Volume Ink Jet Envelope Addressing System</i>		X	X		
<i>High Volume Tabbers</i>		X	X		
<i>Pre-Sorting Equipment</i>	X				X
<i>Software License and Subscription</i>	X	X	X	X	X
<i>PC Postage (Software)</i>			X	X	
<b><i>Ancillary Good or Service</i></b>					
<i>Accessories</i>	X	X	X		X
<i>Supplies and Consumables</i>	X	X	X	X	X
<i>Mailing Furniture (general)</i>	X	X	X		X
<i>Maintenance</i>	X	X	X		X
<b><i>Miscellaneous Services Awards</i></b>					
<i>Software License &amp; Subscription</i>	X	X	X	X	X
<i>Software Consulting</i>	X	X	X		
<i>Training</i>	X	X	X		
<i>Design Production</i>	X	X	X		
<i>Relocation Services</i>	X	X	X		

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**Table 2:** Local Government - Available Products and Services List

<b>Category of Good or Service</b>	<b>Bell &amp; Howell</b>	<b>Neopost</b>	<b>Pitney Bowes</b>	<b>STAMPS</b>	<b>BlueCrest</b>
<i>Postage Meter Rental</i>		X	X		
<i>Ultra Low Volume Mailing Systems</i>		X	X		
<i>Low Volume Mailing Systems</i>		X	X		
<i>Medium Volume Mailing Systems</i>		X	X		
<i>High Volume Mailing Systems</i>		X	X		
<i>Production Volume Mailing Systems</i>		X	X		
<i>Integrated Postal Scales</i>		X	X		
<i>Low Volume Letter Openers</i>		X	X		
<i>High Volume Letter Openers</i>		X	X		
<i>Low Volume Letter Folders</i>		X	X		
<i>High Volume Letter Folders</i>		X	X		
<i>Insertor</i>					X
<i>Low Volume Folder-Insertor</i>		X	X		
<i>Medium Volume Folder-Insertor</i>		X	X		
<i>High Volume Folder-Insertor</i>		X	X		
<i>Production Folder-Insertor</i>	X	X			X
<i>Low Volume Ink Jet Envelope Addressing System</i>		X	X		
<i>Medium Volume Ink Jet Envelope Addressing System</i>		X	X		
<i>High Volume Ink Jet Envelope Addressing System</i>		X	X		
<i>Production Ink Jet Envelope Addressing System</i>		X			
<i>Low Volume Tabbers</i>		X			
<i>Medium Volume Tabbers</i>		X			
<i>High Volume Tabbers</i>		X	X		
<i>Pressure Sealing Production</i>	X				
<i>Pre-Sorting Equipment</i>	X				X
<i>Software License and Subscription</i>	X	X	X	X	X
<i>PC Postage (Software)</i>			X	X	
<i>Extractor</i>		X			
<b>Ancillary Good or Service</b>					
<i>Accessories</i>	X	X	X		X
<i>Supplies and Consumables</i>	X	X	X	X	X
<i>Mailing Furniture (general)</i>	X	X	X		X
<i>Maintenance</i>	X	X	X		X
<b>Miscellaneous Services Awards</b>					
<i>Software License &amp; Subscription</i>	X	X	X	X	X
<i>Software Consulting</i>	X	X	X		
<i>Training</i>	X	X	X		

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Category of Good or Service	<i>Bell &amp; Howell</i>	<i>Neopost</i>	<i>Pitney Bowes</i>	<i>STAMPS</i>	<i>BlueCrest</i>
<i>Design Production</i>	X	X	X		
<i>Install Assembly Production</i>	X	X	X		
<i>Relocation Services</i>	X	X	X		
<i>EQ Lease</i>		X	X		
<i>EQ Rental</i>		X			

**D. Restricted/Disallowed Products and Services**

1) Items Restricted by the Lead State

- a) Refer to Lead State Master Agreements Section 3.2 Products containing restricted items. The following items are conditionally approved for purchase as specified below:
  - i) *3.2.1.1. Printers – The only printers allowed for purchase through this solicitation are special printers sole use for which is tied to mail room equipment. If a regular printer (e.g. an HP Printer) is able to be utilized in the same fashion, and function as the printer available from the Contractor, then the printer from the Contractor is not allowed. Allowable printers may be purchased with a mail room equipment system or as a product replacement from a purchase from this or a previous Master Agreement.*
  - ii) *3.2.1.2. Computers - The only computers allowed for purchase through this solicitation are those computers dedicated to mail room equipment and operations.*

