

DAVID Y. IGE  
GOVERNOR



SARAH ALLEN  
ADMINISTRATOR  
BONNIE KAHAKUI  
ASSISTANT ADMINISTRATOR

**STATE OF HAWAII  
STATE PROCUREMENT OFFICE**

P.O. Box 119  
Honolulu, Hawaii 96810-0119  
Tel: (808) 586-0554  
email: [state.procurement.office@hawaii.gov](mailto:state.procurement.office@hawaii.gov)  
<http://spo.hawaii.gov>  
Twitter: [@hawaiispo](https://twitter.com/hawaiispo)

March 25, 2020

TO: Executive Departments/Agencies City and County of Honolulu  
Department of Education Honolulu City Council  
Hawaii Health Systems Corporation Honolulu Board of Water Supply  
Office of Hawaiian Affairs Honolulu Authority for Rapid Transportation  
University of Hawaii County of Hawaii  
Public Charter School Commission Hawaii County Council  
and Schools County of Hawaii-Department of Water Supply  
House of Representatives County of Maui  
Senate Maui County Council  
Judiciary County of Maui-Department of Water Supply  
County of Kauai  
Kauai County Council  
County of Kauai – Department of Water

FROM: for Sarah Allen, Administrator *Bonnie A. Kahakui*

SUBJECT: **Change No. 3**  
SPO Price List Contract No. 20-07  
**NASPO VALUEPOINT COPIERS & MANAGED PRINT SERVICES**  
RFP NP-18-001  
**Expires: December 31, 2021**

The following changes are made to the price list contract:

1. Reinstate PC Specialist, Inc. dba Technology Integration Group as they are showing compliant status effective March 17, 2020 as an authorized reseller for Canon U.S.A. Inc. and HP Inc.

The current price list contract incorporating Change No. 3 is available on the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor List Contracts* on the home page.

If you have any questions, please contact Matthew Chow at (808) 586-0577 or [matthew.m.chow@hawaii.gov](mailto:matthew.m.chow@hawaii.gov).

**WHERE TO FIND**

Information on NASPO ValuePoint..... 3

Participating Jurisdictions / Points of Contact ..... 4-5

Nonprofit Organizations / Authorized Vendor(s) ..... 5-6

Vendor Codes, HCE, pCard, PO, GET and County Surcharge ..... 6-7

Payment Terms, SPO-12, IPSC..... 7

Definitions..... 7-12

Group, Segment Number and Speed ..... 13-14

Copiers & Managed Print Services (MPS) Award Summary ..... 15

Managed Print Services..... 16-17

Maintenance Agreement ..... 18-20

Service Offering..... 21-24

**Purchase, Lease and Rental Programs**

    End of Term Notification/Buyout to Keep/Buyout to Return ..... 25

    Equipment Upgrade or Downgrade/Non-Appropriation of Funds ..... 25

    Early Termination Charges ..... 25-26

    Equipment Trade In/Equipment Demonstration ..... 26

    Installation and Environmental Requirements/Paper Specifications ..... 26

    Warranty/Lemon Clause/ADA/Hard Drive Removal/Delivery ..... 26-27

    Accessories..... 27-28

    Software/Consumable Supplies/Survivability..... 28-29

Agency Instructions..... 30-31

Uniform Request for Quotes..... 32-33

**Vendor Contact Information**

    Canon U.S.A. Inc ..... 35

    Lexmark International Inc ..... 36

    Ricoh USA, Inc..... 37

    Sharp Electronics Corporation ..... 38

    Toshiba America Business Solutions Inc ..... 39

    HP Inc. .... 40

    Xerox Corporation ..... 41

**STATE OF HAWAII  
STATE PROCUREMENT OFFICE**

**SPO Price List Contract No. 20-07**  
Replaces SPO Vendor List Contract No. 15-10  
Includes Change No. 3  
Effective: 03/25/2020

**NASPO VALUEPOINT  
COPIERS & MANAGED PRINT SERVICES**

RFP NP-18-001

**February 10, 2020 to December 31, 2021**

**INFORMATION ON NASPO VALUEPOINT**

The NASPO ValuePoint Cooperative Purchasing Organization is a multi-state contracting consortium of state governments, including local governments, of which the State of Hawaii is a member. NASPO ValuePoint Purchasing Organization seeks to achieve price discounts by combining the requirements of multi-state governmental agencies, and cost-effective and efficient acquisition of quality products and services.

