



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

NOTIFICATION OF STATEWIDE CONTRACT

April 19, 2013

CONTRACT TITLE: XEROX MAINTENANCE & SUPPLIES FOR STATE-OWNED COPIERS

CURRENT CONTRACT PERIOD: JULY 1, 2012 THROUGH JUNE 30, 2013

BUYER INFORMATION: BRENT DIXON
573-751-4903 phone
573-526-9818 fax
Brent.dixon@oa.mo.gov

RENEWAL INFORMATION	Original Contract Period	Potential Final Expiration
	July 1, 2010 through June 30, 2011	June 30, 2014

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 NOT MANDATORY.

This contract has been established for the convenience of state agencies. Local Purchase Authority may be used to purchase supplies/services included in this contract from an alternative source at the discretion of the agency.

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

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROCUREMENT
C210083001	1604680200 T	Xerox Corporation 520 Maryville Centre Drive, Suite 410 St. Louis, MO 63141 Contact Person: Damon Wallace Telephone 314-542-8434 Facsimile 314-542-8456 Email: Damon.Wallace@Xerox.com	NO	YES

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
07/01/12 – 06/30/13	04/19/13	Updated Xerox contact information
07/01/12 – 06/30/13	11/15/12	Updated Equipment Maintenance Management Program information included in background
07/01/12 – 06/30/13	10/31/12	Contract renewal through June 30, 2013. Pricing page updated. Xerox 5090, 5352, 5855, 5365, 5390, 5690, and 5900 went end of life for support services and have been removed from the contract.
07/01/11 – 06/30/12	07/09/12	Amendment to add maintenance/supplies for Xerox CopyCentre C35 copier & revised DPMM buyer information.
07/01/11 – 06/30/12	05/22/12	DPMM buyer information revised
07/01/11 – 06/30/12	08/04/11	First renewal of contract executed.
07/01/10 – 06/30/11	07/12/10	Initial issuance of new statewide contract.

GENERAL INFORMATION AND REQUIREMENTS

1. BACKGROUND:

- 1.1 This contract provides maintenance and supplies at a firm, fixed monthly minimum copy allowance for the minimum number of copies allowed per month and also provides for a cost per copy over monthly minimum copy allowance. The contract also provides time and materials maintenance for copiers that are no longer available for monthly maintenance.
- 1.2 The contract allows the state and cooperative purchasing agencies to acquire on-site maintenance and supplies for all existing state owned copiers purchased through previous contracts.
 - a. This contract shall not supersede existing contracts for ongoing lease with purchase options. All copiers that are under a lease purchase program shall continue to be covered by maintenance under existing contracts.
- 1.3 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. ORDERING:

- 2.1 Agencies may use either PGQ or SC for placing orders from this contract. The following information needs to be included on purchase orders submitted for maintenance so the contractor can bill and collect meter readings correctly.

State of MO Contract number

Contractor Vendor Number

Copier make

Copier model

Manufacturer Equipment ID Number or the Manufacturer Ser No

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

Quantity

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

- 2.2 This information will allow us to set the copier up properly in the system to bill the correct amount to the correct address, inform the service tech of the location of the machine when service is needed, and give us ample information to collect the monthly meter reading.

3. CANCELLATION:

- 3.1 Maintenance agreements may be canceled with thirty (30) days written notice to the contractor at no additional cost to the State of Missouri. The agency shall send to the contractor a written notice of cancellation referencing the copier model, serial number, location, and contract number.

4. MAINTENANCE TERMS:

- 4.1 The contractor shall provide statewide on-site maintenance/service support for all makes/models of copiers accepted under contract.

