

Specifications for the Maintenance/Repair of Printers
Konica Minolta Model #C220 Serial AOED013006007
Konica Minolta Model #C220 Serial AOED013002430
IKON Model #CPP650 Serial C01065691

Maintenance/Repair Specifications Requirements

1. On-site maintenance to consist of: **cleaning, oiling** (if needed), **adjusting**, and **replacing parts** when needed.
2. All parts shall be replaced at no charge.
3. The contractor shall perform preventative maintenance inspections during the contract period per manufacturer's recommendation at no additional charge.
4. All additional service calls between inspections shall be made at no charge. These calls shall be coordinated with the Tennessee Wildlife Resources Agency (TWRA).
5. Maintenance, when requested, must be performed during the State's normal business hours, 8:00 AM to 4:30 PM, Monday through Friday, excluding legal holidays.
6. Toll Free Telephone Support Number: _____
7. The State of Tennessee will not pay the contractor for overtime after the State's normal business hours.
8. The State of Tennessee will not pay the contractor for any travel expense incurred.
9. The contractor must be trained on the Konica Minolta Model #C220 and IKON Model CPP650. At the State's request, the contractor may be required to furnish evidence of such training. Equipment must be maintained in accordance with factory standards.
10. The base price does not include any clicks. All clicks used each month should be billed separately from the base charge. Also included are parts, labor, and preventative maintenance. All supplies (including print cartridges) are to be furnished except for paper and staple wire.
11. Service response time: Vendor to respond verbally to agency within one hour of placing a service call and have a technician on site within four hours of being notified that on site maintenance is required. Repairs must be completed and equipment fully operational within 48 hours of the initial call.

12. Responsibility of vendor to include correct invoices:

Vendor awarded printer maintenance contracts is responsible for ensuring all invoices are current and accurate before the state will process payment.

Current is defined as: The vendor is responsible to submit an invoice for the printer covered under the terms of this contract each quarter. This invoice is to include all base and copy charges for the previous quarter. The state will not pay for services that have not yet been performed.

Accurate is defined as: The vendor is to ensure that each invoice documents the base charge or charges for the equipment for the previous quarterly billing cycle based on the current contract amount. In addition, all meter readings (B&W vs. Color) must be based on the exact meter reading numbers reported by TWRA for the previous quarter's billing cycle.

Vendor must furnish TWRA the name of contact person to which TWRA will report quarterly meter readings. Meter readings for each printer will be emailed by TWRA to the vendor's designated contact. No other meter readings are to be used to calculate quarterly copy charges.

All base charges and all click charges must be based on the current contract amount. TWRA is not responsible for processing incorrect invoices for payment. TWRA may return incorrect invoices, without penalty, to the vendor for corrections prior to processing the invoice for payment.

For any invoice that is incorrect (incorrect meter readings, incorrect base charges, incorrect click charges, tec.) resulting in an incorrect billing amount, that state will notify the vendor's contact of the incorrect charges. Notification will be documented and re-faxed to the vendor's contact within three working days of receipt of the incorrect invoice. The vendor will then have 14 days from the date of notification to correct the invoice and submit a corrected invoice to the state.

Base Maintenance

Includes all maintenance/repairs

No base number of clicks included