



**STATE OF MISSOURI
OFFICE OF ADMINISTRATION
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT**

NOTIFICATION OF STATEWIDE CONTRACT

August 12, 2015

CONTRACT TITLE: COPIER-BASED MULTIFUNCTIONAL EQUIPMENT

CURRENT CONTRACT PERIOD: July 1, 2015 through June 30, 2016

BUYER INFORMATION: PAUL LINHARDT
573-751-4578 phone
573-526-9818 fax
Paul.Linhardt@oa.mo.gov

| RENEWAL INFORMATION | Original Contract Period | Total Renewal Options (Lease & Maintenance/Supplies only) | Potential Final Expiration |
|---------------------|--------------------------|--|----------------------------|
| | 07/01/10 – 06/30/13 | 3 | 06/30/16 |

ALL PURCHASES MADE UNDER THIS CONTRACT MUST BE FOR **PUBLIC USE ONLY**.
PURCHASES FOR PERSONAL USE BY PUBLIC EMPLOYEES OR OFFICIALS ARE PROHIBITED.

THE USE OF THIS CONTRACT IS **MANDATORY** FOR THE MAINTENANCE OF DEVICES PURCHASED AND LEASED AND CONTINUING LEASE PAYMENTS BY ALL STATE AGENCIES THROUGH THIS CONTRACT.

Local Purchase Authority shall not be used to purchase supplies/services included in this contract unless specifically allowed by the contract terms.

Instructions for use of the contract, specifications, requirements, and pricing are attached.

| CONTRACT NUMBER | VENDOR NUMBER | VENDOR INFORMATION | MBE/WBE | Coop Procurement |
|-------------------|---------------|--|---------|------------------|
| C210038001 | 2303344000 K | <p>Order Address: Ricoh USA, Inc. Attn: David Johnson 1401 Forum Blvd. Columbia, MO 65203</p> <p>Contact Person: David Johnson Phone: (573) 356-5173 Fax: (573) 446-4777 Email: david.d.johnson@ricoh-usa.com (Ricoh USA, Inc./A Division of Ricoh Corp.)</p> | NO | NO |

STATEWIDE CONTRACT HISTORY

The following summarizes actions related to this Notification of Statewide Contract since its initial issuance. Any and all revisions have been incorporated into the attached document.

| Contract Period | Issue Date | Summary of Changes |
|----------------------------|-----------------|--|
| 07/01/15 – 06/30/16 | 08/12/15 | ◆ Contract Period corrected |
| 07/01/14 – 06/30/15 | 06/12/15 | ◆ Contract renewed for ongoing maintenance and continued lease payments only |
| 07/01/14 – 06/30/15 | 07/01/14 | ◆ Contract renewed for ongoing maintenance and continued lease payments only |
| 06/30/13-07/01/14 | 5/28/13 | ◆ Contract renewed for on-going maintenance and continuing lease payments only |
| 07/01/10 – 06/30/13 | 03/28/13 | ◆ Updated Band 3 Copier Stand/Cabinet purchase price |
| 07/01/10 – 06/30/13 | 02/08/13 | ◆ Corrected the lease price for the MP5002SP to reflect the inclusion of the items referenced in the previous revision. |
| 07/01/10 – 06/30/13 | 12/20/12 | ◆ Ricoh MP6001SP has been replaced with the Ricoh MP6002SP ◆ Bundled the duplex document feeder, encryption units, and data overwrite security systems with the base machine to be aligned with Ricoh’s bundled base equipment. |
| 07/01/10 – 06/30/13 | 11/15/12 | ◆ Updated Equipment Maintenance Management Program information included in background |
| 07/01/10 – 06/30/13 | 07/31/12 | ◆ DPMM buyer information updated |
| 07/01/10 – 06/30/13 | 07/03/12 | ◆ DPMM buyer information updated |
| 07/01/10 – 06/30/13 | 5/22/12 | ◆ DPMM buyer information revised |
| 07/01/10 – 06/30/13 | 04/27/12 | ◆ Contractor name changed from IKON Office Solutions to Ricoh USA, Inc. |
| 07/1/10 – 06/30/13 | 04/10/12 | ◆ Ricoh MP4001SP has been replaced with the Ricoh MP4002SP ◆ Ricoh MP5001SP has been replaced with the Ricoh MP5002SP |
| 07/1/10 – 06/30/13 | 12/22/11 | ◆ Ricoh MP2851SP has been replaced with the Ricoh MP2852SP ◆ Ricoh MP3351SP has been replaced with the Ricoh MP3352SP |
| 07/1/10 – 06/30/13 | 12/13/11 | ◆ Added Section 21 regarding the ordering of copiers to be connected to the state’s network |
| 07/1/10 – 06/30/13 | 08/03/11 | ◆ Authorized IKON to separately invoice state agency for the machine price and warranty price for Option B, Outright Purchase only |
| 07/1/10 – 06/30/13 | 04/25/11 | ◆ Ricoh MP171SPF has been replaced with the Ricoh MP201SPF |
| 07/1/10 – 06/30/13 | 08/17/10 | ◆ Contract Assigned to IKON Office Solutions |
| 07/1/10 – 06/30/13 | 07/21/10 | ◆ Initial issuance of new statewide contract. |

