



Submit by Email

Print Form

Lucas County Information Services Checklist for Hardware/Software/Services

Department: Clerk of Courts

Requestor: Bernie Quilter

Funding Account & Description: 2900-8153-512140

Req. Date: 12/19/16

Vendor: MTBT

Type of Request (check all that apply):

- Hdw SW Services/New
- Purchase Lease Subscription
- Services/Support Renewal Original Purchase Date

State Term Contract ID 800310

Description or Nature of Request and for whom this is intended: Copier maintenance through MTBT

Hdw/SW/Service Item Descr	Quote #	Wrnty Term	Qty	Unit Cost	Support Cost	Total Cost
Maintenance		1 yr	1	\$ 0.00	\$ 12,528.00	\$ 12,528.00
			0	\$ 0.00	\$ 0.00	\$ 0.00
			0	\$ 0.00	\$ 0.00	\$ 0.00
			0	\$ 0.00	\$ 0.00	\$ 0.00
			0	\$ 0.00	\$ 0.00	\$ 0.00
			0	\$ 0.00	\$ 0.00	\$ 0.00

Total Request \$ 12,528.00

Business Reason or Justification:

Copier maintenance for 31 copiers in Clerk of Courts office. Service provider only, no purchase of products.

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Planned Location: If Other please specify:

Network Connection Required? Yes No N/A

LCIS installation assistance needed? Yes No Date:

LCIS on-going support required? Yes No N/A

ITB or RFP completed? Yes No N/A

LCIS Management review completed? Yes No Exclusion

DP Board Approved? Yes No Exclusion

Date of Approval:

Comments:

Prepared by Karen Schnitkey *KS* 12/19/16.
Reviewed by Jeremy Burnat *JB* 12/19/16
Approved by Jason Gears *JG* 12/19/16



Service Level Agreement

Your Managed Print Services Agreement with MT Business Technologies includes coverage for maintenance (from 8 a.m. to 5 p.m. local time), except weekends and holidays ("Regular Service Hours"), inspection, adjustment and parts replacement for proper operation, and toner for covered equipment.

Following is an outline of service and support parameters.

- **Fit For Service.** A Fit For Service Evaluation will be performed on your equipment to insure it meets specifications for supply levels and serviceability. The evaluation includes but is not limited to; lifetime meter, serial number integrity, error messages and supply levels verification.
- **Beginning Toner and Maintenance Kit Levels.** Toner and Consumables levels must be at 25% level or higher to begin the Program. On any devices below that level, you will need to provide the supply item from your own existing inventory or purchase outright. Upon request, MT Business Technologies will provide required supplies at significantly discounted prices. Supplies or service for this equipment will not be provided at no charge until the toner and consumables are brought to the appropriate levels.
- **Toner with identification labels.** All equipment capable of using toner and consumables supplied by MT Business Technologies must be inventoried in the implementation process. Each toner cartridge provided for covered equipment will be labeled with the ID# of the intended device. Toner that is utilized in an unintended device may generate an invoice if the device is not covered under the Managed Print Agreement.
- **Lost or Misplaced Toner.** MT Business Technologies is not responsible for toner that is lost or misplaced at your facility. The UPS or FedEx tracking will validate shipments have been received. Requests for replacement may be subject to additional charges.
- **Back Up Toner.** If you currently have back up toner on hand for your printers, you will continue to maintain this inventory as replacement toner is shipped automatically when levels run low. Should you require additional toner outside of what is shipped automatically, additional charges may apply.
