

## THE WORKGROUP CONNECTION

As the DoD's designated focal point for Document Automation, DAPS continually monitors and assesses industry's newest offerings for applicability to its customers.

The newest wave of office technology DAPS has assessed is the Multifunctional Device (MFD). These devices are a hybrid of four workplace essentials: the printer, copier, scanner, and fax. MFD's perform at least two of these functions, usually concurrently. This means you can fax while you copy, fax while you scan, or print while you fax without leaving your desk. And when networked, the digital capability gives you substantial time and cost savings along with the highest quality output.

This **WorkGroup Connection** lets you eliminate the expense and clutter of office equipment scattered around the office by consolidating it into one powerful, integrated, centralized device. This means one centrally located device that meets all your office needs, and one-stop shopping for your supplies, technical and service support. And the management of multiple devices, their supplies, maintenance and individual contracts is greatly reduced.

The **WorkGroup Connection** is also highly flexible. You may start with minimal functions and upgrade at any time to meet your changing office environment needs. Upgrades are performed in your office. Plus, you can add on your favorite enhancements: color paper trays, staplers, collators, folders, etc. Connecting your workgroup using these devices is a sound investment in the technology of tomorrow.

The competitive nature of this new market allows us to offer a variety of functions available on top-quality, multi-vendor equipment and peripherals at an unbelievably low cost:

- Best Value Price
- Choice of major vendors (the list is growing)
- Guaranteed service and maintenance
- Supplies included
- 4 hour response time
- 2 hour emergency response
- One free move
- Key operator training
- Technical analysts support
- Technical upgrades

Because of DAPS' international business leverage and industry influence, major brand manufacturers have negotiated blanket purchase agreements (BPA) with DAPS to lease or purchase MFD's for placement in your office. These BPA's offer all the benefits of highly modular equipment capabilities. And it includes all the related supplies!

DAPS Washington has signed Blanket Purchase Agreements with these National Manufacturers:

- Ricoh— DAPS Pacific BPA
- Sharp – DAPS Pacific BPA
- Xerox— DAPS Pacific BPA
- Canon—DAPS HQ BPA
- Konica—DAPS HQ BPA

**DAPS WASHINGTON**

EQUIPMENT  
MANAGEMENT  
SOLUTIONS

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*Can Do Right Now*



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## TERMS AND CONDITIONS

*(These are the general terms and conditions negotiated in the DAPS Washington BPA. Some but not all apply on the DAPS HQ BPA. Please contact a DAPS representative for specifics)*

### Installation :

The Contractor shall deliver and install equipment at the designated location(s) within thirty (30) calendar days, upon receipt of a delivery order/call number. Contractors will make every effort to deliver and install as quickly as possible, subject to site location and equipment availability.

All costs to the initial installation, return of machine(s) and one (1) relocation per machine, per agreement year under this agreement are at the expense of the Contractor. This relocation would involve machine relocation within the original installed room or within the same building originally installed. In case of other relocations, such cost will be mutually agreed by both parties and based on the Contractor's commercial published rate at the time of the relocation.

Relocation that require special handling of copier equipment, such as special rigging or hoisting equipment or after hours and/or weekend moves, shall be coordinated with the Project Manager/Contracting Officer to include notification of any special costs that may be associated with this requirement. Any costs for special handling requirements will be processed as a separate procurement action and are not covered under this agreement. For this reason, the Contractor shall not proceed with relocations requiring special handling without prior written authorization from the appropriate Project Manager/Contracting Officer.

The Contractor shall not perform any relocation without the written request of the Project/Contracting Officer or on a Task Order. The Contractor shall confirm receipt of requests for machine moves or relocation within forty-eight (48) hours of notification. The Contractor shall accomplish all moves within five (5) working days of the receipt of the request unless there are special circumstances that require additional time and the Project Manager/Contracting Officer has approved the extension of time. If a copier is replaced by another Volume Band copier (CPC/FRM) as a result of under or over utilization, the replacement copier shall be installed at no cost to the Government.

### Technology Refresh:

The Government shall have the right to require, at any time that the Contractor offer under this agreement hardware and software components available to the Contractor's commercial customers. In this way, the Government seeks to ensure that it can obtain the benefits of new design enhancements and technological updates or advances for equipment currently on the agreement. The addition of this new equipment with updated technology and pricing will be added by a modification to the agreement and by mutual agreement between the Government and the Contractor.

### Equipment & Supplies:

The Contractor must maintain a monthly supply of supplies (toner, cleaning gear, etc.) at/near each digital and/or analog copying machine site to assure minimum down time. Limited storage/cabinet space may or may not be available for use by the Contractor at certain customer sites. The Government will not provide any other facility support, including tailgate lifts and related potential needs to the Contractor.

### Operating Instructions:

The Contractor shall provide one (1) complete copy of operating instructions in English for each machine ordered hereunder.

### Training:

The Contractor or his representative shall provide, free of charge training in English to the Installation/Unit, Digital and/or Analog Copying Machine Monitor, and to the U.S. Government personnel authorized to operate the equipment. Training will be conducted at the location and time mutually agreed upon by the Contractor and the Installation/Unit, Digital and/or Analog Copying Machine Monitor.

### Maintenance/Service Call Criteria:

All equipment contracted shall be serviced by the Contractor and maintained in accordance with performance standards set out hereinafter. The above services shall be performed during regular working hours. Regular working hours are defined to range as any nine (9) consecutive hour period between 6 A.M. and 8 P.M., Monday through Friday, excluding U.S. Federal Holidays. The Contractor shall make every effort to accommodate users during the normal operational hours of the facility in which a machine is located.

At a minimum, the Contractor shall provide Remedial Maintenance semi-annually or based on vendors recommended volume/ceiling limitations. In addition to fixing the equipment problem at hand, to anticipate potential problems, Remedial Maintenance requires the Contractor to use computer-based monitoring and diagnostic systems to locate and prevent potential malfunctions. During the Remedial Maintenance, the Contractor will clean, repair, replace and adjust components in the copier.

The Contractor shall render repair and/or provide maintenance services within four (4) hours unless otherwise arranged, after receipt of written or oral notice from the Contracting Officer or Installation/Unit Digital and/or Analog Copying Machine Monitor. Such services when required will be performed during the regular working hours.

When excessive service calls are noted on a particular Digital and/or Analog copier or category of copier by the Contracting Officer, the Contractor shall be required to explain in writing why performance was unsatisfactory, how performance will be returned to an acceptable level and how recurrence of the problem will be prevented. The Contractor shall replace the Digital and/or Analog copier at Government request if and when the equipment performance is deemed unsatisfactory due to repetitive recurrence of problem.

### Period of Services, Termination and Penalties:

The minimum charge period of services under this agreement shall be for ONE (1) year of the contract, with the understanding that the Government will leave the copier in place for up to 36 months; with the exception in the event of MOBILIZATION, EXERCISE and REAL WORLD SITUATION, where Contractors will provide digital/analog copiers on a AS NEEDED BASIS and will allow the Government to cancel at any time during the MOBILIZATION, EXERCISE and REAL WORLD SITUATION without any termination fee penalty.

The Government may terminate (in part or totally), digital/analog copying machine(s) and/or related equipment by issuing a written notice to the Contractor at least thirty (30) calendar days prior to the effective date of termination, without incurring Termination Penalty cost. Termination must be for reason such as (1) downsize in mission, (2) disestablishment of activity/command. Machine type(s) and location (s) will be specified in the written notice. Payment of rental charge(s) will be for the entire month and not computed on the basis of thirty (30) days per month. The Government may issue written modification to the delivery order/call number instead of the Termination Notice when relocation of copy machine (s) is required within the compound of the same using activity.

### Meter Card Requirement:

The Contractor will manage the copier meter read program. The Contractor will be responsible for either physically taking meter reading monthly at each copier site, offer a toll free call in number to report meter read, receive meter read via FAX or have in place a Web-Based Internet Meter Read Program. If the Contractor offers Web-Based Internet Meter Read Program, the Contractor will automatically send e-mail reminders to the Installation/Unit Copier Monitor to prompt them when any meter reads are due. When the installation/Unit Copier Monitor fails to respond, the Contractor will forward to the Government designated Copier Program Manager for follow-up resolution. This email will include a link to the Contractor's Website that will automatically link to the Internet Meter Read Program site.