GENERAL INFORMATION AND REQUIREMENTS

1. **BACKGROUND:**

This contract provides for the on-going maintenance and copier-based multifunctional devices outright purchased and for those acquired via three-year fair market value lease and for continuing lease payments. Copier-based multifunctional equipment placements acquired via lease will be renewed based upon the applicable term selected by the ordering agency. Upon expiration of the lease period, Ricoh USA, Inc. will remove the equipment at the agency's request. The agency will not be responsible for further lease payments should Ricoh USA, Inc. fail to remove the equipment by the specified removal period. No cancellation, termination or other such fees will be applied after the chosen lease period is exhausted. In the event the agency desires to continue with the lease beyond the commitment period, the agency will submit such request in writing to Ricoh USA, Inc..

The contract includes three (3) one-year renewals for accommodating ongoing 3-year fair market value lease placements and maintenance/supplies agreements through June 30, 2016.

This contract shall not supersede existing contracts for ongoing lease agreements. All copiers that are currently under a lease program shall continue to be covered by maintenance under existing contracts/agreements.

Contract C213007001-Equipment Maintenance Management Program with Specialty Underwriters is an alternative available to agencies for procuring maintenance for copiers. (Contract C213007001 allows an allotment for supplies and does not apply to leases). Please refer to the statewide notice (C213007001) for more information.

2. **SAM II ORDER INFORMATION:**

Agencies must process maintenance services order through the contract, but do not have to encumber the funds in advance. SAMII data information **must include the following:**

- A. PA (Contract) Number
- B. Vendor Number
- C. PA (Contract) Line Item Number
- D. Custom text including product description (brand, model, serial number, etc..) and all accessories purchased
- E. Quantity
- F. Unit Cost
- G. Responsible Person (Agency Contact) and Phone Number

3. **OWNED EQUIPMENT TRADE-IN REQUIREMENT:**

Ricoh USA, Inc. will allow the state agencies to trade-in existing owned copier equipment as part of a new copier-based multifunctional equipment purchase or lease agreement under the contract. The value for the trade-in will be negotiated by Ricoh USA, Inc. and the state agency at the time of the transaction and may not include any disposal or shipping fees.

4. **ORDER PLACEMENT AND ACCEPTANCE:**

Ricoh USA, Inc. will not substitute any item(s) that has (have) been awarded to Ricoh USA, Inc. without the prior written approval of the Division of Purchasing and Materials Management.

No equipment, supplies, and/or services received by an agency of the state pursuant to a contract shall be deemed accepted until the agency has had reasonable opportunity to inspect said equipment, supplies, and/or services.

Ricoh USA, Inc. will be responsible for replacing any item received in damaged condition at no cost to the State of Missouri. This includes all shipping costs for returning non-functional items to Ricoh USA, Inc. for replacement.

All equipment, supplies, and/or services which do not comply with the specifications and/or requirements or which are otherwise unacceptable or defective may be rejected. In addition, all equipment, supplies, and/or services which are discovered to be defective or which do not conform to any warranty of Ricoh USA, Inc. upon inspection (or at any later time if the defects contained were not reasonably ascertainable upon the initial inspection or if equipment other than that covered by the contract has been delivered) may be rejected.

The State of Missouri reserves the right to return any such rejected shipment at Ricoh USA, Inc.'s expense for full credit or replacement and to specify a reasonable date by which replacements must be received. Ricoh USA, Inc. shall be responsible for all shipping costs involved in returning non-compliant or non-functional items to Ricoh USA, Inc. for credit or replacement.