- **Definition of Services Provided.** MT Business Technologies will perform break/ fix repairs involving worn equipment components that have failed during ordinary use of the equipment under normal operating conditions (trays, covers, accessories, glass parts and power cords are not covered). This Agreement does not cover after-hours service, shop overhauls, and service made necessary by accident, fire, water, power surges or natural disasters. This agreement does not cover Machine installation, network setup or features and parts not supplied by the original manufacturer.
- **End of Life.** HP and other Manufacturer's typically guarantee parts availability for seven (7) years after the model's introduction date. When the equipment becomes of advanced age, its usage exceeds manufacturer's specifications, and cannot be maintained in good working order through MT's routine preventive maintenance service, the device may be deemed as non-repairable. When a device is no longer able to be supported, MT Business Technologies will provide purchase recommendations for device replacement.
- **Toner Only Coverage.** As devices age, parts used for repairs become limited. Additionally, models that are marketed for single users (not workgroup) may not be designed for break/fix service and are considered disposable. These devices will be categorized as Toner Only Coverage. MT Business Technologies will provide applicable toner, but no service or parts. If a service issue arises, MT Business Technologies will recommend replacement or elimination of the device.
- **Response Time.** MT Business Technologies will respond to service requests within 8 (eight) business hours. *Customers may call our customer care center 8:00AM to 5:00 PM Eastern Time or log on to My Printer Manager web portal 24 hours a day, 7 days a week to enter a service request.*
- **Authorized Maintenance Providers.** MT Business Technologies may authorize approved maintenance subcontractors or approved service providers to perform maintenance and repairs to the equipment outside of MT's service territory.
- **Additional Equipment.** It is important that you notify MT Business Technologies promptly upon installing any additional equipment at your site capable of using MT supplied toner and consumables. Additionally, ID# labels are nontransferable from one printer to another.
- **Page Coverage.** Toner and consumables (i.e. Maintenance Kits, Fusers, etc.) will be provided for average production of pages up to 5% coverage on mono devices and 20% total additive page coverage on color pages. Supplies required for average production in excess of the 5% (mono) and 20% (color) page coverage will be invoiced separately.
- **You Grant Permission to Install and Maintain Meter Management Software.** MT Business Technologies provides software that enables meter collection and toner management for your equipment. Under no circumstances will the meter collection software provide MT Business Technologies with access to your proprietary information other than data directly related to this Agreement. You agree to not delete or remove the software or to alter, modify or otherwise render it unusable during the term of this Agreement. If you disagree, MT Business Technologies retains the right to charge the prevailing hourly billable rate for labor required to obtain meter readings, per meter reading cycle.
- **Software.** Performance issues related to Software and/or connectivity are not covered under the terms of this Agreement. Any warranties related to Software will be those offered by the manufacturer and will be passed directly to the user.
- **Software/Hardware.** Connectivity and performance issues related to Software and non-standard hardware are not covered under the terms of this Agreement. Any warranties related to these solutions, which include but are not be limited to: HP Digital Sending Software, Web Jet Admin, Auto Store, any OCR software, computers and scanners, will be those offered by the manufacturer and passed directly to the user.

