

STATEWIDE CONTRACT – SW718

LASER PRINTER MAINTENANCE SERVICES

USER'S GUIDE

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A. INTRODUCTION

A.1. CONTRACT INTENT

Under Statewide Contract SW718, Precision Document Solutions provides the State of Oklahoma with a laser printer maintenance program. Under this program, Precision provides the agency with maintenance, both corrective and preventive, along with a toner inventory for each printer covered on the program. Once a laser printer is covered on the Precision program, the agency has a point of contact for printer service and consumables. The program works on a per page basis, meaning each printer has a set cost per page, and that covers the maintenance on that device. That being said, there is no additional billing for any service call that the agency may have.

A.2. USER'S GUIDE INTENT

The intent of this user's guide is to provide the agency with the requirements and process for using the new mandatory Laser Printer Maintenance and Services statewide contract under SW718.

The SW718 contract provides statewide maintenance of desktop and networked laser printers for all state agencies.

Multifunction, networked printers are excluded from this contract. The definition of multifunction, networked printer shall include printers that can, in addition to print, may optionally fax, copy or scan.

A.3. TYPE OF CONTRACT

The contract is a statewide mandatory contract, therefore if an agency desires to place laser printers on maintenance, this contract must be used or an exemption must be obtained.

A.4. PRINTER'S COVERED

Exhibit A, listed on the DCS website, includes the cost per page of all currently covered laser printers. Exhibit A is only updated by written mutual agreement between the State and Precision as new laser printers become available. Contact the CPO, charged with this statewide contract, for any desired printer additions.

A.5. SERVICE

Service offered is based on a fixed rate per page for each printer manufacturer model, multiplied by the number of pages produced by each printer on contract, as specified in the agency's Exhibit B, which defines the agency printers currently under maintenance.

The services for contracted printers are as follows:

- a) Monthly scheduled preventative maintenance
- b) Break / fix maintenance
- c) Labor
- d) Parts
- e) Toner

A.6. ORDERING

Any services under this contract are requested by the agency working with Precision to develop an Exhibit B, which lists all the agency's printers to be managed under the resulting purchase order. All purchase orders are subject to the terms and conditions of this contract. Any purchase order dated prior to expiration of this contract shall be performed. In the event of conflict between a purchase order and this contract, the contract shall have precedence.

B. CONTRACT USAGE PROCESS

B.1. STEP 1 – PRINTER INVENTORY

Precision will take an inventory of all of the purchasing agency's printers covered by this Contract and will establish an individual printer inventory record with the make, model, serial number, initial meter reading, current printer usage and condition of each printer.

B.2. STEP 2 – PRELIMINARY EQUIPMENT INSPECTION PROCESS

- a) During the initial printer inventory, each printer will be inspected for wear.
- b) Once a determination has been reached on each printer's capacity to be returned to a reliable state, an assessment of its technical life will be performed to establish its viability within the system. This viability will be assessed regarding application, speed, and forms migration capacity. If deemed viable, and with the agency's written approval, it will then be added to the agency's Exhibit B, see Section F for sample.
- c) At the agency's discretion, printers with an estimated higher cost of repair than value, or printers, which are technologically obsolete; may be replaced with new printers, new printer purchase will be made solely by the agency; or their workloads routed to local shared devices. The repair, replacement, or removal of a printer will be based on mutual agreement by Precision and Agency.
- d) Any printer found to be in need of repair must be repaired before it is eligible for coverage under this Agreement. Agency will be billed separately for any parts and labor needed to repair such equipment. Parts furnish by Precision will be at their cost, with hourly labor rates as defined on Exhibit A of the contract.

B.3. STEP 3 – AGENCY PURCHASE ORDER

- a) Once the printers to be placed on maintenance are determined, the agency and Precision complete the agency's Exhibit B, which lists all agency printers to be placed on maintenance.
- b) The agency will issue a release purchase order against this statewide, attach their Exhibit B, and send to Precision for processing.

Note: Equipment listed in the agency's Exhibit B will receive an initial preventive maintenance cleaning within the first six months of the contract period. Only agency equipment listed on the agency's Exhibit B and approved in writing by the purchasing agency will be covered by the resulting agency purchase order.