The State of Missouri's right to reject any unacceptable equipment, supplies, and/or services shall not exclude any other legal, equitable or contractual remedies the state may have.

The State of Missouri assumes no obligation for equipment, supplies, and/or services shipped or provided in excess of the quantity ordered. Any unauthorized quantity is subject to the state's rejection and shall be returned at Ricoh USA, Inc.'s expense.

Ricoh USA, Inc. must supply the user documentation/operating manuals necessary to install, operate and maintain the products provided.

Ricoh USA, Inc. must provide all maintenance and support, including supplies, at no additional cost to the State of Missouri.

5. MAINTENANCE:

Statewide on-site maintenance/service support will be provided with an average response time of four (4) hours.

Service calls may be placed to central dispatch at (888) 456-6457, www.myricoh.com, or by contacting Dave Johnson via the contact information listed above.

Ricoh USA, Inc.' on-site maintenance shall include preventive maintenance calls and all remedial service calls required by the using agencies and found to be necessary by the service representative to maintain the equipment in optimum operating condition.

Each remedial service call shall include a complete inspection, essential cleaning, lubrication, replacement of worn or broken parts, and mechanical adjustments to accommodate for new parts or to compensate for wear.

On-site maintenance will include all labor, mileage, travel time, and all parts including rollers and drums necessary to maintain said equipment in optimum operating condition.

For situations which require an extended repair time (exceeding two (2) business days), Ricoh USA, Inc. shall provide a loaner of similar make and model at no additional cost for copiers within two (2) days of the determination of situation. Alternatively, the invoice for fair market-value leases or maintenance will be reduced one-thirtieth (1/30th) of the monthly base charge, based on the monthly copy allowance, for each day the copier is not fully operational and fully configured and there is no fully operational comparable loaner at the agency location.

Copy charges arising from either Ricoh USA, Inc.' service calls, or copies which are unusable due to poor copy quality will not be the responsibility of the state. Agencies are to give unusable copies to the service technician to be given copy credits.

An electronic service log shall be maintained by Ricoh USA, Inc. for each copier. Ricoh USA, Inc. shall initiate the service log by recording make, model and installation date. The service technician shall complete entries in the log each time service is requested, listing response time, cause of reasonable downtime, and time for repairs.

Should the cause of the service call be mutually agreed to be an operator error, misuse or abuse, downtime will not be a factor in determining unsatisfactory performance.

On-site maintenance will include all supplies (except paper and staples on units that include a stapler option).

6. MAINTENANCE CANCELLATION:

Maintenance and supply costs (except paper and staples) including overage are as listed in the attached pricing tables. Maintenance agreements may be cancelled with thirty (30) days written notice to Ricoh USA, Inc.. The agency shall send to Ricoh USA, Inc. a written notice of cancellation referencing the copier-based multifunctional equipment's model, serial number, location, and contract number.

7. EQUIPMENT UPTIME:

Ricoh USA, Inc. will maintain equipment purchased through this contract so as to provide for a minimum of 90% operational uptime on a monthly basis and an average of no more than seven (7) service calls per month. Copier-based multifunctional equipment downtime begins at the time a call for maintenance is placed to Ricoh USA, Inc. and ends when the key operator or designee is satisfied that the copier-based multifunctional equipment has been restored to full working order.

Operational Uptime will be computed as follows:

Actual number of state agency work days in a given month multiplied by nine (9) hours per day = Total # of Work Hours

Total # of Work Hours minus Copier-based multifunctional equipment Downtime = Copier-based multifunctional equipment Use Hours

Number of Copier-based multifunctional equipment Use Hours divided by the Total # of Work Hours x 100 = % Operational Uptime

EXAMPLE:

22 Days x 9 Hours/Day = 198 (Total # Work Hours)

198 - 9.9 (Copier-based multifunctional equipment Downtime) = 188.1 (Copier-based multifunctional equipment Use Hours)

188.1/198 x 100 = 95 % Operational Uptime

If copier-based multifunctional equipment purchased through this contract fails to meet the 90% uptime requirement for two (2) consecutive months, Ricoh USA, Inc. will be required to replace the copier-based multifunctional equipment with a copier-based multifunctional equipment of the same model with the same features and no more metered copies than the current copier-based multifunctional equipment.