2) Restricted Service – Legacy Maintenance **(State Agencies Only)**

- a) Lead State did not competitively bid pricing for “Legacy Maintenance”. “Legacy maintenance” is maintenance on devices already sold to an Ordering Agency. Maintenance shall be available for equipment that is up to ten (10) years old. Pricing will be provided on an Individual Case Basis, through a quote process. (Reference: Lead State Statement of Work, Section 3.11.1). Therefore, the following service is restricted under this Cooperative Agreement:
  - i) Legacy Maintenance is subject to advertising exemptions and non-competitive bid approval as applicable in the State of California, State Contract Manual (SCM), Volume I.
- b) Legacy Maintenance beyond the dollar threshold allowed in the State of California, SCM, Volume I is subject to non-competitive bid (NCB) approval. If an NCB is not obtained this item is no longer Restricted, it is Disallowed.

3) Disallowed Products and Services **(State Agencies Only)**

State Ordering Agencies are prohibited from purchasing the following items under this Cooperative Agreement. ***These restrictions do not apply to local governmental entities.***

a) Leasing and Rental Options (does not apply to Postage Meter Rental)

b) Products:

- i) Remanufactured Equipment
- ii) Production Ink Jet Envelope Addressing System
- iii) Low Volume Tabbers
- iv) Medium Volume Tabbers
- v) Inserters
- vi) Extractors

c) Services, including installation, that fall within the definition of “public works” as defined in Public Contract Code, Section 1101 and Labor Code Section 1720 are disallowed under this cooperative agreement and must be procured by alternate means.

**E. Contractor Pricing**

Pricing is based on a discount off manufacturer’s retail price. Contractors may offer greater discounts and/or lower prices than those published in their Price List. Links to each Contractor’s dedicated website and Price List are identified in Attachment A. State of California specific Price Lists and the NASPO ValuePoint Price List for use by Local Governments are also available on Cal eProcure.

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

- 1) State Ordering Agencies are able to claim credit towards their Small Business (SB) or Disabled Veteran Business Enterprise (DVBE) goals whenever a commercially useful function is performed by a certified SB or DVBE.
- 2) Any California SB and or DVBE certifications possessed by the Prime Contractor are shown in Attachment A.
- 3) State Ordering Agencies must verify certifications on [Cal eProcure Certification Search](https://caleprocure.ca.gov/pages/PublicSearch/supplier-search.aspx) (<https://caleprocure.ca.gov/pages/PublicSearch/supplier-search.aspx>).

- 4) When utilizing a SB or DVBE, State Ordering Agencies must review the activities to be performed to assure that the firm performs a “commercially useful function” as defined by Title 2 CCR section 1896.71(b).
- 5) If issuing an order to a DVBE firm, State Ordering Agencies must obtain a Disabled Veteran Business Enterprise Declaration (STD. 843).

**G. DGS Administrative Fee**

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

**6. CONTRACT USAGE/RULES**

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

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

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

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

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

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

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

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

**D. Incorporation of California Cooperative Agreement and Lead State Master Agreement Provisions**

- 1) All service contracts executed under this agreement should contain the following statement. Refer to Attachment A to complete the statement:

“This [insert as applicable] is subject to the provisions contained in California Cooperative Agreement Contract Number: [insert appropriate number] and Arizona Lead State Master Agreement Contract Number [insert appropriate number].”

- 2) Ordering Agencies are encouraged to review the Statement of Work contained in the Arizona Lead State Master Agreements prior to initiating purchase orders or service contracts.

**E. Authorized Resellers**

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

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

- 1) California Seller's Permit information for each Contractor is identified in Attachment A. Prior to placing orders under these agreements, state agencies should verify that permits are currently valid on [California Department of Tax and Fee Administration \(CDTFA\) website](http://www.cdtfa.ca.gov/) (www.cdtfa.ca.gov/). State Ordering Agencies must adhere to the file documentation required in the State Contracting Manual Volume, as applicable.

- 2) When issuing an order to an Authorized Reseller, it is the State Ordering Agency's responsibility to ensure the reseller holds a valid California Seller's Permit.

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

- 1) Contractors have a signed California Civil Rights Laws Attachment on file with DGS-PD.
- 2) When issuing an order to an Authorized Reseller, it is the State Ordering Agency's responsibility to ensure the reseller provides a California Civil Rights Laws Attachment.