Client's Signature: Bernie Quilley Date: 12-8-16

CUSTOMER INFORMATION		Date:	
Customer: Lucas County Clerk of Courts			
Street: 700 Adams St 3rd FL			
City: Toledo	State: OH	ZIP: 43604	

Contact:	Jason Gears		
Location:			
Account No.			
Mono Base Rate or CPP:	Addendum	Billed:	Monthly
Color Base Rate or CPP:	Addendum	Billed:	Monthly

For the terms of this contract:

- Customer refers to Lucas County Clerk of Courts
- Company refers to MT Business Technologies Inc.

MT Business Technologies Inc. in consideration of your payment, plus applicable tax agrees to cover the equipment listed in the Printer Addendum with the terms and conditions set forth herein.

- Services Offered:** MT Business Technologies, Inc. agrees to provide all consumables including toner cartridges and maintenance kits, along with meter collection service, supplies management, help desk support, break/fix service, and annual equipment reporting under this cost per page agreement. Further information is provided in the Service Level Agreement document. Existing equipment, along with cost per image pricing, is listed on the Printer Addendum. A Fit For Service Evaluation will be performed on all devices during program implementation.
- Page charges:** Payments are due monthly, beginning the date the Agreement is initiated (as noted by the Agreement date below) or any later date designated by MT Business Technologies and continuing on the same day of each following month until full paid. At the end of the first year of this Agreement and once each successive twelve-month period, the page charges may be adjusted with a maximum increase of 15% of the then existing payment or charge.
- Terms:** This agreement is for a period of 24 months from the date of signature. Discounts associated with this program can only be guaranteed for the length of this original agreement. Minimum agreement length is 12 months. The Customer shall exert reasonable care in the operation and maintenance of the equipment. Initial term of this Agreement shall be for a period ending on the termination date and shall automatically renew yearly at the rate in effect at the time. This Agreement shall not be assignable or transferable by Customer without Company's prior written notification. Company may terminate coverage for individual devices sold or transferred to a third party, and upon either event, all remaining associated payments shall become immediately due and owing on that equipment. Company reserves the right to adjust maintenance pricing, terminate this Agreement, and/or assign the service for each device that is relocated outside of the Company's servicing area. The pricing of this Agreement is based upon the number of clicks and/or the term of this Agreement. In the event of early termination by the Customer (thirty (30) day advance written notice required), all remaining charges shall become immediately due and owing. If this Agreement is calculated on a price-per-click maintenance program, the early termination fee will be calculated according to the average of the actual usage from the beginning date of the Agreement, and multiplied by the remaining months of the Agreement or 12 months, whichever is less.
- Service Calls:** Service calls shall be made during the Company's regular business hours – Monday through Friday, 8:00 a.m. – 5:00 p.m. EST, excluding holidays. Emergency after hours service calls are excluded from coverage under this agreement and subject to additional charges. After hours arrangements must be coordinated in advance.
- Equipment Damage and Supplies:** All network and software support beyond the initial installation will be chargeable at Company's standard time and materials rates. Service calls for operator functions (adding or changing supplies, auto-gradation/color calibration, removing misfeeds, or any other Customer responsibility) may be subject to time-and-material rates. Additional chargeable services include, but are not limited to: (A) Repairs resulting from causes other than normal use: Customer's willful act - negligence or misuse; abuse, theft, fire, water, or any other damage resulting from uncontrollable causes, (B) Subsequent repairs made when personnel, other than those of Company or its assigned Servicing Company, perform service, (C) Transportation and relocation - repairs resulting from unauthorized relocation by client of equipment, or by anyone other than Company or its assigned Servicing Company; and to invoice Customer any and all remaining payments applicable to the damaged device, (D) Shop reconditioning or modification to Equipment, except as specified by Company's Technical Service Department, to assure greater performance of the Equipment, and (E) Changes to or within client's network, services, and/or relocation of the device or change of IP or network address, upgrades to software, or operating system. All of the foregoing shall be invoiced in accordance with the rates currently in effect. Company shall have full and free access to the equipment to provide service thereon. The Company shall not be responsible for any delays in servicing the Equipment due to the inability or delay in obtaining a necessary part or supply.
- End of Life:** When, in the Company's opinion, the Equipment becomes of advanced age, the cost of service exceeds the replacement value of the device, or its usage exceeds manufacturer's specifications and cannot be maintained in good working order through Company's routine preventive maintenance service, the Company may deem the device as non-repairable. Toner may be provided while the equipment continues to perform, however, device disposal will be recommended when service is required. Company shall have the right to terminate service for such device under this Agreement. Removed parts replaced by Company shall become property of Company.
- Warranties:** With respect to the parts and service furnished hereunder, Company makes no warranties, express or implied. The only warranties are those warranties expressly made by the Manufacturers of such parts, and Company expressly excludes all warranties of merchantability or fitness for any particular purpose.
- Freight:** A freight charge may be applied to cover the shipping cost for supplies and parts. In the event that a customer requires overnight shipping of supply or maintenance items, the customer will be billed the actual cost of overnight shipping charges.
- Payments:** Company reserves the right to withhold service and product if Customer fails to make any payment due under the terms and conditions of this Agreement. The payment terms are Net 30 days from date of the invoice with a 60 day opportunity to cure. Customer shall be liable for all payments that are unpaid or the reasonable cost of all services completed by the Company for the benefit of the customer, whichever is greater. If Customer breaches any term or condition of this Agreement, Customer agrees to reimburse Company for all attorney fees and cost Company expends to enforce the terms and conditions of their Agreement against Customer.
- Equipment:** In order to more effectively manage your output environment, Company strongly recommends that Client/Customer purchase any new output devices from Company. Printers purchased from MT Business Technologies will have the option to be added to the current Agreement.
- Client Requirements:** (1) To begin automated toner replenishment, it is required that all consumables have a level equal to or greater than 25%. The client is responsible for providing the initial consumables if levels are below the required percentage rate on the contract start date. (2) the client is responsible for the stability of the Meter Collection Service which provides critical device information through the network. All automated services are dependent upon a network connection. If a device(s) fails to report through the network, MT Business Technologies may remove this device(s) from the agreement.