The State of Colorado is the current lead agency and contract administrator for the NASPO ValuePoint Copiers and Managed Print Services contract. A request for competitive sealed proposals was issued on behalf of NASPO ValuePoint Cooperative Purchasing Organization and contracts were awarded to nine (9) qualified Contractors. The State of Hawaii has signed a Participating Addendum with six (7) Contractors and intends to sign with the remaining three (2) contractors.

The purpose of this contract is to provide Multi-function Devices (MFD's), Single-function Printers, Production Equipment, Large/Wide Format Equipment, Scanners, Managed Print Services (MPS) and software bundles that enable and enhance the productivity and capability of the Devices.

The following items are not included in this contract: interactive white boards; computers, monitors or other related items; fax machines; overhead projectors; and cameras.

For additional information on this contract, visit the NASPO ValuePoint website at <https://www.naspovaluepoint.org/portfolio/copiers-managed-print-services-2019-2024/>.



**PARTICIPATING JURISDICTIONS** listed below have signed a cooperative agreement with the SPO and are authorized to utilize this price list contract.

Executive Departments/Agencies	City and County of Honolulu
Department of Education (DOE)	Honolulu City Council
Hawaii Health Systems Corporation	Honolulu Board of Water Supply
Office of Hawaiian Affairs	Honolulu Authority for Rapid Transportation
University of Hawaii	County of Hawaii
Public Charter School Commission and Schools	Hawaii County Council
House of Representatives	County of Hawaii – Department of Water Supply
Senate	County of Maui
Judiciary	Maui County Council
Kauai County Council	County of Maui – Department of Water Supply
County of Kauai – Department of Water	County of Kauai

The participating jurisdictions are not required but may purchase from this price list contract, and requests for exception from the contract are not required. Participating jurisdictions are allowed to purchase from other contractors; however, HRS chapter 103D, and the procurement rules apply to purchases by using the applicable method of procurement and its procedures, such as small purchases or competitive sealed bidding. The decision to use this contract or to solicit pricing from other sources is at the discretion of the participating jurisdiction.

**POINT OF CONTACT.** Questions regarding the products listed, ordering, pricing and status should be directed to the contractor(s).

Procurement questions or concerns may be directed as follows:

Jurisdiction	Name	Telephone	Fax	E-mail
Executive	Matthew Chow	586-0577	586-0570	<a href="mailto:matthew.m.chow@hawaii.gov">matthew.m.chow@hawaii.gov</a>
DOE	Procurement Staff	675-0130	675-0133	<a href="mailto:doeprocure@notes.k12.hi.us">doeprocure@notes.k12.hi.us</a>
HHSC	Joe Evanoff	315-7449		<a href="mailto:jevanoff@hhsc.org">jevanoff@hhsc.org</a>
OHA	Phyllis Ono-Evangelista	594-1833	594-1865	<a href="mailto:phylliso@oha.org">phylliso@oha.org</a>
UH	Karlee Hisashima	956-8687	956-2093	<a href="mailto:karlee@hawaii.edu">karlee@hawaii.edu</a>
Public Charter School Commission and Schools	Danny Vasconcellos	586-3775	586-3776	<a href="mailto:danny.vasconcellos@spcsc.hawaii.gov">danny.vasconcellos@spcsc.hawaii.gov</a>
House	Brian Takeshita	586-6423	586-6401	<a href="mailto:takeshita@capitol.hawaii.gov">takeshita@capitol.hawaii.gov</a>
Senate	Carol Taniguchi	586-6720	586-6719	<a href="mailto:c.taniguchi@capitol.hawaii.gov">c.taniguchi@capitol.hawaii.gov</a>
Judiciary	Tritia Cruz	538-5805	538-5802	<a href="mailto:tritia.l.cruz@courts.hawaii.gov">tritia.l.cruz@courts.hawaii.gov</a>
C&C of Honolulu	Procurement Specialist	768-5535	768-3299	<a href="mailto:bfprocuring@honolulu.gov">bfprocuring@honolulu.gov</a>