The state will give written notification of all situations of nonperformance and shall require each situation to be rectified in no more than thirty (30) days. In the event the situation is not completely rectified in that time period, the state will reserve the right to cancel any agreements relating to that particular placement, whether for outright purchase or rental. After three such cancellations in a twelve (12) month period, the state will reserve the right to cancel the contract in its entirety.

In the event that a unit less than one year old requires ongoing and repetitive repairs over the course of three (3) consecutive months and the problems are not related to agency overuse or misuse, Ricoh USA, Inc. shall be required to either 1) credit the state agency(s) the full purchase price, 2) refund the purchase amount to the State of Missouri, or 3) replace the unit with a machine with less than or equal to the page count to the machine that was replaced and with equal to or better features and capabilities. The using agency shall have final approval of which of the above remedies are implemented. In order for the state agency's copier-based multifunction

equipment to be eligible for the above mentioned remedies the state agency's equipment must utilize Ricoh USA, Inc.' monthly maintenance program from the time the equipment was implemented.

8. MONTHLY METER READING SUBMISSION:

If utilizing the cost per copy maintenance agreement, the state agency must report the monthly meter readings to Ricoh USA, Inc.. Ricoh USA, Inc. will provide each agency with meter cards (or other mutually agreed to method) for each copier-based multifunctional equipment installed. Agencies must complete the cards and mail per instructions provided by Ricoh USA, Inc. or mutually agree to one of the below options:

An agency may submit copier-based multifunctional equipment meter readings to Ricoh via the Internet. To register for this service go to www.myricoh.com and follow the simple set of instructions. Your RICOH service technician can supply the agency with the agency's registration number (it is his/her RICOH Technician number). After an agency has registered, the agency will be prompted every month by email to submit the meter read and a one touch URL to link to the site.

NOTE: Failure to send meter readings could result in your agency being invoiced at the maximum amount of copies for the respective volume group.

9. TECHNICAL SUPPORT:

Maintenance (e.g. upgrades/new releases) and technical support, including ongoing telephone support, problem determination, and resolution will be provided for all software.

Technical support will be provided Monday - Friday, 8-5 central time, excluding state holidays.

Electronic support will be provided twenty-four (24) hours per day, seven (7) days per week. Electronic support includes the ability to report problems to the vendor on-line, the ability to browse a database containing problems and technical questions, and the ability to order fixes electronically.

On-site software support will be provided.

10. TRAINING:

Additional training sessions will be provided to the state agency at no additional charge if the copier-based multifunction equipment has multiple users.

11. SUPPLIES:

To order supplies call (888) 456-6457, www.myricoh.com, or contact Dave Johnson via the contact information listed above. Supplies are shipped within forty-eight (48) hours of receiving a request from the state agency.

All supplies provided shall produce acceptable quality copies within the recommended machine setting of the copier-based multifunctional equipment manufacturer.

Supplies may be a brand other than the equipment; however Ricoh USA, Inc. will be responsible for the performance and compatibility of those supplies.

Ricoh USA, Inc. will monitor usage so as to anticipate the need for supplies and deliver supplies without requiring the state agency to notify Ricoh USA, Inc. that supplies are needed.

12. INVOICES:

Payment for all equipment, supplies, and/or services required herein shall be made in arrears only.

The statewide financial management system has been designed to capture certain receipt and payment information. Therefore, each invoice submitted shall reference the purchase order number and shall be itemized in accordance with items listed on the purchase order.

All invoices shall bear the official contract number assigned by the Division of Purchasing and Materials Management, and reference the model number, serial number, copy usage, unit and extended price, and agency name and location.

Ricoh USA, Inc. will provide one master statewide account number with unique agency- or University of Missouri System- specific identifiers.

All invoices for equipment, supplies, and/or services purchased by the State of Missouri will be subject to late payment charges as provided in Section 34.055 RSMo.

There shall be no more than one billing per calendar month for maintenance and bills for more or less than thirty days shall have the monthly copy allowance prorated. Invoices shall only charge for any given calendar day one time. Ricoh USA, Inc. may use longer billing cycles, such as sixty (60) or ninety (90) days, but the monthly copy allowance and actual usage shall be prorated accordingly.

Ricoh USA, Inc. may invoice for the maximum amount of copies for the respective volume range if a state agency fails to follow the method as instructed. However, excess charges shall be credited when meter readings are received.