B.4. STEP 4 – INVENTORY MANAGEMENT / PRINTER SUPPLIES

- a) Once an agency issues a purchase order against this contract, Precision will attach identification tag number and also a service/supply order information tag to each contract printer.
- b) Once an agency issues a purchase order against this contract, Precision will inventory all of Agency's printer supplies.
- c) Precision will give Agency a credit on a cost per page basis for all of its unused original manufacturers' products and supplies on hand on the startup date for each location, subject to mutual agreement by Precision and Agency as to the original expected shelf life of the particular product and its continued viability.
- d) Precision will recommend to Agency supply inventory levels to be established for each printer.
- e) Upon approval of supply inventory levels by Agency, Precision will stock the Agency's supply inventory levels and will periodically re-inventory and restock the levels to maintain the agreed-upon supply levels.
- f) Precision will review the agreed-upon inventory levels and make recommendations to Agency, when appropriate, of any changes needed to the inventory levels based on changes in printer usage or changes in supply usage.
- g) All supplies provided by Precision will remain the property of Precision. Agency assumes responsibility for loss or theft of any supplies provided by Precision.
- h) All used toner cartridges must be left in the supply area or other agreed location for pickup by Precision. Agency agrees all used or if requested unused toner cartridges must be returned to Precision.

C. REPORTING

Precision will provide the agency with monthly reports and consulting services as defined below:

C.1. PRINTER REPAIR AND PREVENTIVE MAINTENANCE

- a) Precision and Agency will mutually establish and record in the Precision Printer Management Program (PMP) Reports and each Printer Inventory Record, the frequency of regularly scheduled maintenance checks to be performed by Precision for each printer.
- b) Precision will record in the printer inventory record any appropriate comments regarding printer usage or specific repairs needed by any printer and will include recommendations for Agency in the Precision PMP Reports.

C.2. PRECISION CONSULTING SERVICES ON PRINTER USAGE AND NEW TECHNOLOGY MANAGEMENT

- a) Each Quarter, Precision will study the information compiled by it regarding the condition, usage, electronic forms printing capability and performance of Agency's printers and compare that information to new printers and developing printer technology.
- b) Precision will make recommendations to Agency regarding upgrades, enhancements, replacements, color devices, equipment replacements, and/or relocations and other options intended to achieve Agency's goals in an executive summary to be provided to Agency on a quarterly basis.

C.3. PRECISION PMP REPORTS.

Precision will prepare Precision PMP Reports, which will include equipment usage, cost by device, the details of all activity of Precision involving printer inventory management, printer supplies inventory management, printer preventive maintenance, printer usage and new technology management and billing information in the level of detail to be mutually agreed upon by Precision and Agency.

D. PRECISION RESPONSIBILITIES

D.1. SERVICES PROVIDED

- D.1.1.** For those agencies using the contract, Precision will perform an initial physical inventory of printers at each agency and maintain the inventory's accuracy throughout the term of their agreement.
- D.1.2.** Precision shall provide user maintenance kits as required to bring all contracted printers to a maintainable status. If a printer requires hardware, repair or update to be eligible for maintenance then:
 - a) Precision will provide a written parts cost estimate to the agency for agency approval prior to beginning work.
 - b) The agency is accountable for costs of all parts required to bring printer to a maintainable status.
- D.1.3.** Precision shall clean and inspect every printer on contract each month when meter readings are taken.
- D.1.4.** Precision shall, based on historical use, leave toner for use in the following month for each printer on contract.

D.2. SERVICE CALLS AND RESPONSE TIMES

- a) Precision will provide service on each business day from 8 AM – 5 PM (local time) and at such other times as agreed upon by Precision and Agency.
- b) Precision provides services from five (5) "Service Centers" within Oklahoma located in:
 - 1) Oklahoma City
 - 2) Tulsa
 - 3) Woodward
 - 4) Lawton
 - 5) McAlester
- a) State agencies will place service calls thru the Office of State Finance help desk at 521-2444 or by sending an email to HelpDesk@OSF.OK.gov.
- b) Precision shall provide four (4) hour on-site response within 40 miles of a service center.
- c) Precision shall provide next day on-site response within 80 miles of a service center.
- d) Precision shall provide two (2) day on-site response outside 80 miles of a service center.

E. AGENCY OBLIGATIONS

- e) Agency will assist Precision in connection with:
 - the initial inventory of printers and supplies
 - to review the printer inventory records and
 - Precision PMP Reports
- f) Agency will provide Precision with appropriate information on all new equipment or any equipment that is relocated so Precision can maintain accurate records of all printers covered.
- g) Agency will use Precision exclusively to supply all consumable printer supplies (with the exception of paper) and to provide all maintenance and repairs necessary to maintain the printers covered in operating condition.
- h) Agency will provide a reasonable amount of space to Precision in an area to be designated by Agency in its sole discretion for the purpose of storing supplies, maintenance and repair parts and equipment and other materials needed by Precision to fulfill its obligations.
- i) Agency will grant Precision reasonable access to such designated areas at such times and under such conditions as shall be mutually agreeable.
- j) Agency will request all service by placing a call to the OSF Help Desk at 521-2444 or by sending an email to HelpDesk@OSF.OK.gov.
- k) Agency will request supplies to be delivered to Agency by Precision by calling Precision at 1-888-973-7669 or by email at service@pdsnow.com. Be sure to provide the contact, telephone number, Precision ID number, and location requested.

