

SERIAL 07148 S PRINTER MAINTENANCE

DATE OF LAST REVISION: September 24, 2008 CONTRACT END DATE: February 28, 2011

CONTRACT PERIOD THROUGH FEBRUARY 28, 2011

TO: All Departments
FROM: Department of Materials Management
SUBJECT: Contract for **PRINTER MAINTENANCE**

Attached to this letter is published an effective purchasing contract for products and/or services to be supplied to Maricopa County activities as awarded by Maricopa County on **February 20, 2008**.

All purchases of products and/or services listed on the attached pages of this letter are to be obtained from the vendor holding the contract. Individuals are responsible to the vendor for purchases made outside of contracts. The contract period is indicated above.

Wes Baysinger, Director
Materials Management

BW/bg
Attach

Copy to: Materials Management
 County Wide

(Please remove Serial 01042-SC from your contract notebooks)

INVITATION FOR BID FOR: PRINTER MAINTENANCE

1.0 **INTENT:**

The intent of this solicitation is ~~is~~ to receive bids from qualified vendors to provide distributed maintenance support services on County owned Printers not supported by internal resources or covered by Manufacturer Maintenance/Warranty.

MARICOPA COUNTY WILL RESERVE THE RIGHT TO AWARD IN WHOLE OR IN PART OR TO MULTIPLE VENDORS AS APPLICABLE TO PROVIDING THE MOST COMPLETE, PRACTICAL, COMPETITIVE AND COMPETENT RELATIONSHIPS AS POSSIBLE.

2.0 **SCOPE OF SERVICES:**

CONTRACTOR shall provide service during normal business hours, ~~7:00 8:00~~ A.M. to ~~6:00 5:00~~ P.M. Arizona Time, Monday through Friday, with the exception of legal holidays. COUNTY shall provide free access to equipment during the service hours.

CONTRACTOR shall provide the following Service Options to County departments:

- a. Preventative Maintenance Service Plan
- b. Printer Cleaning Service
- c. As-Needed Time and Material Repairs

2.1 PREVENTATIVE MAINTENANCE

- 2.1.1 To perform routine preventive maintenance service by making such adjustments, repairs, and replacement of such parts as may be required to maintain the equipment operating as per the manufacturer's specifications. CONTRACTOR'S obligation, hereunder, shall relate to equipment adjustments and repairs necessitated by normal wear and tear during normal use for the period of time for which the Contract charge has been made herein. This maintenance shall be regularly scheduled based upon the applicable manufacturer's time tables.
- 2.1.2 Preventative Maintenance service shall consist of all labor and replacement parts necessary to repair the equipment to standard operating conditions with the exception of fuser, developer, print drum, toner collection kit, platen, print-head, printwheel, supply items and consumables.
- 2.1.3 Preventative maintenance services shall include cleaning services as required by OEM. Cleaning service shall include the following: Cleaning and inspect pick-up assemblies, inspect fuser assembly, thorough interior cleaning of printer, wipe down all cases, vacuum paper trays, and perform function checks.
- 2.1.4 All replacement parts must be Original Equipment Manufacturer (OEM) or OEM equivalents parts. However during the manufacturer warranty period, only OEM parts are allowed. Replacement parts must be warranted for the duration **(1) one year** ~~of the contract~~; from the date service was performed, during which period defective parts installed by the successful respondent will be replaced at no additional charge to county.
- 2.1.5 A comparable loaner may be provided to the COUNTY if requested, subject to availability, at NO CHARGE by CONTRACTOR when equipment needs to be removed from the site for shop work.

2.2 PRINTER CLEANING

Printer Cleaning Service: for HP and other name brands shall include the following:

- Clean and inspect pickup assemblies

- Inspect fuser assembly
- Thorough interior cleaning of printer
- Wipe down all cases
- Vacuum paper trays
- Perform function check

Printer cleaning service will be provided as requested by a County Department and upon issuance of a Purchase Order. Departments electing **not** to receive Annual Preventative Maintenance Service Plan may receive as needed Printer Cleaning Service. Under no circumstances will the CONTRACTOR provide and bill for as-needed cleaning services if a Blanket Contract Purchase Order has been issued for Annual Preventative Maintenance Service Plan for said equipment. Printer cleaning service will be paid for at the applicable rate contained in ATTACHMENT A.

2.3 TIME AND MATERIALS NON-PREVENTATIVE MAINTENANCE (As-Needed Repairs)

As needed Repairs Service will be provided as requested by a County Department and upon issuance of Blanket Contract Purchase Order. Departments electing not to receive Annual Preventative Maintenance Service Plan may receive as needed repair services. Under no circumstances will the CONTRACTOR provide/bill as-needed repair services if a Blanket Purchase Order has been issued for Annual Preventative Maintenance Service Plan for said equipment. CONTRACTOR shall provide a quote prior to commencement of work. The requesting department shall approve the cost prior to repair being done. CONTRACTOR'S service technician must bring appropriate replacement parts to the site. As-Needed Repairs will be paid for at the hourly rate, replacement parts and one-time trip charge. If the appropriate replacement parts are not available at the first visit, subsequent travel time shall not be charged.

2.3.1 **Response Time will consist of the following option (measured from the time the initial service call was made)**

- 2.3.1.1 **NEXT DAY Response Time Designation:**
Contact end-user within four (4) working hours
Arrive & diagnose the equipment within eight (8) working hours
Have equipment operational within forty-eight (48) hours

2.4 GENERAL MAINTENANCE SERVICE REQUIREMENTS

2.4.1 All maintenance shall be performed by qualified maintenance engineers, totally familiar with all of the equipment installed at the County site. **THE CONTRACTOR WILL NOT SUBCONTRACT OR PERMIT ANYONE OTHER THAN CONTRACTOR PERSONNEL TO PERFORM ANY OF THE WORK, SERVICES OR OTHER PERFORMANCE REQUIRED OF THE CONTRACTOR UNDER THIS CONTRACT WITHOUT PRIOR WRITTEN CONSENT OF THE COUNTY.**

2.4.2 All defective or unserviceable worn parts shall be replaced with parts approved by the manufacturer for replacement and carrying the manufacturer's standard warranty. Maintenance parts will be furnished on an exchange basis and the replaced parts become the property of the contractor. The vendor shall be prepared to submit certification of quality accompanying any rebuilt part. Re-manufactured or re-furnished parts will only be used with prior approval by the Maricopa County contract manager.

2.4.3 The equipment covered under the resulting contract is located throughout the Maricopa County and locations may change during the course of the contract. Exhibit 2 is a map that reflects the regions that encompass the major Maricopa County facility locations. Approximately 80% of the contracted equipment is located within Inner Circle identified in Exhibit 2. The three main Maricopa County complexes are:

- Downtown Complex
- Durango Complex
- Southeast Mesa Complex

- 2.4.4 Service provider shall provide contracted services during County business hours, five (5) days a week, from 7:00 a.m. through 6:00 p.m., Monday - Friday, at all County locations.
- 2.4.5 Service provider shall provide warranty service for any “critical” equipment in use during Maricopa County recognized holidays at no additional charge.
- 2.4.6 Service Provider will perform and maintain all warranty service under the terms of the equipment manufacturers' or Service Providers' warranties, whichever is greater.
- ~~2.4.7 Service Provider will provide all maintenance and diagnostics tools, installation, de-installation, reinstallation, relocation, hardware upgrades, assembly, set up, testing and delivery described herein. Service Provider is responsible for providing own transportation for delivery requirements.~~
- 2.4.8 Service Provider agrees that maintenance includes all actions to diagnose, restore to manufacturers' and Maricopa County specification level and correct product malfunctions after failure to its original capability.
- ~~2.4.9 Service Provider shall be responsible to return equipment to manufacturer for said warranty repair, and if required, replacing with equipment of equal or greater value at time of withdrawal. The equipment replacement is subject to approval of the Maricopa County contract manager on a case by case basis. Maricopa County will return all “dead on arrival” equipment to manufacturer or to Service Provider. However, 24 hours after install, Service Provider will replace the equipment with new, functioning equipment.~~
- 2.4.10 Service Provider shall be responsible for backing up and restoring of information stored on electronic media when the repair or replacement could affect the data stored on the equipment.

2.5 ADDITION/DELETION OF MACHINES OR EQUIPMENT:

- 2.5.1 Individual printers may be withdrawn from or added to a purchase order upon 30 days of notice to the contractor with proper adjustment of the monthly maintenance charges for the machine(s) deleted or added. Should the County acquire a machine from a third party, the contractor agrees to perform an inspection of the machine prior to installation and shall indicate whether or not the machine is acceptable for maintenance, and if not acceptable, the deficiencies that must be corrected to be acceptable. This inspection shall be at no charge.
- 2.5.2 If the third party machine is acceptable and is installed and operating ninety-five (95%) percent of the time for 30 days, it shall be accepted for maintenance under the terms of this contract. If the machine differs from installed equipment in manufacturer or model number, then the monthly contract maintenance price for that machine shall be mutually agreed to and be made a part of the contract. During the 30 days grace period a time and materials rate will apply.
- 2.5.3 The contractor shall notify the County in writing of any printer that can not in the Contractor's opinion be properly serviced due to excessive wear, deterioration, or unavailability of parts, ~~and documentation so these products may be withdrawn from service upon 30 days prior notice.~~ **Applicable documentation will be reviewed with using department and equipment in question may be mutually withdrawn from service.**

2.6 MINIMUM QUALIFICATIONS:

Respondents shall meet all minimum qualifications. Failure to provide information required by these Minimum Qualifications may be cause for the respondent's bid to be rejected as *Non-Responsive*.

- 2.6.1 Respondent must have maintenance facility/vehicles within Maricopa County to provide local maintenance. Each maintenance facility/vehicles must have sufficient parts inventory in order to provide quality service on the equipment specified herein. Please indicate your local maintenance address and # of vehicles with your bid.
- 2.6.2 Respondent must have a minimum of Four (4) service technicians who are qualified by HP to service various models. For all HP printer maintenance technicians who may be servicing the equipment listed in Attachment A, respondent must provide their names, HP technician identity numbers (ID's), description with qualification and date of qualification received.
- 2.6.3 Respondent must have a minimum of Two (2) service technicians who are qualified by DELL to service various models. For all DELL printer maintenance technicians who may be servicing the equipment listed in Attachment A, respondent must provide their names, DELL technician identity numbers (ID's), description with qualification and date of qualification received.
- 2.6.4 Respondent must have a minimum of **One (1)** ~~Two (2)~~ service technicians who are qualified by Lexmark to service various models. For all Lexmark printer maintenance technicians who may be servicing the equipment listed in Exhibit A, respondent must provide their names, Lexmark technician identity numbers (ID's), description with qualification and date of qualification received.
- 2.6.5 Respondent must have a minimum of One (1) service technician who are qualified by Okidata to service various models. For all Okidata printer maintenance technicians who may be servicing the equipment listed in Attachment A, respondent must provide their names, Okidata technician identity numbers (ID's), description with qualification and date of qualification received.
- 2.6.6 Respondent must have a minimum of One (1) service technician who are qualified by IBM to service various models. For all IBM printer maintenance technicians who may be servicing the equipment listed in Attachment A, respondent must provide their names, IBM technician identity numbers (ID's), description with qualification and date of qualification received.
- 2.6.7 Respondent shall have a primary and a secondary account representative who are responsible for the administration of the resultant Blanket contract and the receipt Blanket Contract Purchase Orders. Respondent shall provide account representatives names and contact phone numbers. The primary account representative shall be the central contact person to field service calls during normal County business hours. At no time shall an answering machine or voicemail be utilized to field service calls from the County.
- 2.6.8 Every technician assigned to Maricopa County will have a minimum of one (1) year's experience with equipment similar to the type he/she will be servicing.

2.7 SECURITY CLEARANCE:

All Service Provider staff assigned to Maricopa County, including back-up staff, will submit to a background check and receive clearance from the Sheriff's Office prior to assignment to Maricopa County.

- 2.7.1 Service Provider will notify Maricopa County immediately in the event of:

2.7.1.1 The dismissal and/or termination of an employee assigned to Maricopa County prior to completion of a stated job.

2.7.1.2 A felony or misdemeanor conviction for any employee assigned to service any Maricopa County equipment.

2.8 ACCESS TO MACHINES:

The County agrees to provide the contractor access to its printers as required for services under this agreement.

The contractor also agrees to (1) provide a list of all field engineering personnel by name, that will service the equipment under this contract and (2) provide each employee with a photo I.D. card to be used as identification for access to the County's facilities. Should data destruction be diagnosed as necessary by the vendor, the vendor must get written permission from the agency prior to taking action.

2.9 SPARE PARTS AVAILABILITY:

The contractor shall maintain a local spare parts inventory of 95% minimum for each contracting agency to allow proper maintenance of equipment and to meet the effectiveness standards under this contract. The County reserves the right to inspect vendor parts inventory.

Central distribution centers are acceptable to help meet this percentage standard if OVERNIGHT DELIVERY is provided and does not result in the equipment being down more time than designated in the response time criteria. If special arrangements with other 3rd party suppliers are necessary to meet the parts standard it is the responsibility of the vendor. The vendor is to review any spare part stock request made by any department and either agree to stock parts as requested or respond in writing why the spare part stock will not be maintained. No contracting agency listed shall experience less than a 95% on hand stock rate on any parts specific to that contracting agencies operations.

If the contractor does not stock a part, the contractor must have written agreements with another vendor per the arrangements outlined above available for inspection as well.

Parts shortages or unavailability cannot be used as a reason to close out a call and reopen when the part arrives.

The County can ask for a complete accounting of parts in inventory (local versus remote).

2.10 GUARANTEE:

All work performed and hardware/parts provided under the terms of this contract shall be warranted for a one (1) year period from date of Final Acceptance by the County. The warranty shall include all parts, labor, preventative maintenance and emergency service requirements for 8 hours a day, 5 days a week. If the vendor's standard warranty is less than 12 months, the additional cost and services to meet this one year period shall be made part of this proposal.

The bidder agrees that, regardless of statements to the contrary, the bidder has not disclaimed either the warranty of merchantability or the warranty of fitness for a particular purpose and agrees to replace promptly, without cost of any nature to the County, during the period of 12 months from date of acceptance by the County any and all parts failing excepting those parts that may fail as a result of accident, fire, Acts of God, or negligence on the part of the AFISC operating personnel. ("Promptly" in this case is defined to mean within four {4} hours from time of demand.) Included shall be all parts, labor, service and travel.

Vendors offering increased guarantees or service agreements exceeding that cited within this bid are encouraged to include these as part of their submittal.

2.11 RESTORATION OF MACHINES TO OPERATING CONDITION:

Upon return of a machine or the system after completion of a service call, the contractor warrants the machine and system to be in good operating condition. Should the same failure occur again or the same machine fail again, for any reason, within a 24 hour period, it will be treated as the original service request and the intervening return to service by the contractor will be used to accumulate total down time.