- 4.2 The contractor must be a manufacturer-authorized service representative for each of the makes/models accepted under contract.
- 4.3 The contractor's on-site maintenance shall include preventive maintenance calls and all remedial service calls required by the using state agencies and found to be necessary by the service representative in order to maintain the equipment in optimum operating condition.
- a. The contractor's on-site maintenance shall include all labor, mileage, travel time, and parts, including rollers and drums necessary to maintain equipment in optimum operating condition.
 - b. Each regularly scheduled preventive maintenance 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.
- a. The contractor shall have a technician onsite to perform any necessary repairs within twenty-four (24) working hours after notification by the state agency (during work week).
- b. The contractor's on-site maintenance shall include all supplies except paper, staples, and staple wire.
- 1) The supplies may be a brand other than the equipment, but the contractor shall be responsible for the performance and compatibility of the supplies.
 - 2) Supplies shall be delivered within fourteen (14) days of state agency notification by phone or in writing.
 - 3) The contractor should monitor usage so as to anticipate the need for supplies and deliver supplies without requiring the state agency to notify the contractor that supplies are needed.
- 4.4 The state shall not pay for copy charges arising from either the contractor's service calls, or copies which are unusable due to poor copy quality. Agencies shall give unusable copies to the service technician to be granted copy credits.
- 4.5 The contractor shall maintain a service log for each copier. The service log shall be kept with the respective copier and the service technician shall update the log with each service call with the date, meter reading, description of problem, and a list of parts replaced.
- 4.6 The contractor must provide maintenance (including upgrades/new releases) and technical support for all copier software, including ongoing telephone support, problem determination, and resolution.
- a. The contractor must provide technical support Monday - Friday, 8:00 a.m. to 5:00 p.m. central time, excluding state holidays.
 - b. It is highly desirable that the contractor provide a toll free telephone number for support.
- 4.7 Copiers which are not currently covered by a similar type maintenance agreement by a manufacturer-authorized service dealer for a period of more than thirty (30) days, are subject to inspection by the contractor before being brought under this contract. Applicable costs for bringing the copiers up to maintenance agreement standards shall be the responsibility of the using agency.
- 4.8 The contractor shall notify the Division of Purchasing and Materials Management of any change of administration contact or service representation (e.g. change in organization responsible for service). Such notification should be received by Division of Purchasing and Materials Management prior to the change taking place and should be received no later than five (5) working days of the change of service.
- 4.9 Single Point of Contact: The contractor must function as the single point of contact for the state, regardless of any subcontract arrangements for all products and services. This shall include assuming responsibility and liabilities for all problems relating to all hardware, software and services provided.

5. INVOICING REQUIREMENTS:

- 5.1 All invoices must bear the state's contract number, and reference the model number, serial number, copy usage, unit and extended price, billing period, and agency name and location.
- 5.2 The state agencies shall commit in advance to the monthly minimums specified on the Pricing Pages, thus creating a minimum monthly payment amount. If the state agency's usage exceeds their monthly minimum copy allowance, the contractor shall bill the state agency for their monthly minimum copy allowance price including the cost per copy pricing for each copy which exceeds their monthly minimum copy allowance.
- 5.3 There shall be no more than one billing per calendar month and bills for more or less than thirty (30) days shall have the monthly copy allowance prorated. Any given calendar day shall only be billed one (1) time. Contractors may use longer billing cycles, such as sixty (60) or ninety (90) days, but the monthly copy allowance and actual usage must be prorated accordingly.
- 5.4 The contractor shall provide each agency with meter cards for each copier as necessary. Agencies shall complete the cards and mail per instructions provided by the contractor.

6. PAYMENT IN ARREARS:

All payments shall be made in arrears only.

MAINTENANCE/SUPPLIES FOR STATE-OWNED EQUIPMENT

The following is pricing for maintenance and supplies of existing state owned equipment. The Monthly Copy Allowance is the minimum volume billed each month. The state agency must select a Monthly Copy Allowance Plan. An example is as follows: for the Xerox 5028, the state agency may select a Monthly Copy Allowance of 500 copies per month. The state agency shall pay for a minimum of 500 copies per month at \$24.20. All copies over 500 are billed at \$0.0484/copy. The state agency should select a Monthly Copy Allowance based on actual monthly usage.

MONTHLY MAINTENANCE ALLOWANCES – XEROX COPIERS			
Manufacturer/Model	Monthly Minimum Copy Allowance	Firm, Fixed Price Monthly Minimum Copy Allowance	Cost Per Copy Over Monthly Minimum Copy Allowance
Xerox 5028	500	\$22.00	\$0.044
	1,500	\$66.00	\$0.044
	2,500	\$110.00	\$0.044
Xerox 5034ZTA	2500	\$82.50	\$0.035
Xerox 5830	10,000	\$150.00	\$0.015
	20,000	\$100.00	\$0.005
Xerox CopyCentre C35	4,000	\$81.00	\$.0217

TIME AND MATERIALS RATES – XEROX COPIERS

The bidder must state time and materials rates for the coverage identified below for equipment.

Description	Quantity	Unit of Measure	Firm, Fixed Hourly Rate	Firm, Fixed Travel Charge
8:00 a.m. to 5:00 p.m., Monday –Friday	1	Hour	\$69.00	\$377 (Low end products includes first 30 minutes) \$699 (high end products includes first 30 minutes)
Outside Weekly Coverage Hours	1	Hour	\$117.00	\$377 (Low end products includes first 30 minutes) \$699 (high end products includes first 30 minutes)
Weekends and Holidays	1	Hour	\$145.00	\$377 (Low end products includes first 30 minutes) \$699 (high end products includes first 30 minutes)
Description	Quantity	Unit of Measure	Firm, Fixed Discount	
Discount From List Price For Parts	1	Percent	0%	