

## ATTACHMENT 1

10. All multifunction Devices will either be connected to the County's network or must be compatible with the County's network, in the event the County decides to add a Device to its network.

11. Each Device should display or provide a signal when periodic maintenance is needed.

C. SERVICE REQUIREMENTS.

1. The Contractor will maintain acceptable service levels as follows:

- a. All supplies will be shipped via UPS same day service or next business day service.
- b. A factory trained service technician will return calls to acknowledge receipt of an assignment within 4 hours from the time the problem was reported by the County.
- c. For a Device that is not completely inoperable, a factory trained service technician will be on site within 6 hours from the time the problem was reported by the County.
- d. For a Device that is completely inoperable, a factory trained service technician will be on site within 4 hours from the time the problem was reported by the County.
- e. If a Device's functionality is not restored during the service call due to needed parts, the Device will be repaired within 5 business days from the date the problem was reported by the County.
- f. When it is determined by the County's Director of IT that an essential function of a Device has been lost, the County will be offered an equivalent device on a temporary basis until the Device has either been repaired or replaced.
- g. If a Device has three service calls within a two month period for a reoccurring issue, the Device will be replaced with a new Device.
- h. Periodic maintenance will be completed quarterly on each Device. Maintenance will include the review of service logs and addressing any repeat issues. Also, review of each Device's message log for errors and taking actions to resolve any alerts or notices. When the Device alerts of needed maintenance, staff will contact the Contractor.
- i. Due to the regulations under the Health Insurance Portability and Accountability Act (HIPAA), hard drives and other storage devices used by the County must be destroyed using methods fully compliant with HIPAA. The Contractor will follow appropriate procedures to protect the County's data until it is properly destroyed and will follow documented processing and procedures for the destruction of the data. For all destroyed hard drives or storage devices, the Contractor will provide the County with a certificate stating that the data has been properly destroyed. If this cannot be provided, the Contractor will provide any and all hard drives and storage devices that have been in the use of the County back to the County for destruction.

2. The Contractor will operate using the following standard operating procedures:

- a. The Contractor will furnish, deliver, install, and maintain all Devices to the County's complete satisfaction.
- b. The Contractor will provide training to each County office or department on the use of any Device located within that office or department.
- c. The Contractor will coordinate with the County's IT Department with regards to all Devices connected to the County's network.
- d. Each County office or department with a Device is authorized to report a problem with any Device located within the office or department.

- e. A factory trained service technician is expected to call the County’s IT Service Desk when en route to a service call. The technician will advise the County’s IT Service Desk of the location of the Device the technician will be servicing and the issue being responded to.
  - f. Upon arrival to any County office or department for a service call, the factory trained service representative must notify the office or department’s point of contact of the technician’s arrival.
  - g. Before leaving from a service call, the factory trained technician will contact the office or department’s contact and County IT Service Desk to review the status of the Device.
  - h. When a Device is ready for delivery to the County, the County IT Department will be called and notified of the delivery date and time. The County IT Department will be provided with a delivery statement that includes each Device’s serial number, identifier, and beginning meter reading.
  - i. When a Device is ready to be removed from a County office or department, the County IT Department will be called and notified of the pickup date and time. The County IT Department will be provided with a pickup statement including each Device’s serial number, identifier, and end meter reading.
  - j. Replacement Device setup process will include:
    - 1) The technician entering the network credentials obtained from the equipment being removed.
    - 2) If applicable, configuring the Device to default to black and white output.
    - 3) If applicable, the stored templates, scan locations, address books, etc. should be copied from the existing equipment and uploaded to the replacement equipment.
    - 4) Notify the Information Technology Department of setup completion to allow internal configuration efforts to begin.
    - 5) Provide the appropriate device driver
  - k. The Contractor will provide the County with an administrative password and login credentials for each Device.
  - l. Devices must have a remote access application to allow the County IT Department the ability to maintain, customize configurations, and obtain quarterly meter readings.
  - m. The Contractor will maintain a professional and respectful demeanor and will work to minimize downtime, equipment outages, repeat service calls, and unexpected interruptions.
  - n. Factory trained technicians are to log into each Device with a designated service login to clearly identify activity during a service call. Efforts will be made to utilize minimal paper during service calls.
  - o. Training for the County IT Department representative or other designated personnel shall be provided within 24 hours after installation of a new or different Device.
  - p. Ongoing training is to be provided as needed and at no additional cost to the County.
  - q. Any Device being installed, redeployed, or moved from one County office or department to another will be coordinated with the County’s IT Department.
3. The Contractor will, at no additional cost to the County, include in the Program all operating supplies and equipment, excluding paper, and will perform all service requirements necessary to meet current and future volume demands generated by the by the County.

D. PRICING

- 1. The Contractor will invoice the County on a per copy basis using the following rates:

<u>Type of Copy</u>	<u>Cost Per Copy</u>
Black/White	\$0.0237
Color	\$0.0550