2.12 RESPONSE TIME:

2.12.1 **THE CONTRACTOR SHALL PROVIDE THE COUNTY WITH A DESIGNATED POINT OF CONTACT/CONTRACT MANAGER WHO IS LOCATED WITHIN 25 MILES OF THE MARICOPA COUNTY ADMINISTRATION BUILDING, (301 W. JEFFERSON ST, PHOENIX, AZ) AND MAKE ARRANGEMENTS TO ENABLE THEIR MAINTENANCE REPRESENTATIVES TO RECEIVE REQUESTS FOR MAINTENANCE SERVICE. THE DESIGNATED POINT OF CONTACT SHALL SERVE AS THE COUNTY'S SINGLE POINT OF CONTACT BETWEEN THE COUNTY AND THE AWARDED SERVICE PROVIDER.**

2.12.2 This shall apply regardless of the time of day or day of the week the call was placed or the principal period of maintenance or optional maintenance periods selected. For critical situations (i.e., failure of system software or system equipment defined as critical such as the CPU, DASD, etc), the contractor agrees to have a qualified technician on-site per attached specifications. **THE RESPONSE TIME SHALL BE MEASURED FROM THE TIME THE COUNTY FIRST PLACED A CALL TO THE CONTRACTOR'S MAINTENANCE SERVICE AND ENDS WHEN THE MAINTENANCE REPRESENTATIVE ARRIVES ON SITE READY TO PERFORM REQUIRED SERVICE.** The contractor agrees that the response time standard is reasonable and shall meet this standard.

2.12.3 Response Time will consist of the following options (measured from the time the initial service call was made):

2.12.3.1 **Critical - TWO-HOUR (2 Hour) Response Time Designation:**
 Contact end-user within one (1) working hour
 Arrive & diagnose the equipment within two (2) working hours
 Have equipment operational within eight (8) hours

2.12.3.2 **FOUR-HOUR (4 Hour) Response Time Designation:**
 Contact end-user within two (2) working hours Arrive & diagnose the equipment within four (4) working hours
 Have equipment operational within twenty-four (24) hours

2.12.3.3 **NEXT DAY Response Time Designation:**
 Contact end-user within four (4) working hours
 Arrive & diagnose the equipment within eight (8) working hours
 Have equipment operational within forty-eight (48) hours

~~2.12.4 There is to be no difference in level, quality, responsiveness, or level of techniques between full service maintenance and/or time and material maintenance.~~

2.12.5 Non-compliance with the assigned response time criteria for any service call will be considered a failure. Each failure will be recorded by the contracting Maricopa County department or responsible individual and the service provider. All failures will be reviewed by the County's contract manager and the service provider to evaluate the service provider's performance. All failures will negatively impact the service provider's annual performance evaluation, unless other arrangements were made by the contracting parties (requester and service provider) for a specific service call. Written documentation

(including authorized County signature) must be submitted by the service provider at the annual contract review to negate a failure.

2.12.6 **Calls should not be closed out for any reason other than full resolution of issue or customer cancellation. The vendor call tracking system must be able to take into consideration part wait times. A call should not be closed and then reopened when a part arrives. Part shortages cannot be used as a reason for not meeting response time requirements. Vendors should note part issues in the call logs and document part wait times.**

2.12.7 **All Response times shall be Applicable to working hours.**

2.13 USAGE REPORT:

The Contractor shall furnish the County a quarterly usage report delineating the acquisition activity governed by the Contract. The format of the report shall be approved by the County and shall disclose the quantity and dollar value of each contract item by individual unit.

2.14 INVOICES AND PAYMENTS:

2.14.1 The Contractor shall submit two (2) legible copies of their detailed invoice before payment(s) can be made. At a minimum, the invoice must provide the following information:

- 2.14.1.1 Company name, address and contact
- 2.14.1.2 County bill-to name and contact information
- 2.14.1.3 Contract Serial Number
- 2.14.1.4 County purchase order number
- 2.14.1.5 Invoice number and date
- 2.14.1.6 Payment terms
- 2.14.1.7 Date of service or delivery
- 2.14.1.8 Quantity (number of days or weeks)
- 2.14.1.9 Contract Item number(s)
- 2.14.1.10 Description of Purchase (product or services)
- 2.14.1.11 Pricing per unit of purchase
- 2.14.1.12 Freight (if applicable)
- 2.14.1.13 Extended price
- 2.14.1.14 Mileage w/rate (if applicable)
- 2.14.1.15 Arrival and completion time (if applicable)
- 2.14.1.16 Total Amount Due

Problems regarding billing or invoicing shall be directed to the using agency as listed on the Purchase Order.

2.14.2 Payment will be made to the Contractor by Accounts Payable through the Maricopa County Vendor Express Payment Program. This is an Electronic Funds Transfer (EFT) process. After Award the Contractor shall fill out an EFT Enrollment form (to be provided by the Procurement Officer) or as located on the County Department of Finance Website as a fillable PDF document (www.maricopa.gov/finance/).

2.14.3 EFT payments to the routing and account numbers designated by the Contractor will include the details on the specific invoices that the payment covers. The Contractor is required to discuss remittance delivery capabilities with their designated financial institution for access to those details.

2.15 TAX: (SERVICES)

No tax shall be levied against labor. It is the responsibility of the Contractor to determine any and all taxes and include the same in proposal price.

2.16 TAX: (COMMODITIES)

Tax shall not be levied against labor. Sales/use tax will be determined by County. Tax will not be used in determine low price.

2.17 DELIVERY:

It shall be the Contractor's responsibility to meet the proposed delivery requirements. Maricopa County reserves the right to obtain services on the open market in the event the Contractor fails to make delivery and any price differential will be charged against the Contractor.

3.0 **SPECIAL TERMS & CONDITIONS:**

3.1 CONTRACT TERM:

This Invitation for Bid is for awarding a firm, fixed price purchasing contract to cover a Three (3) year period.

3.2 OPTION TO EXTEND:

The County may, at their option and with the approval of the Contractor, extend the period of this Contract up to a maximum of TWO (2), one (1) year options, (or at the County's sole discretion, extend the contract on a month to month bases for a maximum of six (6) months after expiration). The Contractor shall be notified in writing by the Materials Management Department of the County's intention to extend the contract period at least thirty (30) calendar days prior to the expiration of the original contract period.

3.3 PRICE ADJUSTMENTS:

Any requests for reasonable price adjustments must be submitted sixty (60) days prior to the Contract expiration or annual anniversary date. Requests for adjustment in cost of labor and/or materials must be supported by appropriate documentation. If County agrees to the adjusted price terms, County shall issue written approval of the change. The reasonableness of the request will be determined by comparing the request with the (Consumer Price Index) or by performing a market survey.

3.4 INDEMNIFICATION AND INSURANCE:

3.4.1 INDEMNIFICATION

To the fullest extent permitted by law, Contractor shall defend, indemnify, and hold harmless County, its agents, representatives, officers, directors, officials, and employees from and against all claims, damages, losses and expenses, including, but not limited to, attorney fees, court costs, expert witness fees, and the cost of appellate proceedings, relating to, arising out of, or alleged to have resulted from the negligent acts, errors, omissions or mistakes relating to the performance of this Contract. Contractor's duty to defend, indemnify and hold harmless County, its agents, representatives, officers, directors, officials, and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property, including loss of use resulting there from, caused by any negligent acts, errors, omissions or mistakes in the performance of this Contract including any person for whose acts, errors, omissions or mistakes Contractor may be legally liable.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

The scope of this indemnification does not extend to the sole negligence of County.

3.5 INSURANCE REQUIREMENTS

Contractor, at Contractor's own expense, shall purchase and maintain the herein stipulated minimum insurance from a company or companies duly licensed by the State of Arizona and possessing a current A.M. Best, Inc. rating of B++6. In lieu of State of Arizona licensing, the stipulated insurance may be purchased from a company or companies, which are authorized to do business in the State of Arizona, provided that said insurance companies meet the approval of County. The form of any insurance policies and forms must be acceptable to County.

All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted. Failure to do so may, at the sole discretion of County, constitute a material breach of this Contract.

Contractor's insurance shall be primary insurance as respects County, and any insurance or self-insurance maintained by County shall not contribute to it.

Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect the County's right to coverage afforded under the insurance policies.

The insurance policies may provide coverage that contains deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to County under such policies. Contractor shall be solely responsible for the deductible and/or self-insured retention and County, at its option, may require Contractor to secure payment of such deductibles or self-insured retentions by a surety bond or an irrevocable and unconditional letter of credit.

County reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance policies and/or endorsements. County shall not be obligated, however, to review such policies and/or endorsements or to advise Contractor of any deficiencies in such policies and endorsements, and such receipt shall not relieve Contractor from, or be deemed a waiver of County's right to insist on strict fulfillment of Contractor's obligations under this Contract.

The insurance policies required by this Contract, except Workers' Compensation, and Errors and Omissions, shall name County, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

The policies required hereunder, except Workers' Compensation, and Errors and Omissions, shall contain a waiver of transfer of rights of recovery (subrogation) against County, its agents, representatives, officers, directors, officials and employees for any claims arising out of Contractor's work or service.

Contractor is required to procure and maintain the following coverages indicated by a checkmark:

3.5.1 Commercial General Liability:

Commercial General Liability insurance and, if necessary, Commercial Umbrella insurance with a limit of not less than \$1,000,000 for each occurrence, \$2,000,000 Products/Completed Operations Aggregate, and \$2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage, and shall not contain any provision which would serve to limit third party action over claims. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability arising from explosion, collapse, or underground property damage.

3.5.2 Automobile Liability:

Commercial/Business Automobile Liability insurance and, if necessary, Commercial Umbrella insurance with a combined single limit for bodily injury and property damage of not less than \$1,000,000 each occurrence with respect to any of the Contractor's owned, hired, and non-owned vehicles assigned to or used in performance of the Contractor's work or services under this Contract.

3.5.3 Workers' Compensation:

Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of Contractor's employees engaged in the performance of the work or services under this Contract; and Employer's Liability insurance of not less than \$100,000 for each accident, \$100,000 disease for each employee, and \$500,000 disease policy limit.

Contractor waives all rights against County and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the Workers' Compensation and Employer's Liability or commercial umbrella liability insurance obtained by Contractor pursuant to this Contract.

3.5.4 Certificates of Insurance.

3.5.4.1 Prior to commencing work or services under this Contract, Contractor shall furnish the County with certificates of insurance, or formal endorsements as required by the Contract in the form provided by the County, issued by Contractor's insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full force and effect. Such certificates shall identify this contract number and title.

3.5.4.2 Prior to commencing work or services under this Contract, Contractor shall have insurance in effect as required by the Contract in the form provided by the County, issued by Contractor's insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full force and effect. Such certificates shall be made available to the County upon 48 hours notice. **BY SIGNING THE AGREEMENT PAGE THE CONTRACTOR AGREES TO THIS REQUIREMENT AND FAILURE TO MEET THIS REQUIREMENT WILL RESULT IN CANCELLATION OF CONTRACT.**

In the event any insurance policy (ies) required by this contract is (are) written on a "claims made" basis, coverage shall extend for two years past completion and acceptance of Contractor's work or services and as evidenced by annual Certificates of Insurance.

If a policy does expire during the life of the Contract, a renewal certificate must be sent to County fifteen (15) days prior to the expiration date.

3.5.4.3 Cancellation and Expiration Notice.

Insurance required herein shall not be permitted to expire, be canceled, or materially changed without thirty (30) days prior written notice to the County.

3.6 ADDITION AND DELETION OF UNITS

Maricopa County will reserve the right to add and/or delete units for Repair and Maintenance as applicable through the term of this contract.

3.7 NO GUARANTEED QUANTITIES.

The Respondent understands and hereby acknowledges that the County makes no representations nor guarantees the Respondent any minimum or maximum number of units of service to be provided under this Contract.

The Equipment listed in Attachment A pricing is a representation of quantities and a sampling of types of equipment currently in service within various Maricopa County agencies. The list by no means represents guaranteed quantities. The determination to have the applicable equipment serviced will be solely at the discretion of the using department.

3.8 ORDERING AUTHORITY.

3.8.1 Respondents should understand that any request for purchase of materials or services shall be accompanied by a valid purchase order, issued by Materials Management, or by a Certified Agency Procurement Aid (CAPA).

3.8.2 Maricopa County departments, cities, other counties, schools and special districts, universities, nonprofit educational and public health institutions may also purchase from under this Contract at their discretion and/or other state and local agencies (Customers) may procure the products under this Contract by the issuance of a purchase order to the Respondent. Purchase orders must cite the Contract number.

3.8.3 Contract award is in accordance with the Maricopa County Procurement Code. All requirements for the competitive award of this Contract have been met. A purchase order for the products is the only document necessary for Customers to purchase and for the Respondent to proceed with delivery of materials available under this Contract.

3.8.4 Any attempt to represent any product not specifically awarded under this Contract is a violation of the Contract. Any such action is subject to the legal and contractual remedies available to the County, inclusive of, but not limited to, Contract cancellation, suspension and/or debarment of the Respondent.

3.9 INQUIRIES AND NOTICES:

All inquiries concerning information herein shall be addressed to:

MARICOPA COUNTY
DEPARTMENT OF MATERIALS MANAGEMENT
ATTN: CONTRACT ADMINISTRATION
320 W. LINCOLN ST.
PHOENIX, AZ 85003

Administrative telephone inquiries shall be addressed to:

LONNIE CUNICO, PROCUREMENT OFFICER, 602-506-3243
(cunicol@mail.maricopa.gov)

Inquiries may be submitted by telephone but must be followed up in writing. No oral communication is binding on Maricopa County.

3.10 EVALUATION CRITERIA.

3.10.1 The evaluation of Bids will be based on, but will not be limited to, the following:

3.10.1.1 Compliance with specifications.

3.10.1.2 Price.

3.10.1.3 Determination of Responsibility.

3.10.2 The County reserves the right to award in whole or in part, by item or group of items, by section or geographic area, or make multiple awards, where such action serves the County's best interest.

3.11 SUBMISSION PRICE CLARITY.

For reasons of clarity all submissions of pricing (Attachment A) shall be priced in the same unit (size, volume, quantity, weight, etc.) as the bid specifications request. Submissions (bids) failing to comply with this requirement may be declared non-responsive.

3.12 INSTRUCTIONS FOR PREPARING AND SUBMITTING BIDS.

Respondents shall provide one (1) original hardcopy (labeled), Three (3) hardcopy copies and two (2) electronic copies, including pricing (Attachment A shall be in Excel format, NO pdf files), on CD. Respondents are to identify their responses with the bid serial number, title and return address to Maricopa County, Department of Materials Management, 320 West Lincoln, Phoenix, Arizona 85003. **The owner, corporate official or partner who has been authorized to make such commitments must sign bids.**

3.13 RESPONDENT REVIEW OF DOCUMENTS.

The Respondent must review its Bid submission to assure the following requirements are met.

3.13.1 **Mandatory:** One (1) original hardcopy (labeled), two (2) hardcopy copies of Catalogs and/or Price Lists and one (1) electronic copy (Excel format only) of pricing on a CD;

3.13.2 **Mandatory:** Attachment "A", Pricing (Excel format only);

3.13.3 **Mandatory:** Attachment "B", Agreement; and

3.13.4 **Mandatory:** Attachment "C", References.

3.14 CERTIFICATION REGARDING DEBARMENT AND SUSPENSION

3.14.1 The undersigned (authorized official signing for the Contractor) certifies to the best of his or her **knowledge** and belief, that the Contractor, defined as the primary participant in accordance with 45 CFR Part 76, and its principals:

3.14.1.1 are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal Department or agency;

3.14.1.2 have not within 3-year period preceding this Contract been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

3.14.1.3 are not presently indicted or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses enumerated in paragraph (2) of this certification; and

3.14.1.4 have not within a 3-year period preceding this Contract had one or more public transaction (Federal, State or local) terminated for cause of default.