CUSTOMER APPROVAL

Signature: X J. Bernie Quilter

Print Name: J. Bernie Quilter

X

Date: 12-8-16

MODEL	SERIAL NUMBER	ASSET NUMBER	IP ADDRESS	LOCATION 1	LOCATION 2	SHIP TO COMPANY NAME	OEM, COMPATIBLE OR MICR	AVERAGE MONTHLY VOLUME (MONO)	AVERAGE MONTHLY VOLUME (COLOR)	PRICE PER PAGE (MONO)	PRICE PER PAGE (COLOR)	ESTIMATED MONTHLY SPEND
HP LaserJet 600 M601	CNCCF1C07Q		10.132.11.31	Danielle Martin	1st Floor		Compatible	2,381		\$0.019		\$45.72
HP LaserJet M604	CNBJCJ2B0ZH		10.132.11.40	Portius	1st Floor		Compatible	2,499		\$0.022		\$53.97
HP LaserJet 600 M601	CNCCF1R0P0		10.132.11.50	Sarah	1st Floor		Compatible	1,420		\$0.019		\$27.56
HP LaserJet Color M451	CNDF401685		10.132.33.40	Tiffany	3rd Floor		Compatible	295	780	\$0.026	\$0.11	\$96.78
HP Color LaserJet 4700	JP4L804429		10.132.33.35	Pam	3rd Floor		Compatible	284	83	\$0.020	\$0.07	\$11.53
HP LaserJet P4014	JPDF012878		10.132.33.43	Tom	3rd Floor		Compatible	1,000		\$0.013		\$12.80
HP LaserJet 600 M601	CNCCG3505R		10.132.33.42	Hazel, Bruce, Sioe	3rd Floor		Compatible	4,099		\$0.019		\$78.59
HP LaserJet 600 M601	CNDCGB62J3		10.132.33.33	Kelly	3rd Floor		Compatible	3,201		\$0.019		\$61.47
HP LaserJet 4350	CNGXJ29297		10.132.33.31	Kelly	3rd Floor		Compatible	1,000		\$0.010		\$10.40
HP LaserJet 4350	CNRXR06783		10.132.33.41	Stacey	3rd Floor		Compatible	2,800		\$0.010		\$29.12
HP LaserJet P4015	JPDF211609		10.132.33.34	Kate	3rd Floor		Compatible	1,483		\$0.010		\$14.23
HP LaserJet 600 M601	CNCCFBL09D		10.144.41.49	Public Film Machine	DR		Compatible	368		\$0.019		\$6.99
HP LaserJet M606	CNDCJ60016		10.144.41.44	Receipts	DR		Compatible	1,006		\$0.020		\$20.12
HP LaserJet 600 M602	CNCCG471R3		10.144.41.36	Front Counter	DR		Compatible	116		\$0.020		\$2.32

Customer Signature:

Date:

12-8-16

Current Spend - Toner Only \$ 1,099.03

21,951	863	Total	\$471.51
29831		local	573.40
		Total	\$ 1,044.91

MANAGED PRINT SERVICES AGREEMENT - LOCAL DEVICES TO BE NETWORKED ADDENDUM

MODEL	SERIAL NUMBER	ASSET NUMBER	IP ADDRESS	LOCATION 1	LOCATION 2	SHIP TO COMPANY NAME	OEM, COMPATIBLE OR MICR	AVERAGE MONTHLY VOLUME (MONO)	PRICE PER PAGE (MONO)	ESTIMATED MONTHLY SPEND
HP Laserjet P1102	VND3V57856		Local	Laura	1st Floor		Compatible	33	\$0.040	\$1.32
HP Laserjet 4350	CNPKXH77413		Local	Jill	1st Floor		Compatible	920	\$0.0104	\$9.57
HP Laserjet P3015	VNBC9BT03W		Local	Chris	1st Floor		Compatible	976	\$0.0152	\$14.84
HP Laserjet 600 M601	CNCCF212CF		Local	Kelly	1st Floor		Compatible	4,795	\$0.0192	\$92.06
HP Laserjet 600 M601	CNCCF1Y0JW		Local	Carolyn O	1st Floor		Compatible	6,836	\$0.0192	\$131.25
HP Laserjet 600 M601	CNCCG350KZ		Local	Carolyn K	1st Floor		Compatible	4,499	\$0.0192	\$86.37
HP Laserjet 600 M601	CNCCG350J6		Local	Amanda	1st Floor		Compatible	4,757	\$0.0192	\$91.34
HP Laserjet P1102	VND3V57728		Local	Jeanne	3rd Floor		Compatible	317	\$0.0400	\$12.69
HP Laserjet 400 M401	JPGFH23395		Local	Bernie	3rd Floor		Compatible	47	\$0.0200	\$0.93
HP Laserjet 400 M401	PHGFD42498		Local		3rd Floor		Compatible	1,380	\$0.0200	\$27.60
HP Laserjet 400 M401dne	PHGFC11588		Local	Julie	DR		Compatible	782	\$0.0200	\$15.64
HP Laserjet P2015	CNBJR58199		Local	Bookkeeper	DR		Compatible	3	\$0.0210	\$0.06
HP Laserjet 400 M401dne	PHGFG67955		Local	Teneisha	DR		Compatible	1,796	\$0.0200	\$35.92
HP Laserjet 400 M401dne	PHGFG67960		Local	Camy	DR		Compatible	1,646	\$0.0200	\$32.92
HP Laserjet 400 M401dne	PHGFG67938		Local	Gracie	DR		Compatible	510	\$0.0200	\$10.20
HP Laserjet 400 M401dne	PHGFG73322		Local	Amy	DR		Compatible	422	\$0.0200	\$8.44
HP Laserjet 400 M401dne	PHGFG25488		Local	Film Machine	DR		Compatible	112	\$0.0200	\$2.24

29,831

Total \$573.40

Date: 12-8-16

Customer Signature:

Date All Devices Will Be Networked:

Meter Collection Method for devices prior to network date:

Contact Name:
Contact Email:
Contact Phone:
Contact Address: