

Managed Print Services Statement of Work

06/08/2020

Section I. Statement of Work Purpose

Systel Business Equipment Co., Inc. ("Systel") or ("Vendor") will provide to Town of Nags Head ("Agency") a Managed Print Services program. The program will provide office printing devices, all consumables (excluding paper), onsite service to install & configure devices, operational support of devices, receive and monitor service calls, provide consumables for replacement, perform all maintenance and support, and provide reporting of usage per device. The goal of the program is to provide economical printing through device optimization while meeting departmental printing requirements for a cost per page fee. The Systel Project Team, led by your local account manager Eric Pritchard will meet quarterly with Agency to review performance and service metrics and make recommendations to best suit the Agency through device management.

Section II. Performance

- A. The contractor (Vendor) is willing to assess current output devices for copying at Agency locations.
- B. During the performance of the Work Order, as a result of this SOW, the contractor will be expected to:
- 1) Participate in project meetings.
 - 2) Gain a clear understanding of the Agency's needs.
 - 3) Study existing office print device investments made by Agency.
 - 4) Propose detailed solutions to meet business needs.
 - 5) Provide technical expertise on efficient office print device implementation.
 - 6) Communicate the contractor's print device management best practices focused on lowering printing cost.
 - 7) Provide ongoing key operator training.
 - 8) Document risk factors that could inhibit the success of the proposed solution.
- C. Project Milestones and Schedule - Vendor conducted an on-site assessment and Agency shared detailed information in order for Vendor to provide cost per page information for this Statement of Work to be offered.

Section III. Responsibilities Expected of the Selected Vendor

Vendor will provide Agency with subject matter experts as needed to complete all required Project Management requirements as defined in Section VI.

Section IV. Process Schedule

Release DRAFT SOW	06/03/2020
Final SOW	_____
Decision Date	_____
Install Date	Scheduled immediately after PO and signed SOW

Purchase order referencing the month in terms, price per page for mono and color, and pre audit certification guidelines is required before equipment may be ordered by Vendor.

Section V. Proposal Contents and Organization

This Statement of Work (SOW) is between Town of Nags Head ("Agency") and Systel Business Equipment Co. Inc. ("Vendor"). US Communities pricing has been utilized to support the Managed Print initiative and printing requirements at Agency within this Statement of Work.

Vendor's team (identified below) will meet all requirements specified herein

Eric Pritchard	Account Manager
Justin Helmer	Regional Service Manager
Kevin Hoverman	Regional Director of Sales
Michelle Shepard	Regional Director of Sales
Shane Jordan	Primary Assigned Service Technician
Chris Rankin	Secondary Assigned Service Technician

Agency will be assigned one primary technician to handle and resolve open issues on the devices offered under this contract on a priority basis as reported. Additional resources are available on an as needed basis and will be provided and coordinated through the Primary Assigned Technician and/or by the Service Manager.

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In order to fulfill the SOW appropriately, Vendor requests a space for storage of supplies and devices to be utilized as hot spares. Agency agrees to identify an area or areas to fulfill this request prior to finalizing the Statement of Work.

The Data Collection software utility may be installed to offer the following:

- One-stop meter collection for billing purposes.
- Identify service related issues remotely.
- Provide reporting utilities for monthly and quarterly usage information.

Current & Proposed Future Fleet Strategy

Agency currently has a fleet of Multi-Function and single function devices provided by vendor. The replacement solution offered herein will replace some aged equipment as specified in the below worksheet and maintain those that are serving the Agency well.

Vendor and Agency will verify placement prior to installation, departmentally as necessary. Installation will be scheduled at a time agreeable to both parties. Below is the Vendor solution proposed:

Existing Device and Location		Recommendation
Location	Ricoh Model	Replace/Move/Keep
Town of Nags Head Administration 37NH00		
Planning 2nd Fl	Ricoh C4503	Ricoh IM C4500 new
EC182	PB3160 Paper Bank	PB3280 Paper Bank
	BU3070 Bridge Unit	BU3090 Bridge Unit
	sr3150 Booklet Finisher	SR3270 Booklet Finisher
Admin Services (Hallway)	Ricoh C4503	Ricoh IM C4500 NEW
EC184	PB3160 Paper Bank	PB3280 Paper Bank
	BU3070 Bridge Unit	BU3090 Bridge Unit
	SR3140 Finisher	SR3260 Finisher
2nd Fl East Hallway	HP P3015dn	Keep
EC905		
Board of Commissioners	HP M425dn	Keep
EC150	Cabinet/Stand (generic)	
2nd Fl Reception	HP M425dn	HP M428fdn NEW
EC143	Cabinet/Stand (generic)	Use existing cabinet
Town Manager Rm 200	HP M602dn	Keep
EA582	Paper Tray	
	Envelope Feeder	
Town Managers Office	HP M402dn	Keep
EG004		
Carolyns Office Town Clerk	HP M401dne	Keep
EC902		
Admin services	Ricoh 4002sp (Fleet)	Ricoh C4503 (EC184) Move
DI749	Cabinet	
	Fax	
	BN3100	
Water Billing Rm 211	HP M401dne	HP M428fdn NEW
EC140		Use existing cabinet
HR - Director'Ofc	HP P1606dn	Keep
Town of Nags Head Police Dept 37TO05		
Room 101	Ricoh C4503	Ricoh IM C4500 NEW
EC183	PB3160 Paper Bank	PB3280 Paper Bank
	BU3070 Bridge Unit	BU3090 Bridge Unit
	SR3140 Finisher	SR3260 Finisher
CID	Ricoh C3001 (Fleet)	Ricoh C4503 (EC182) Move
EK511	cabinet	
Training	Ricoh 4002sp (Fleet)	Keep
DG114	cabinet	
	Fax	
	BN3100	

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Perry Hales Office	HP M401dne	Keep
EC141		
Police Chiefs Office	HP P1606	Keep
Town of Nags Head Fire Dept		
Dept 16 (37T002)	Ricoh 4054sp	Ricoh MP4055 NEW
EC192	PB3220 Paper bank	PB3220 Paper Bank
	BU3070 Bridge Unit	BU3070 Bridge Unit
	SR3140 Finisher	SR3210 Finisher
Dept 16 front desk	HP M451nw	Keep
EC912		
Dept 16	HP M525f (Fleet)	Keep
DV936		
Dept 21 (37T003)	HP M425dn	HP M428fdn NEW
EC142	Cabinet/Stand (generic)	Use existing cabinet
Town of Nags Head Public Works 37T004		
Front Office	Ricoh MP5002	Keep
EC174	PB3130 Paper Bank	
	SR3090 Finisher	
	BU3060 Bridge	
	HP M426fdn	Keep
Water Op- Front Office		
EM542 added 6/17		
Front Office Reception	HP M451nw	Keep
EC919		
Water - Nancy's Office	HP M425dn	HP M428fdn NEW
EC146	Cabinet/Stand (generic)	Use existing cabinet
David's Office	HP M476nw	Keep
EC145	Cabinet/Stand (generic)	
Karen's Office	HP P2035	Keep
EC921		
Director's Office	HP P2035	Keep
EC920		
Upstairs Office	HP M401dne	Keep
EC144		
Water - Garage Bay	HP M401dne	Keep
EC149		
Water Dept.	Ricoh C305spf (Fleet)	Keep
DM580	PB1050	
	Med Cabinet	
Town Of Nags Head Ocean Rescue 37T007		
Ocean Rescue	HP M425dn	Keep
EC148		

Cost Per Item per Device Type and Recommended Future State

Vendor will provide Agency with an all-inclusive cost per page printing solution, excluding paper. New devices, parts, labor, consumables like toner and staples, and maintenance are included. Devices that fail or do not perform to manufacturer specifications during the contracted term will be replaced with a device that has the same capabilities and is similar in speed, age, and condition or better. No additional cost or contract extension to term will be required when replacements are required for device failures.

Meters collection is imperative to this cost per page agreement, so we ask that Agency submit meter information on non-networked devices monthly or quarterly to assist in proper billing. Vendor will provide email or fax reminders when and if this is necessary per device.

60 Month cost per page:

Mono Cost Per Page .0281 Color Cost Per Page .062

In quarters where Black and White volume exceeds 70,500 total pages, .014 will be invoiced for excess pages above 70,500 for that quarter. Systel agrees to assess the volume every 6 months. Where possible, due to excessive print volume, Systel may offer a more competitive cost per copy.

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Temporary equipment will be supplied as necessary at the stated cost per page in the event of a disaster, there will be no delivery or pick up fee when this is required.

Device relocations to new buildings requiring a Vendor Vehicle to transport may be invoiced at a rate of \$79.00 per device. There will be no charge for device relocations where it is in the best interest of the Agency to move the device to an area where it may create efficiencies.

End of Life/Failure/Replacement Device Requirements

Upon request, all devices equipped with hard drives, placed as part of this agreement will be erased using factory procedures by trained Vendor Representatives. Alternatively, for a fee of \$200 per hard drive, Vendor will remove the hard drive and turn it over to Agency for disposal when required. Upon request, Vendor will provide Agency a certificate to prove that all hard drives have been wiped to include serial number of each device.

Section VI. Agency Requirements

1.0 Term of the Statement of Work

1.1 Effective Date

This contract is effective **June 30, 2020**, or the date the Agency obtains all required signatures.

1.2 Expiration Date

Contract expires **60 months** from the above effective date, or until obligations have been satisfactorily fulfilled, whichever is first. The contract expiration date is **July 1, 2025**. The agency may extend the term of the contract to month-to-month once the initial term has expired.

2.0 Vendor's Duties

The Vendor, will perform all duties as specified in Section III.

3.0 Vendor's Project Manager and Authorized Representative:

Name, Title	Eric Pritchard
Address	2801 Croatan Hwy, Kill Devil Hills NC 27949
Phone	252-489-8511
Email	eric.pritchard@systeloa.com

4.0 Agency's Project Manager - Agency's Project Manager for this SOW:

Name, Title	Amy Miller, Finance Director
Address	
Phone	252-449-2020
Email	Amy.miller@nagsheadnc.gov

Agency's Project Manager, or his/her successor, will sign progress reports, review billing statements, make recommendations to Agency's Authorized Representative for acceptance or rejection of Vendor's goods or services and make recommendations to Agency's Authorized Representative for certification of payment of each Invoice submitted by Vendor.

5.0 Agency's Authorized Representative for this Work Order Contract will be:

Agency's Authorized Representative or his/her successor, will monitor Vendor's performance and has the authority to accept or reject the services provided under this SOW.

Name, Title	Amy Miller, Finance Director
Address	
Phone	252-449-2020
Email	Amy.miller@nagsheadnc.gov

6.0 Payment:

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Invoices: Agency will promptly pay the Vendor after the Vendor presents an itemized invoice for the services actually performed in an excel format by device. Each device will be assigned a departmental code, provided by Agency.

Quarterly or Monthly Billing will be based on actual print volume and be billed in arrears at the all-inclusive cost per page specified in this Statement of Work. Meters will not be estimated. Vendor will contact the Agency Purchasing Agent for missing reads prior to each billing cycle.

Notwithstanding any provision in this Agreement to the contrary, Vendor and the Agency agree that in the event that the Agency has not appropriated sufficient funds for the services provided under this Agreement, Agency shall have the right to return the equipment to Vendor (at Vendor's expense, to a destination that Vendor directs, in good working condition less normal wear and tear); and cancel this Agreement by notice to such effect-

In the event of breach of this Agreement by Vendor, Agency may terminate this Agreement for cause. Vendor requires thirty (30) days written notice for termination with cause. Termination notice must be submitted in writing to Janene Aul at PO Box 35910, Fayetteville, NC 28303.

Vendor will be the exclusive provider and servicer of multi-function equipment for Agency for the contracted term herein. The agency agrees that all equipment placed by Vendor will remain in normal business use for the full term of the contract. Agency will not enter into agreements for multi-function devices outside of this agreement with any other company besides Vendor for the term. Vendor will work with the agency to add devices based upon departmental needs analysis as new requirements arise during the term of the agreement.

This Agreement does not cover physical damage from misuse, abuse, natural disasters, fire, theft, water or spillage of any liquid or from damage of clips, staples, or other foreign objects.

7.0 Agency Locations:

Agency Locations to be covered under the Work Order are as follows:

Town of Nags Head

Signature

Printed Name

Title

Date

Systel Business Equipment Co., Inc.



Signature

J. Michelle Shepard

Printed Name

Regional Director of Sales

Title

June 10, 2020

Date