3.14.1.5 Should the Contractor not be able to provide this certification, an explanation as to why should be attached to the Contract.

3.14.1.6 The Contractor agrees to include, without modification, this clause in all lower tier covered transactions (i.e. transactions with subcontractors) and in all solicitations for lower tier covered transactions related to this Contract.

3.15 POST AWARD MEETING:

The successful Respondent(s) shall be required to attend a post-award meeting with the Using Agency to discuss the terms and conditions of the Contract. This meeting will be coordinated by the Procurement Officer of the Contract.

SENTINEL TECHNOLOGIES INC, 1241 W. WARNER RD SUITE 112, TEMPE, AZ 85284

WILLING TO ACCEPT FUTURE SOLICITATIONS VIA EMAIL: YES NO

ACCEPT PROCUREMENT CARD: YES NO

REBATE (CASH OR CREDIT) FOR UTILIZING PROCUREMENT CARD: YES NO %
 REBATE (Payment shall be made within 48 hrs utilizing the Purchasing Card)

INTERNET ORDERING CAPABILITY: YES NO % DISCOUNT

OTHER GOV'T. AGENCIES MAY USE THIS CONTRACT: YES NO

PRICING SHEET NIGP CODE 9204701

1.0 PRICING

			PRINTER CLEANING SERVICE
MANUFACTURER	MODEL/CLASS #	DESCRIPTION	Per Instance
CANON	S830D	S830D BUBBLEJET PRINTER	\$ 20.00
DELL		W5300	\$ 20.00
DELL		Color LaserJet5100	\$ 20.00
DELL		Laser 5100CN	\$ 20.00
DELL		LaserJet5200	\$ 20.00
EPSON		Epson LQ-2180	\$ 20.00
EPSON	CX11NF	Aclaser	\$ 20.00
EPSON	TMT88111	Thermal Printer	\$ 20.00
EPSON		Epson LQ-870	\$ 20.00
EPSON		Epson Stylus Pro 9600	\$ 20.00
Hewlett Packard	33449A	LASERJET III PRINTER	\$ 20.00
Hewlett Packard	5600A	OFFICE JET 4215	\$ 20.00
Hewlett Packard	C2001A	HP LASERJET 4 PRINTER	\$ 20.00
Hewlett Packard	C2037A	HP LASERJET 4 PLUS PRINTER	\$ 20.00
Hewlett Packard	C2678C	HP1120C	\$ 20.00
Hewlett Packard	C2685A	HP2500CM	\$ 20.00
Hewlett Packard	C2858A	HPDJ650C	\$ 50.00
Hewlett Packard	C3142A	HP LASERJET 4MV PRINTER	\$ 20.00
Hewlett Packard	C3150A	HP LASERJET 5P	\$ 20.00
Hewlett Packard	C3155A	LASERJET 5MP	\$ 20.00
Hewlett Packard	C3167A	HP5SIMX	\$ 20.00
Hewlett Packard	C3196A	E-SIZE DESIGNJET 750C PLOTTER	\$ 55.00
Hewlett Packard	C3916A	LASERJET 5	\$ 20.00
Hewlett Packard	C3917A	LASERJET 5M	\$ 20.00
Hewlett Packard	C3952A	LASERJET 5N	\$ 20.00
Hewlett Packard	C3980A	LASERJET 6P	\$ 20.00
Hewlett Packard	C3982A	LASERJET 6MP, 8PPM & 600DPI	\$ 20.00
Hewlett Packard	C3990A	LASERJET 6L 6PPM, 600DPI	\$ 20.00
Hewlett Packard	C4084A	COLOR LASER JET 4500 PRINTER	\$ 20.00
Hewlett Packard	C4089A	COLOR LASERJET 4500N w/ENET	\$ 20.00

SENTINEL TECHNOLOGIES INC, 1241 W. WARNER RD SUITE 112, TEMPE, AZ 85284

			PRINTER CLEANING SERVICE
MANUFACTURER	MODEL/CLASS #	DESCRIPTION	Per Instance
Hewlett Packard	C4094A	HPLJ4500DN	\$ 20.00
Hewlett Packard	C4118A	LASERJET 4000	\$ 20.00
Hewlett Packard	C4139A	LASERJET 2100XI PRINTER	\$ 20.00
Hewlett Packard	C4170A	LASERJET 2100 PRINTER	\$ 20.00
Hewlett Packard	C4172A	HP2100TN	\$ 20.00
Hewlett Packard	C4224A	LASERJET 1100 8PPM PRINTER	\$ 20.00
Hewlett Packard	C4226A	LASERJET 1100SE 8PPM PRINTER	\$ 20.00
Hewlett Packard	C4251A	LASERJET 4050 PRINTER	\$ 20.00
Hewlett Packard	C4253A	LASERJET 4050 N 17PPM 1200DPI	\$ 20.00
Hewlett Packard	C4254A	LASERJET 4050TN PRINTER	\$ 20.00
Hewlett Packard	C4265A	HP8150	\$ 20.00
Hewlett Packard	C4265A	LASERJET 8150	\$ 20.00
Hewlett Packard	C4266A	HP LASERJET 8150N	\$ 20.00
Hewlett Packard	C4562A	DESKJET 690C	\$ 20.00
Hewlett Packard	C4582A	DESKJET 692C	\$ 20.00
Hewlett Packard	C4713A	HPDJ430	\$ 55.00
Hewlett Packard	C5871A	DESKJET 722C 4PPM COLOR	\$ 20.00
Hewlett Packard	C5884A	DESKJET 670C,4PPM & 600X600	\$ 20.00
Hewlett Packard	C6075B	HPDJ1055C	\$ 55.00
Hewlett Packard	C6090	HP5000	\$ 55.00
Hewlett Packard	C6410A	DESKJET 895CXI	\$ 20.00
Hewlett Packard	C6428A	DESKJET 950C 600DPI 11/8.5PPM	\$ 20.00
Hewlett Packard	C6490A	DESKJET/INKJET 5650 4800X1200	\$ 20.00
Hewlett Packard	C6662A	OFFICEJET 720 MULTIFUNCTION	\$ 20.00
Hewlett Packard	C6751A	OFFICEJET K80xi 600 X 600 DPI	\$ 20.00
Hewlett Packard	C7044A	LASERJET 1200 PRINTER	\$ 20.00
EFF. 08-01-08 Hewlett Packard	C7044A	LASERJET 2500 (15 PPM)	\$ 82.50
Hewlett Packard	C7047A	LASERJET 1200SE PRINTER	\$ 20.00
Hewlett Packard	C7048A	LASERJET 1200N PRINTER	\$ 20.00
Hewlett Packard	C7058A	LASERJET 2200D PRINTER	\$ 20.00
Hewlett Packard	C7064A	LASEJET 2200 PRINTER	\$ 20.00
Hewlett Packard	C7085A	COLOR LASERJET 4550 PRINTER	\$ 20.00
Hewlett Packard	C7086A	COLOR LASERJET 4550N PRINTER	\$ 20.00
Hewlett Packard	C7096A	HP8550	\$ 20.00
Hewlett Packard	C7769B	HP500	\$ 20.00
Hewlett Packard	C7779B	HP800	\$ 20.00
Hewlett Packard	C8049A	LASERJET 4100	\$ 20.00
Hewlett Packard	C8050A	LASERJET 4100N 1200 X 1200 DPI	\$ 20.00
Hewlett Packard	C8051A	LASERJET 4100TN	\$ 20.00
Hewlett Packard	C8052A	HP LASERJET 4100DTN PRINTER	\$ 20.00
Hewlett Packard	C8111A	HPMobile 450	\$ 20.00
Hewlett Packard	C8121A	BUSINESS INKJET 2280TN	\$ 20.00
Hewlett Packard	C8125A	BUSINESS INKJET 2300 PRINTER	\$ 20.00
Hewlett Packard	C8126A	HP2300N	\$ 20.00
Hewlett Packard	C8127A	INKJET 2300DTN PRINTER	\$ 20.00

SENTINEL TECHNOLOGIES INC, 1241 W. WARNER RD SUITE 112, TEMPE, AZ 85284

			PRINTER CLEANING SERVICE
MANUFACTURER	MODEL/CLASS #	DESCRIPTION	Per Instance
Hewlett Packard	C8151A	HPDJ460CB	\$ 20.00
Hewlett Packard	C8417A	HP OFFICEJET v40xi	\$ 20.00
Hewlett Packard	C8521A	LASERJET 9000DN PRINTER	\$ 55.00
Hewlett Packard	C8932A	DESKJET 960CXI PRINTER	\$ 20.00
Hewlett Packard	C8954B	DESKJET 6122 PRINTER	\$ 20.00
Hewlett Packard	C8963A	DESKJET 6540	\$ 20.00
Hewlett Packard	C8965A	DESKJET 6540DT	\$ 20.00
Hewlett Packard	C8975A	DESKJET 5850 PRINTER	\$ 20.00
Hewlett Packard	C9029A	DESKJET 6800	\$ 20.00
Hewlett Packard	C9037A	LASERJET 3845 PRINTER	\$ 20.00
Hewlett Packard	C9149A	LASERJET 4101MFP PRINTER	\$ 20.00
Hewlett Packard	C9656A	HP5500	\$ 55.00
EFF. 08-01-08 Hewlett Packard	C9656A	HP5550	\$ 82.50
Hewlett Packard	C9660A	HPLJ4600DN	\$ 20.00
Hewlett Packard	Q1319A	HP3500	\$ 20.00
Hewlett Packard	Q1636A	OFFICEJET 6110	\$ 20.00
Hewlett Packard	Q1860A	HPLJ5100	\$ 20.00
Hewlett Packard	Q2425A	LASERJET 4200	\$ 20.00
Hewlett Packard	Q2426A	LASERJET 4200N PRINTER	\$ 20.00
Hewlett Packard	Q2427A	4200TN LASER 1200X1200 DPI	\$ 20.00
Hewlett Packard	Q2473A	LASERJET 2300N PRINTER	\$ 20.00
EFF. 08-01-08 Hewlett Packard	Q2489A	COL LASERJET 1500 (4/16 PPM)	\$ 82.50
Hewlett Packard	Q3668A	HPLJ4650	\$ 20.00
Hewlett Packard	Q3669A	COLOR 4650N LASERJET PRINTER	\$ 20.00
Hewlett Packard	Q3714A	COLOR LASERJET 5550N PRINTER	\$ 20.00
Hewlett Packard	Q3942A	HP4345	\$ 20.00
Hewlett Packard	Q5400A	LASERJET 4250 PRINTER	\$ 20.00
Hewlett Packard	Q5403A	LASERJET 4250DTN PRINTER	\$ 20.00
Hewlett Packard	Q5407A	HP4350	\$ 20.00
Hewlett Packard	Q5747A	HP8750	\$ 20.00
Hewlett Packard	Q5801A	OFFICEJET 6210 PRINTER	\$ 20.00
Hewlett Packard	Q5911A	LASERJET 1020 PRINTER	\$ 20.00
Hewlett Packard	Q5927A	LASERJET 1320 PRINTER	\$ 20.00
Hewlett Packard	Q5959A	LASERJET 2420 PRINTER	\$ 20.00
Hewlett Packard	Q5961A	HP2430DTN	\$ 20.00
Hewlett Packard	Q6504A	HPOJ3050	\$ 20.00
Hewlett Packard	Q7311A	HPOJ4110	\$ 20.00
Hewlett Packard	Q7493A	HP4700DN	\$ 20.00
Hewlett Packard	Q7812A	HPP3005D	\$ 20.00
Hewlett Packard	Q7814A	HP3005N	\$ 20.00
Hewlett Packard	Q7815A	HP3005DN	\$ 20.00
Hewlett Packard	Q7822A	HP2605DN	\$ 20.00
IBM	3116	16PPM LASER PAGE PRINTER	\$ 20.00

SENTINEL TECHNOLOGIES INC, 1241 W. WARNER RD SUITE 112, TEMPE, AZ 85284

			PRINTER CLEANING SERVICE
MANUFACTURER	MODEL/CLASS #	DESCRIPTION	Per Instance
IBM	4332	INOFPRINT 40 PRINTER	\$ 20.00
IBM	3116	IBM 3116 Printer	\$ 20.00
IBM	5204	IBM 5204 Printer	\$ 20.00
IBM	2391	IBM 2391 Printer	\$ 20.00
IBM	4224	IBM 4224 Printer	\$ 20.00
XEROX	N40	XEROX N40 Printer	\$ 20.00
EFF. 08-01-08 XEROX	7300N	PHASER COL LSR (30/37) PPM 12x18	\$ 82.50
LEXMARK	2480	9-PIN DTO MATRIX PRINTER	\$ 20.00
LEXMARK	OPTRA	1200 X 1200 DPI LASER PRINTER	\$ 20.00
OKIDATA	C7350N	1200 DPI X 600 DPI COLOR PRINTER	\$ 20.00
OKIDATA	OL810E	8PPM, 1200X600 DPI	\$ 20.00

2.0 Pricing

Hourly time & material maintenance \$55.00/Hr

Travel (one time charge)
Trip charge

Band 1 within 25 mile radius of Maricopa County Admin. No Charge
Band 2 25-50 mile radius of Maricopa County Admin. \$ 27.50

Cost Plus percentage for materials: _____15_____ % over cost

Terms: 2% 30 Days Net 31

Vendor Number: W000001864 X

Telephone Number: 480/897-5944

Fax Number: 480/820-7275

Contact Person Brad Faubion

E-Mail Address (REP): bfaubion@sentinel.com

Company Web site: www.sentinel.com

Contract Period: To cover the period ending **February 28, 2011.**

SIGNATURE TECHNOLOGY GROUP, 2424 W. DESERT COVE AVENUE, PHOENIX, AZ 85029

WILLING TO ACCEPT FUTURE SOLICITATIONS VIA EMAIL: YES NO

ACCEPT PROCUREMENT CARD: YES NO

REBATE (CASH OR CREDIT) FOR UTILIZING PROCUREMENT CARD: YES NO %
 REBATE (Payment shall be made within 48 hrs utilizing the Purchasing Card)

