

CPC PROGRAM OVERVIEW

The contractor shall provide an Operator Training Program for the key operators and an operations demonstration for the casual users at each site of placement. All training must be scheduled at mutually agreeable times for the initial installation and as needed thereafter. Key operators shall be trained in the removal of simple mis-feeds, the addition of supplies and toner, and the cleaning guidelines required of the specific machines. Each key operator must be instructed in the routine necessary to schedule service and be provided with a list of phone numbers to call and people to reach for both routine maintenance and in emergency situations.

Contractor(s) have a state-wide network of service facilities and technicians to adequately respond to the contract requirements. The maximum service response time for on-site maintenance is the maximum time before a certified technician appears on-site and is fully prepared to effect all of the necessary repairs. That response time shall not exceed four (4) hours from the time that the Department and/or agency placed the call to the contractor's repair office.

The contractor shall be responsible for obtaining meter readings each month. Standard meter readings will be agreed upon between the customer and contractor.

The contractor shall be responsible for the distribution of supplies to each copier location to ensure adequate amounts of supplies are always on hand for individual locations.

The state agency shall be responsible to insure the appropriate electrical outlet and network wiring is available at the intended equipment location.

Please note: Although the copiers and accessories will be installed on the state agency's premises, the state agency shall be relieved from risk of loss or damage during the period of transportation, installation, and during the entire time the equipment is in the possession of the state agency (except when loss or damage is due to fault or negligence by the state agency). If damage or loss occurs to the installed equipment caused by negligence or willful act by the state agency, reimbursement will be made as follows:

1. The contractor shall submit a written damage or loss evaluation/claim to the state agency. If the damaged equipment can be repaired, the contractor will invoice the state agency at the contractor's lowest current price range for parts and labor.
2. If a machine needs to be replaced, the state agency will negotiate with the contractor to arrive at the depreciated value of the replaced unit.

Agencies interested in utilizing the cost-per-copy program should contact Diane Ford at 614-644-6365 or diane.ford@das.state.oh.us.

MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding (MOU) is entered into this _____ day of _____, 200____, between the purchasing state agency and the Ohio Department of Administrative Services (DAS). The purpose of this MOU is to detail out the process for DAS, Office of State Printing and Mail Services and any other state agency purchasing cost-per-copy services for walk-up copiers from DAS, Office of Procurement Services Index number MAC054D and MAC062D. It is therefore understood between the purchasing state agency and DAS, Office of State Printing and Mail Services that the responsibilities of the purchasing state agency are as follows:

1. Placement Code: _____ Machine Brand: _____ Machine Model: _____

Machine Location: _____

_____ Networked: Yes/No

Monthly Minimum: _____ Base cost per copy: _____ Additional Accessories: Yes/No

Accessories	\$	_____	\$	_____	\$	_____
		Cost per Copy		Accessories		Cost per Copy

Accessories	\$	_____	\$	_____	\$	_____
		Cost per Copy		Accessories		Cost per Copy

\$ _____
Total Cost per Copy

State Agency Contact: _____
Name (please print) _____ Phone number _____

_____ email address _____ Fax number _____

Meter Read Contact: _____
Name (please print) _____ Phone number _____

_____ email address _____

2. The state agency receiving this equipment for use acknowledges and agrees that they are fully responsible for payment of the cost-per-copy services under this agreement.
 3. The state agency receiving this equipment for use acknowledges that the term of the contract is for three (3) years.
 4. The state agency receiving this equipment for use further acknowledges that should they opt out of this contract prior to the fulfillment of the three (3) year contract period they will be required to pay the amount equal the monthly minimum cost per copy usage for the remaining months of the three (3) year contract and agrees to the payment of these additional costs should they terminate this agreement prior to the three (3) year period.
 5. The state agency receiving this equipment for use acknowledges that the cost-per-copy price is based on a minimum monthly usage and that failure to use the copier to this minimum usage will result in a reduced savings.
 6. The state agency receiving this equipment for use agrees to work with and through the Office of State Printing and Mail Services and Office of State Procurement to reconcile cost-per-copy services with the purchasing state agency's actual usage.
- The above represents the parties' understanding as to the process to be utilized in the purchasing of cost-per-copy services and the respective responsibilities of the purchasing state agency and contractor. The person affixing their signature below acknowledges that they have the authority to make this purchase agreement on behalf of the purchasing state agency and that the person fully understands and acknowledges the terms of this agreement.

Authorized Agency Official	Date	Title	Agency
Copier Program Manager	Date	Department of Administrative Services Office of State Procurement	
State Printing Administrator	Date	Department of Administrative Services Office of State Printing and Mail Services	

Delivery Requirements:
Category 1-3 - ten (10) working days ARO Category 4-7 - twenty (20) working days ARO
 *ACCESSORIES MUST BE REQUESTED ON THE ORIGINAL ORDER OR AN INSTALLATION FEE WILL BE CHARGED (See contracts).
 *ORDER SUPPLIES WELL IN ADVANCE