

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.