INTERNET ORDERING CAPABILITY: YES NO % DISCOUNT

OTHER GOV'T. AGENCIES MAY USE THIS CONTRACT: YES NO

PRICING SHEET NIGP CODE 9204701

1.0 PRICING

			2 Hour Response	4 Hour Response	Next Day Response
MANUFACTURER	MODEL/CLASS #	DESCRIPTION			
CANON	S830D	S830D BUBBLEJET PRINTER	\$3.10	\$2.50	\$2.10
DELL	W5300N	W5300	\$6.20	\$4.90	\$4.20
DELL	5100CN	Color LaserJet5100	\$8.80	\$7.00	\$5.60
DELL	5100CN	Laser 5100CN	\$8.80	\$7.00	\$5.60
DELL	M5200N	LaserJet5200	\$7.00	\$5.60	\$4.60
EPSON	LQ2180	Epson LQ-2180	\$2.20	\$1.80	\$1.40
EPSON	CX11NF	Aclaser	\$56.00	\$44.80	\$35.90
EPSON	TMT88111	Thermal Printer	\$8.00	\$22.40	\$18.00
EPSON	LQ870	Epson LQ-870	\$2.20	\$1.80	\$1.40
EPSON	STYLUSPRO-9600	Epson Stylus Pro 9600	\$40.30	\$32.20	\$25.90
Hewlett Packard	33449A	LASERJET III PRINTER	\$10.10	\$8.10	\$6.70
Hewlett Packard	5600A	OFFICE JET 4215	\$ 2.20	\$1.80	\$1.40
Hewlett Packard	C2001A	HP LASERJET 4 PRINTER	\$10.10	\$8.10	\$6.70
Hewlett Packard	C2037A	HP LASERJET 4 PLUS PRINTER	\$10.10	\$8.10	\$6.70
Hewlett Packard	C2678C	HP1120C	\$2.20	\$1.80	\$1.40
Hewlett Packard	C2685A	HP2500CM	\$14.00	\$11.20	\$9.10
Hewlett Packard	C2858A	HPDJ650C	\$62.20	\$49.70	\$39.90
Hewlett Packard	C3142A	HP LASERJET 4MV PRINTER	\$21.00	\$16.80	\$13.70
Hewlett Packard	C3150A	HP LASERJET 5P	\$7.00	\$5.60	\$4.60
Hewlett Packard	C3155A	LASERJET 5MP	\$8.40	\$6.70	\$5.60
Hewlett Packard	C3167A	HP5SIMX	\$18.90	\$15.10	\$12.30
Hewlett Packard	C3196A	E-SIZE DESIGNJET 750C PLOTTER	\$33.30	\$26.60	\$21.40
Hewlett Packard	C3916A	LASERJET 5	\$8.40	\$6.70	\$5.60
Hewlett Packard	C3917A	LASERJET 5M	\$8.40	\$6.70	\$5.60
Hewlett Packard	C3952A	LASERJET 5N	\$8.40	\$6.70	\$5.60
Hewlett Packard	C3980A	LASERJET 6P	\$7.50	\$6.00	\$4.90
Hewlett Packard	C3982A	LASERJET 6MP, 8PPM & 600DPI	\$7.50	\$6.00	\$4.90
Hewlett Packard	C3990A	LASERJET 6L 6PPM, 600DPI	\$7.50	\$6.00	\$4.90

SIGNATURE TECHNOLOGY GROUP, 2424 W. DESERT COVE AVENUE, PHOENIX, AZ 85029

			2 Hour Response	4 Hour Response	Next Day Response
MANUFACTURER	MODEL/CLASS #	DESCRIPTION			
Hewlett Packard	C4084A	COLOR LASER JET 4500 PRINTER	\$25.40	\$20.30	\$16.50
Hewlett Packard	C4089A	COLOR LASERJET 4500N w/ENET	\$25.40	\$20.30	\$16.50
Hewlett Packard	C4094A	HPLJ4500DN	\$25.40	\$20.30	\$16.50
Hewlett Packard	C4118A	LASERJET 4000	\$10.10	\$8.10	\$6.70
Hewlett Packard	C4139A	LASERJET 2100XI PRINTER	\$7.00	\$5.60	\$4.60
Hewlett Packard	C4170A	LASERJET 2100 PRINTER	\$7.00	\$5.60	\$4.60
Hewlett Packard	C4172A	HP2100TN	\$7.00	\$5.60	\$4.60
Hewlett Packard	C4224A	LASERJET 1100 8PPM PRINTER	\$4.00	\$3.20	\$2.80
Hewlett Packard	C4226A	LASERJET 1100SE 8PPM PRINTER	\$4.00	\$3.20	\$2.80
Hewlett Packard	C4251A	LASERJET 4050 PRINTER	\$10.10	\$8.10	\$6.70
Hewlett Packard	C4253A	LASERJET 4050 N 17PPM 1200DPI	\$10.10	\$8.10	\$6.70
Hewlett Packard	C4254A	LASERJET 4050TN PRINTER	\$10.10	\$8.10	\$6.70
Hewlett Packard	C4265A	HP8150	\$22.80	\$18.20	\$14.70
Hewlett Packard	C4265A	LASERJET 8150	\$22.80	\$18.20	\$14.70
Hewlett Packard	C4266A	HP LASERJET 8150N	\$22.80	\$18.20	\$14.70
Hewlett Packard	C4562A	DESKJET 690C	\$2.20	\$1.80	\$1.40
Hewlett Packard	C4582A	DESKJET 692C	\$2.20	\$1.80	\$1.40
Hewlett Packard	C4713A	HPDJ430	\$16.20	\$13.00	\$10.50
Hewlett Packard	C5871A	DESKJET 722C 4PPM COLOR	\$2.20	\$1.80	\$1.40
Hewlett Packard	C5884A	DESKJET 670C,4PPM & 600X600	\$2.20	\$1.80	\$1.40
Hewlett Packard	C6075B	HPDJ1055C	\$43.80	\$ 35.00	\$28.00
Hewlett Packard	C6090	HP5000	\$67.90	\$ 54.30	\$43.40
Hewlett Packard	C6410A	DESKJET 895CXI	\$2.20	\$1.80	\$1.40
Hewlett Packard	C6428A	DESKJET 950C 600DPI 11/8.5PPM	\$2.20	\$1.80	\$1.40
Hewlett Packard	C6490A	DESKJET/INKJET 5650 4800X1200	\$2.20	\$ 1.80	\$1.40
Hewlett Packard	C6662A	OFFICEJET 720 MULTIFUNCTION	\$2.20	\$1.80	\$1.40
Hewlett Packard	C6751A	OFFICEJET K80xi 600 X 600 DPI	\$2.20	\$1.80	\$1.40
Hewlett Packard	C7044A	LASERJET 1200 PRINTER	\$4.00	\$3.20	\$2.80
EFF. 08-01-08					
Hewlett Packard	C7044A	LASERJET 2500 (15 PPM)	\$4.00	\$3.20	\$2.80
Hewlett Packard	C7047A	LASERJET 1200SE PRINTER	\$4.00	\$ 3.20	\$2.80
Hewlett Packard	C7048A	LASERJET 1200N PRINTER	\$4.00	\$3.20	\$2.80
Hewlett Packard	C7058A	LASERJET 2200D PRINTER	\$7.00	\$5.60	\$4.60
Hewlett Packard	C7064A	LASEJET 2200 PRINTER	\$ 7.00	\$5.60	\$4.60
Hewlett Packard	C7085A	COLOR LASERJET 4550 PRINTER	\$23.70	\$18.90	\$15.40
Hewlett Packard	C7086A	COLOR LASERJET 4550N PRINTER	\$23.70	\$18.90	\$15.40
Hewlett Packard	C7096A	HP8550	\$46.00	\$36.80	\$29.40
Hewlett Packard	C7769B	HP500	\$23.70	\$18.90	\$15.40