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

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

**7. ORDERING PROCEDURES**

**A. Initial Acquisition of Goods and Ancillary Services**

- 1) State Agencies

Ordering Agencies electing to use this Cooperative Agreement for the purchase of mailing equipment, software licenses and subscriptions, supplies, maintenance and postage meter rental must select a Contractor using the Best Value Request for Offer (RFO) process prior to issuing a purchase order:

- a) Ordering Agency will develop a RFO which includes the following information, at a minimum:
  - i. All relevant Ordering Agency contact information necessary for Contractor to respond to RFO
  - ii. A detailed Scope of Work for the goods and services
  - iii. The term for proposed services

iv. Bidder Declaration (GSPD 05-105)

- b) Ordering Agency shall solicit offers from all contractors in the relevant award categories.
- c) Contractors may offer greater discounts than those published in their published Price List.
- d) Ordering Agency shall review all responsive offers and select a contractor based on best value.
- e) Ordering Agency must document the results of the best value RFO process.
- f) Ordering Agencies may use State-approved Authorized Resellers for soliciting offers as part of the RFO process. Refer to Section 6. E. Authorized Reseller's above.
- g) For orders under \$10,000 only one offer is required if the State Ordering Agency can establish and document that the price is fair and reasonable.

2) Local Governmental Agencies

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

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

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

1) State Agencies

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

2) Local Governmental Agencies

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

### **C. Purchasing Services**

State Ordering Agencies acquiring Postal Meter Rental, Proprietary or Legacy Maintenance must process a STD 213 – STANDARD AGREEMENT subject to the advertising considerations and exemptions in the State Contract Manual (SCM). State Ordering Agencies shall complete a STD 215 – AGREEMENT SUMMARY for each service contract processed under this Cooperative Agreement. Individual local government agency rules on competitive bidding should be applied.

### **D. Tax on Postage Meter Rental**

Postage meter rental is considered a "Sale" subject to sales/use tax in California. Reference: California Revenue and Tax Code sections 6006 and 6006.3.

### **E. Purchase of Postage**

See State Administrative Manual section 8115.

### **F. Purchasing Software Licenses or Subscriptions**

State Ordering Agencies shall conduct software license and/or subscription purchases in accordance with guidelines contained in the SCM. Purchase Order shall be deemed to reference a manufacturer's most recent release or version of the product, unless the Ordering Agency specifically requests a different model or version and the Contractor is willing to provide such model or version. Individual local government agency rules on competitive bidding should be applied.

### **G. Purchasing Proprietary Supplies**

Purchase of "proprietary supplies" may be made directly with the manufacturer without requiring multiple offers.

## **8. INVOICING AND PAYMENT**

### **A. Payment Terms**

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

## **B. Payee Data Record**

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

## **C. CAL-Card**

- 1) Ordering Agencies may use the CAL-Card for the payment of invoices if accepted by the Contractor. Use of the CAL-Card requires the execution of a purchase order document as referenced in Section 6.A (Purchase Order Form) and must include all required documentation applicable to the purchase.
- 2) CAL-Card is a payment mechanism, not a procurement approach and, therefore, does not relieve state agencies from adhering to all procurement laws, regulations, policies, procedures, and best practices, including those discussed in the State Contracting Manual. This includes but is not limited to the application of all sales and use tax laws, rules and policies as applicable to the purchase.

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

- 1) Ordering Agencies may utilize financing available through DGS-PD GS \$Mart program. State Ordering Agencies are prohibited from entering into contractor "leasing" or "rental" options, however, they may finance acquisitions through DGS, PD GS \$Mart.
- 2) Program information is available on the [DGS-PD State Financial Marketplace website](https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Acquisitions/State-Financial-Marketplace) (<https://www.dgs.ca.gov/PD/About/Page-Content/PD-Branch-Intro-Accordion-List/Acquisitions/State-Financial-Marketplace>).