13. TITLE REQUIREMENTS:

Title to any leased equipment required by the contract shall be held by and vested in Ricoh USA, Inc.. The State of Missouri shall not be liable in the event of loss, incident, destruction, theft, damage, etc., for the leased equipment including, but not limited to, equipment, wires, software, technical literature, etc. It shall be Ricoh USA, Inc.' sole responsibility to obtain insurance coverage for such loss in an amount that Ricoh USA, Inc. deems appropriate.

14. INFORMATION TO INCLUDE ON PURCHASE ORDER:

The following information needs to be included on purchase orders submitted for maintenance so Ricoh USA, Inc. can bill and collect meter readings correctly.

State of MO Contract number

Copier make

Copier model

Ricoh Equipment ID Number or the Manufacturer Ser No

Time Period the PO covers (July 1, 2010 thru June 30, 2011....as an example)

Monthly payment and monthly copy allowance

Bill to Address

Ship to address....Copier address location, i.e., Dept and/or Div, Street Address, Room No., City, State, Zip

Key Operator name for meter readings

Key Operator fax number

Key Operator phone number

15. CONTRACT AWARDS FOR FAIR MARKET VALUE LEASE AND OUTRIGHT PURCHASE:

Awards have been made for each of the following categories:

| <u>BAND:</u> | <u>SPEED</u> | <u>BRAND/MODEL</u> |
|---------------------|---------------------|--|
| 1 | 17 | Ricoh MP201SPF – maintenance and lease payments only, no new acquisitions Ricoh MP171SPF – maintenance and lease payments only, no new acquisitions |
| 2 | 28 | Ricoh MP2852SP – maintenance and lease payments only, no new acquisitions Ricoh MP2851SP- maintenance and lease payments only, no new acquisitions |
| 3 | 33 | Ricoh MP3352SP – maintenance and lease payments only, no new acquisitions Ricoh MP3351SP – maintenance and lease payments only, no new acquisitions |
| 4 | 40 | Ricoh MP4002SP – maintenance and lease payments only, no new acquisitions Ricoh MP4001SP– maintenance and lease payments only, no new acquisitions |
| 5 | 50 | Ricoh MP5002SP – maintenance and lease payments only, no new acquisitions Ricoh MP5001SP– maintenance and lease payments only, no new acquisitions |
| 6 | 60 | Ricoh MP6002SP – maintenance and lease payments only, no new acquisitions Ricoh MP6001SP– maintenance and lease payments only, no new acquisitions |

20. MAINTENANCE/SUPPLIES PRICING OPTIONS:

There are two different options for maintenance and supplies (except paper and staples): 1) itemized usage-based monthly payments and 2) all-inclusive unlimited maintenance/supplies for a 36-month period.

- a. Option A, Itemized Monthly Maintenance/Supplies: Under Option A, Ricoh USA, Inc.’ maintenance/supplies pricing are itemized separately from the acquisition pricing (i.e. outright purchase and fair market value lease) of the equipment and must be stated as monthly pricing that shall be paid in arrears. This option is intended to accommodate those state agencies wishing to evenly distribute their copier maintenance/supplies expense over time.
- b. Option B, All-Inclusive Maintenance/Supplies Pricing: Under Option B, Ricoh USA, Inc.’ outright purchase and fair market value lease pricing for equipment must include all maintenance/supplies costs for 36-months. This option is intended to accommodate those state agencies wishing to eliminate recurring maintenance/supplies payments.

21. ORDERING COPIERS TO BE CONNECTED TO THE STATE’S NETWORK:

Consolidated state agencies must coordinate with Jill Drennen with OA/ITSD before purchasing a copier that will be connected to the state’s network for printing and/or scanning functionality. All copiers on contract include the ability to print and scan, so it is at the state agency must determine whether they intent to utilize these functions before ordering the copier and coordinate with Ms. Drennen accordingly. Jill can be reached at (573) 751-5125 or jill.drennen@oa.mo.gov.

MAINTENANCE PRICING FOR PURCHASED MACHINES

| | | All Pricing Below Must Be Firm, Fixed for the Duration of the Initial Contract Period | | | | | |
|--|--|---|----------|----------|----------|----------|----------|
| | | Bands | | | | | |
| Category | Sub-categories | Band 1 | Band 2 | Band 3 | Band 4 | Band 5 | Band 6 |
| General - The offeror must indicate the make, model number, and rated copies per minute for each copier they propose. | Monthly Copies | 2,500 | 7,500 | 15,000 | 25,000 | 35,000 | 50,000 |
| | Rated Copies per Minute | 17 | 28 | 33 | 40 | 50 | 60 |
| | Make | Ricoh | Ricoh | Ricoh | Ricoh | Ricoh | Ricoh |
| | Model # | MP201SPF | MP2852SP | MP3352SP | MP4002SP | MP5002SP | MP6002SP |
| CPC Maintenance (No Minimum)¹ | Maintenance (CPC) - \$/copy | 0.0047 | 0.0044 | 0.0044 | 0.0044 | 0.0044 | 0.0029 |
| Maintenance (Multiple Copy Allowance Levels)¹ | Minimum Allowance Low (copies/month) | 1,000 | 5,000 | 10,000 | 20,000 | 25,000 | 40,000 |
| | Minimum Allowance Middle (copies/month) | 2,500 | 7,500 | 15,000 | 30,000 | 35,000 | 50,000 |
| | Minimum Allowance High (copies/month) | 5,000 | 10,000 | 20,000 | 40,000 | 45,000 | 60,000 |
| | Minimum Allowance Low CPC -\$/copy including overages | 0.0045 | 0.0038 | 0.0031 | 0.0024 | 0.0024 | 0.0015 |
| | Minimum Allowance Middle CPC -\$/copy including overages | 0.0018 | 0.0026 | 0.0021 | 0.0016 | 0.0017 | 0.0012 |
| | Minimum Allowance High CPC -\$/copy including overages | 0.0009 | 0.0019 | 0.0015 | 0.0012 | 0.0013 | 0.001 |

Note: 1 - Includes all parts and supplies, except paper and staple

Note: 2 - If a committed volume band for maintenance is selected, other than the CPC Usage Only option, no meter readings will be needed and no overage will be billed. Ricoh will just bill the flat base rate

MAINTENANCE PRICING FOR LEASED MACHINES

| | | All Pricing Below Must Be Firm, Fixed for the Duration of the Initial Contract Period | | | | | |
|--|--|---|----------|----------|----------|----------|----------|
| | | Bands | | | | | |
| Category | Sub-categories | Band 1 | Band 2 | Band 3 | Band 4 | Band 5 | Band 6 |
| General - The offeror must indicate the make, model number, and rated copies per minute for each copier they propose. | Monthly Copies | 2,500 | 7,500 | 15,000 | 25,000 | 35,000 | 50,000 |
| | Minimum Copies per Minute | 15 | 20 | 30 | 40 | 50 | 60 |
| | Make | Ricoh | Ricoh | Ricoh | Ricoh | Ricoh | Ricoh |
| | Model # | MP201SPF | MP2852SP | MP3352SP | MP4002SP | MP5002SP | MP6002SP |
| CPC Maintenance (No Minimum)¹ | Maintenance (CPC) - \$/copy | 0.0047 | 0.0044 | 0.0044 | 0.0044 | 0.0044 | 0.0029 |
| Maintenance (Multiple Copy Allowance Levels)¹ | Minimum Allowance Low (copies/month) | 1,000 | 5,000 | 10,000 | 20,000 | 25,000 | 40,000 |
| | Minimum Allowance Middle (copies/month) | 2,500 | 7,500 | 15,000 | 30,000 | 35,000 | 50,000 |
| | Minimum Allowance High (copies/month) | 5,000 | 10,000 | 20,000 | 40,000 | 45,000 | 60,000 |
| | Minimum Allowance Low CPC -\$/copy including overages | 0.0045 | 0.0038 | 0.0031 | 0.0024 | 0.0024 | 0.0015 |
| | Minimum Allowance Middle CPC -\$/copy including overages | 0.0018 | 0.0026 | 0.0021 | 0.0016 | 0.0017 | 0.0012 |
| | Minimum Allowance High CPC -\$/copy including overages | 0.0009 | 0.0019 | 0.0015 | 0.0012 | 0.0013 | 0.001 |

Note: 1 - Includes all parts and supplies, except paper and staple

Note: 2 - If a committed volume band for maintenance is selected, other than the CPC Usage Only option, no meter readings will be needed and no overage will be billed. Ricoh will just bill the flat base rate