SIGNATURE TECHNOLOGY GROUP, 2424 W. DESERT COVE AVENUE, PHOENIX, AZ 85029

			2 Hour Response	4 Hour Response	Next Day Response
MANUFACTURER	MODEL/CLASS #	DESCRIPTION			
Hewlett Packard	C7779B	HP800	\$33.30	\$26.60	\$21.40
Hewlett Packard	C8049A	LASERJET 4100	\$10.10	\$ 8.10	\$6.70
Hewlett Packard	C8050A	LASERJET 4100N 1200 X 1200 DPI	\$10.10	\$8.10	\$6.70
Hewlett Packard	C8051A	LASERJET 4100TN	\$10.10	\$ 8.10	\$6.70
Hewlett Packard	C8052A	HP LASERJET 4100DTN PRINTER	\$10.10	\$8.10	\$6.70
Hewlett Packard	C8111A	HPMobile 450	\$2.20	\$1.80	\$1.40
Hewlett Packard	C8121A	BUSINESS INKJET 2280TN	\$7.00	\$5.60	\$4.60
Hewlett Packard	C8125A	BUSINESS INKJET 2300 PRINTER	\$7.00	\$5.60	\$4.60
Hewlett Packard	C8126A	HP2300N	\$7.00	\$5.60	\$4.60
Hewlett Packard	C8127A	INKJET 2300DTN PRINTER	\$7.00	\$5.60	\$4.60
Hewlett Packard	C8151A	HPDJ460CB	\$2.20	\$1.80	\$1.40
Hewlett Packard	C8417A	HP OFFICEJET v40xi	\$2.20	\$1.80	\$1.40
Hewlett Packard	C8521A	LASERJET 9000DN PRINTER	\$45.50	\$36.40	\$29.40
Hewlett Packard	C8932A	DESKJET 960CXI PRINTER	\$2.20	\$1.80	\$1.40
Hewlett Packard	C8954B	DESKJET 6122 PRINTER	\$2.20	\$1.80	\$1.40
Hewlett Packard	C8963A	DESKJET 6540	\$2.20	\$1.80	\$1.40
Hewlett Packard	C8965A	DESKJET 6540DT	\$2.20	\$1.80	\$1.40
Hewlett Packard	C8975A	DESKJET 5850 PRINTER	\$2.20	\$1.80	\$1.40
Hewlett Packard	C9029A	DESKJET 6800	\$ 2.20	\$1.80	\$1.40
Hewlett Packard	C9037A	LASERJET 3845 PRINTER	\$2.20	\$1.80	\$1.40
Hewlett Packard	C9149A	LASERJET 4101MFP PRINTER	\$32.90	\$26.30	\$21.00
Hewlett Packard	C9656A	HP5500	\$46.00	\$36.80	\$29.40
EFF. 08-01-08 Hewlett Packard	C9656A	HP5550	\$46.00	\$36.80	\$29.40
Hewlett Packard	C9660A	HPLJ4600DN	\$25.40	\$20.30	\$16.50
Hewlett Packard	Q1319A	HP3500	\$10.50	\$8.40	\$7.00
Hewlett Packard	Q1636A	OFFICEJET 6110	\$2.20	\$1.80	\$1.40
Hewlett Packard	Q1860A	HPLJ5100	\$14.00	\$11.20	\$9.10
Hewlett Packard	Q2425A	LASERJET 4200	\$10.10	\$8.10	\$6.70
Hewlett Packard	Q2426A	LASERJET 4200N PRINTER	\$10.10	\$8.10	\$6.70
Hewlett Packard	Q2427A	4200TN LASER 1200X1200 DPI	\$10.10	\$8.10	\$6.70
Hewlett Packard	Q2473A	LASERJET 2300N PRINTER	\$7.00	\$5.60	\$ 4.60
EFF. 08-01-08 Hewlett Packard	Q2489A	COL LASERJET 1500 (4/16 PPM)	\$4.40	\$3.50	\$2.80
Hewlett Packard	Q3668A	HPLJ4650	\$25.40	\$20.30	\$16.50
Hewlett Packard	Q3669A	COLOR 4650N LASERJET PRINTER	\$25.40	\$20.30	\$16.50
Hewlett Packard	Q3714A	COLOR LASERJET 5550N PRINTER	\$46.00	\$36.80	\$29.40
Hewlett Packard	Q3942A	HP4345	\$32.90	\$26.30	\$21.00
Hewlett Packard	Q5400A	LASERJET 4250 PRINTER	\$10.10	\$8.10	\$6.70
Hewlett Packard	Q5403A	LASERJET 4250DTN PRINTER	\$10.10	\$8.10	\$6.70

SIGNATURE TECHNOLOGY GROUP, 2424 W. DESERT COVE AVENUE, PHOENIX, AZ 85029

			2 Hour Response	4 Hour Response	Next Day Response
MANUFACTURER	MODEL/CLASS #	DESCRIPTION			
Hewlett Packard	Q5407A	HP4350	\$14.00	\$11.20	\$9.10
Hewlett Packard	Q5747A	HP8750	\$2.20	\$ 1.80	\$1.40
Hewlett Packard	Q5801A	OFFICEJET 6210 PRINTER	\$2.20	\$1.80	\$1.40
Hewlett Packard	Q5911A	LASERJET 1020 PRINTER	\$2.70	\$2.10	\$1.80
Hewlett Packard	Q5927A	LASERJET 1320 PRINTER	\$4.00	\$3.20	\$2.80
Hewlett Packard	Q5959A	LASERJET 2420 PRINTER	\$7.00	\$5.60	\$4.60
Hewlett Packard	Q5961A	HP2430DTN	\$7.00	\$5.60	\$4.60
Hewlett Packard	Q6504A	HPOJ3050	\$4.00	\$3.20	\$2.80
Hewlett Packard	Q7311A	HPOJ4110	\$2.20	\$ 1.80	\$1.40
Hewlett Packard	Q7493A	HP4700DN	\$25.40	\$ 20.30	\$16.50
Hewlett Packard	Q7812A	HPP3005D	\$7.00	\$5.60	\$4.60
Hewlett Packard	Q7814A	HP3005N	\$7.00	\$5.60	\$4.60
Hewlett Packard	Q7815A	HP3005DN	\$7.00	\$5.60	\$4.60
Hewlett Packard	Q7822A	HP2605DN	\$4.90	\$3.90	\$3.20
IBM	3116	16PPM LASER PAGE PRINTER	\$24.50	\$19.60	\$15.80
IBM	4332	INOFPRINT 40 PRINTER	\$42.00	\$33.60	\$27.00
IBM	3116	IBM 3116 Printer	\$24.50	\$19.60	\$15.80
IBM	5204	IBM 5204 Printer	\$17.10	\$13.70	\$11.20
IBM	2391	IBM 2391 Printer	\$11.00	\$8.80	\$7.00
IBM	4224	IBM 4224 Printer	\$17.50	\$14.00	\$11.20
XEROX	N40	XEROX N40 Printer	\$44.20	\$35.40	\$28.40
08-01-08 XEROX	7300N	PHASER COL LSR (30/37 PPM) 12x18	\$50.80	\$40.60	\$32.60
LEXMARK	2480	9-PIN DTO MATRIX PRINTER	\$8.80	\$7.00	\$5.60
LEXMARK	OPTRA	1200 X 1200 DPI LASER PRINTER	\$14.00	\$11.20	\$9.10
OKIDATA	C7350N	1200 DPI X 600 DPI COLOR PRINTER	\$43.80	\$35.00	\$28.00
OKIDATA	OL810E	8PPM, 1200X600 DPI	\$6.20	\$4.90	\$4.20
EFF. 09-02-08 ZEBRA	Z6M	PRINTER	\$20.60	\$16.50	\$13.30

2.0 Pricing

Hourly Time and Material Charges from Signature Technologies are only applicable to requirements that may be relative to Printers under Full Maintenance Coverage for repairs that may be out of scope of Full Maintenance Coverage and must be prior approved by using agency. These circumstances may include damages due to physical abuse or other repairs deemed outside of scope of Full Maintenance.

Hourly time & material maintenance \$125.00/Hr

Travel (one time charge)
Trip charge

Band 1 within 25 mile radius of Maricopa County Admin. \$ No Charge
Band 2 25-50 mile radius of Maricopa County Admin. \$No Charge

Cost Plus percentage for materials: 25 % over cost

SIGNATURE TECHNOLOGY GROUP, 2424 W. DESERT COVE AVENUE, PHOENIX, AZ 85029

Terms: 2% 30 Days Net 31

Vendor Number: W000002890 X

Telephone Number: 602/470-1110

Fax Number: 602/470-1112

Contact Person: Phil Woudenberg

E-Mail Address (REP): pwoudenberg@sigtechgrp.com

Company Web site: www.sigtechgrp.com

Contract Period: To cover the period ending **February 28, 2011.**