## **9. PROBLEM RESOLUTION/CONTRACTOR PERFORMANCE**

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

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**ATTACHMENT A – Contractor Information 7-17-70-41-01**

Item	Agreement Detail
<b>Cooperative Agreement</b>	<b>7-17-70-41-01</b>
<b>Contractor Name</b>	BELL & HOWELL, LLC
<b>Term</b>	October 13, 2017 through May 14, 2020
<b>Link to Cal eProcure</b>	<a href="#">Cal eProcure 7-17-70-41-01 webpage</a>
<b>Lead State Agreement</b>	ADSP016-169900
<b>Product/Service Categories</b>	Refer to Section 5. C. : Tables 1 and 2
<b>Sellers' Permit Number</b>	102167583 (See Section 6.G)
<b>CAL-Card Accepted</b>	Yes (See Section 8.C)
<b>SB/DVBE Certification</b>	None
<b>Contract Administrator Contact Information</b>	Zach Baker Phone: (919) 767-4417 Email: <a href="mailto:Zach.Baker@bhemail.com">Zach.Baker@bhemail.com</a>
<b>Ordering Address</b>	3791 S Alston Ave. Durham, NC 27713 Attention: Zach Baker
<b>Ordering Email</b>	<a href="mailto:Zach.Baker@bhemail.com">Zach.Baker@bhemail.com</a>
<b>Ordering Fax</b>	(919) 767-4355
<b>Ordering Contact</b>	<a href="mailto:Zach.Baker@bhemail.com">Zach.Baker@bhemail.com</a>
<b>Contractors Dedicated Website</b>	<a href="https://bellhowell.net/about-bell-and-howell/government/">Bell &amp; Howell website</a> ( <a href="https://bellhowell.net/about-bell-and-howell/government/">https://bellhowell.net/about-bell-and-howell/government/</a> )
<b>Authorized Resellers</b> (Refer to Section 6.E)	None

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**ATTACHMENT A – Contractor Information 7-17-70-41-02**

Item	Agreement Detail
<b>Cooperative Agreement</b>	<b>7-17-70-41-02</b>
<b>Contractor Name</b>	NEOPOST USA, INC.
<b>Term</b>	October 13, 2017 through May 14, 2020
<b>Link to Cal eProcure</b>	<a href="#">Cal eProcure 7-17-70-41-02 webpage</a>
<b>Lead State Agreement</b>	ADSP016-169901
<b>Product/Service Categories</b>	Refer to Section 5. C. : Tables 1 and 2
<b>Sellers' Permit Number</b>	21686444 (See Section 6.G)
<b>CAL-Card Accepted</b>	Yes (See Section 8.C)
<b>SB/DVBE Certification</b>	None
<b>Contract Administrator Contact Information</b>	Larry Waters Phone: (281) 216-4596 Email: <a href="mailto:L.Waters@neopost.com">L.Waters@neopost.com</a>
<b>Ordering Address</b>	478 Wheeler Farm Road Milford, CT 06461 Attention: NAGA Accounts
<b>Ordering Email</b>	<a href="mailto:Government@neopost.com">Government@neopost.com</a>
<b>Ordering Fax</b>	(203) 301-2600
<b>Ordering Contact</b>	Larry Waters
<b>Contractors Dedicated Website</b>	<a href="https://www.neopost.com/government-accounts/naspo-value-point">Neopost USA, Inc. website</a> ( <a href="https://www.neopost.com/government-accounts/naspo-value-point">https://www.neopost.com/government-accounts/naspo-value-point</a> )
<b>Authorized Resellers</b> (Refer to Section 6.E)	None

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**ATTACHMENT A – Contractor Information 7-17-70-41-03**

Item	Agreement Detail
<b>Cooperative Agreement</b>	<b>7-17-70-41-03</b>
<b>Contractor Name</b>	PITNEY BOWES, INC.
<b>Term</b>	October 13, 2017 through May 14, 2020
<b>Link to Cal eProcure</b>	<a href="#">Cal eProcure 7-17-70-41-03 webpage</a>
<b>Lead State Agreement</b>	ADSP016-169897
<b>Product/Service Categories</b>	Refer to Section 5. C. : Tables 1 and 2
<b>Sellers' Permit Number</b>	98005500 (See Section 6.G)
<b>CAL-Card Accepted</b>	Yes (See Section 8.C)
<b>SB/DVBE Certification</b>	None
<b>Contract Administrator Contact Information</b>	Bill Walter Phone: (480) 206-2984 FAX: (203) 460-5758 Email: <a href="mailto:Bill.Walter@pb.com">Bill.Walter@pb.com</a>
<b>Ordering Address</b>	2225 American Dr. Neenah, WI 54956 Attention: Bill Walter
<b>Ordering Email</b>	Bill.Walter@pb.com
<b>Ordering Fax</b>	(203) 460-5758
<b>Ordering Contact</b>	Bill Walter
<b>Contractors Dedicated Website</b>	<a href="https://www.pitneybowes.com/us/State-and-Local-Government-Solutions.html">Pitney Bowes, Inc. website</a> ( <a href="https://www.pitneybowes.com/us/State-and-Local-Government-Solutions.html">https://www.pitneybowes.com/us/State-and-Local-Government-Solutions.html</a> )
<b>Authorized Resellers</b> (Refer to Section 6.E)	Current Approved Authorized Reseller list is posted on Cal eProcure link above.  <b>FI\$Cal Agencies:</b> Use "FI\$Cal Contract ID" assigned to Authorized Reseller when entering transactions in FI\$Cal.  <b>Non-FI\$Cal Agencies:</b> All purchase orders to Authorized Resellers must contain the California Cooperative Agreement Number and must be addressed as follows:  <i>(Prime Contractor Name) c/o &lt;Authorized Reseller Name&gt; &lt;Reseller Address&gt;</i>

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**ATTACHMENT A – Contractor Information 7-17-70-41-05**

Item	Agreement Detail
<b>Cooperative Agreement</b>	<b>7-17-70-41-05</b>
<b>Contractor Name</b>	STAMPS.COM, INC.
<b>Term</b>	October 13, 2017 through May 14, 2020
<b>Link to Cal eProcure</b>	<a href="#">Cal eProcure 7-17-70-41-05 webpage</a>
<b>Lead State Agreement</b>	ADSP016-169898
<b>Product/Service Categories</b>	Refer to Section 5. C. : Tables 1 and 2
<b>Sellers' Permit Number</b>	102332666 (See Section 6.G)
<b>CAL-Card Accepted</b>	Yes (See Section 8.C)
<b>SB/DVBE Certification</b>	None
<b>Contract Administrator Contact Information</b>	Al McMichael Phone: (310) 482-5864 Email: <a href="mailto:amcmichael@stamps.com">amcmichael@stamps.com</a>
<b>Ordering Address</b>	1990 E. Grand Avenue El Segundo, CA 90245 Attention: Al McMichael, Director Enterprise Sales
<b>Ordering Email</b>	<a href="mailto:stategov@stamps.com">stategov@stamps.com</a>
<b>Ordering Fax</b>	(888) 711-1183
<b>Ordering Contact</b>	Al McMichael
<b>Contractors Dedicated Website</b>	<a href="http://www.stamps.com">STAMPS.com, Inc. website</a> ( <a href="http://www.stamps.com/enterprise/government/state-local/california">http://www.stamps.com/enterprise/government/state-local/california</a> )
<b>Authorized Resellers</b> (Refer to Section 6.E)	None

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**ATTACHMENT A – Contractor Information 7-19-70-41-06**

Item	Agreement Detail
<b>Cooperative Agreement</b>	<b>7-19-70-41-06</b>
<b>Contractor Name</b>	DMT Solutions Global Corporation dba BlueCrest
<b>Term</b>	September 10, 2019 through May 14, 2020
<b>Link to Cal eProcure</b>	<a href="#">Cal eProcure 7-19-70-41-06 webpage</a>
<b>Lead State Agreement</b>	CTR044595
<b>Product/Service Categories</b>	Refer to Section 5. C. : Tables 1 and 2
<b>Sellers' Permit Number</b>	214853120 (See Section 6.G)
<b>CAL-Card Accepted</b>	No (See Section 8.C)
<b>SB/DVBE Certification</b>	None
<b>Contract Administrator Contact Information</b>	Tom Tanaka Phone: (310) 714-9945 Email: <a href="mailto:Tom.Tanaka@bluecrestinc.com">Tom.Tanaka@bluecrestinc.com</a>
<b>Ordering Address</b>	37 Executive Drive Danbury, CT 06810 Attention: BlueCrest Order Fulfillment
<b>Ordering Email</b>	<a href="mailto:Thomas.randolph@bluecrestinc.com">Thomas.randolph@bluecrestinc.com</a> <a href="mailto:Karen.Conlan@bluecrestinc.com">Karen.Conlan@bluecrestinc.com</a> <a href="mailto:DMT_Orderfulfillment@bluecrestinc.com">DMT_Orderfulfillment@bluecrestinc.com</a>
<b>Ordering Fax</b>	N/A
<b>Ordering Contact</b>	Tom Tanaka
<b>Contractors Dedicated Website</b>	N/A
<b>Authorized Resellers (Refer to Section 6.E)</b>	None