Jurisdiction	Name	Telephone	Fax	E-mail
Honolulu City Council	Kendall Amazaki, Jr. Nanette Saito	768-5084 768-5085	768-5011	<a href="mailto:kamazaki@honolulu.gov">kamazaki@honolulu.gov</a> <a href="mailto:nsaito@honolulu.gov">nsaito@honolulu.gov</a>
Honolulu Board of Water Supply	Procurement Office	748-5071		<a href="mailto:fn_procurement@hbws.org">fn_procurement@hbws.org</a>
HART	David Ha	768-6294		<a href="mailto:dha@honolulu.gov">dha@honolulu.gov</a>
County of Hawaii	Diane Nakagawa	961-8440	961-8248	<a href="mailto:Diane.Nakagawa@hawaiicounty.gov">Diane.Nakagawa@hawaiicounty.gov</a>
Hawaii County Council	Diane Nakagawa	961-8440	961-8248	<a href="mailto:Diane.Nakagawa@hawaiicounty.gov">Diane.Nakagawa@hawaiicounty.gov</a>
County of Hawaii- Department of Water Supply	Ka'iulani L. Matsumoto	961-8050 x224	961-8657	<a href="mailto:kmatsumoto@hawaii.dws.org">kmatsumoto@hawaii.dws.org</a>
County of Maui	Greg King	249-2403 x30	249-0839	<a href="mailto:greg.king@co.maui.hi.us">greg.king@co.maui.hi.us</a>
Maui County Council	Marlene Rebugio	270-7838		<a href="mailto:marlene.rebugio@mauicounty.us">marlene.rebugio@mauicounty.us</a>
County of Maui- Department of Water Supply	Kenneth L. Bissen Holly Perdido	270-7684 270-7684	270-7136 270-7136	<a href="mailto:ken.bissen@co.maui.hi.us">ken.bissen@co.maui.hi.us</a> <a href="mailto:holly.perdido@co.maui.hi.us">holly.perdido@co.maui.hi.us</a>
County of Kauai	Ernest Barreira	241-4295	241-6297	<a href="mailto:ebarreira@kauai.gov">ebarreira@kauai.gov</a>
Kauai County Council	Lisa Ishibashi Scott Sato	241-4820 241-4810	241-6349 241-6349	<a href="mailto:lishibashi@kauai.gov">lishibashi@kauai.gov</a> <a href="mailto:ssato@kauai.gov">ssato@kauai.gov</a>
County of Kauai- Department of Water	Marcelino Soliz	245-5470	241-5813	<a href="mailto:msoliz@kauaiwater.org">msoliz@kauaiwater.org</a>

**USE OF PRICE & VENDOR LIST CONTRACTS BY NONPROFIT ORGANIZATIONS.** Pursuant to HRS §103D-804, nonprofit organizations with current purchase of service contracts (HRS chapter 103F) have been invited to participate in the SPO price & vendor lists contracts.

A listing of these nonprofit organizations is available at the SPO website: <http://spo.hawaii.gov>. Click on *For Vendors > Non-Profits > Cooperative Purchasing Program > View the list of qualifying nonprofits eligible to participate in cooperative purchasing.*

If a nonprofit wishes to purchase from a SPO price or vendor list contract, the nonprofit must obtain approval from each Contractor, i.e., participation must be mutually agreed upon. A Contractor may choose to deny participation by a nonprofit. Provided, however, if a nonprofit and Contractor mutually agree to this arrangement, it is understood that the nonprofit will retain its right to purchase from other than a SPO price or vendor list Contractor(s).

**VENDORS.** The following vendors are authorized to provide copiers, printers & related devices. They have signed a Master Agreement with the State of Colorado and a Participating Addendum with the Hawaii State Procurement Office.

Canon U.S.A. Inc  
 Lexmark International, Inc  
 Sharp Electronics Corporation  
 Xerox Corporation

HP Inc  
 Ricoh USA, Inc  
 Toshiba America Business Solutions Inc

**VENDOR CODES** for annotation on purchase orders are obtainable from the *Alphabetical Vendor Edit Table* available at your department’s fiscal office. Agencies are cautioned that the remittance address on an invoice may be different from the address of the vendor code annotated on the purchase order.

**COMPLIANCE PURSUANT TO HRS §103D-310(c).** Prior to awarding this contract, the SPO verified compliance of the Contractor(s) named in the SPO Price List Contract No. 20-07. *No further compliance verification is required prior to issuing a contract, purchase order, or pCard payment when utilizing this contract.*

**PURCHASING CARD (pCard).** The State of Hawaii Purchasing Card (pCard) is required to be used by the Executive departments/agencies, excluding DOE, HHSC, OHA and UH for orders totaling less than \$2,500. For purchases of \$2,500 or more, agencies may use the pCard, subject to its credit limit, or issue a purchase order.

**PURCHASE ORDERS** may be issued for purchases \$2,500 or more, and for Contractors who either do not accept the pCard, set minimum order requirements before accepting the pCard for payment, or charge its customers a transaction fee for the usage.

**“SPO PL CONTRACT NO. 20-07 & NASPO VALUEPOINT CONTRACT NO.”** (Canon U.S.A. Inc **140595**; HP Inc **140596**; Lexmark International Inc **140601**; Ricoh USA, Inc **140602**; Sharp Electronics Corporation **140603**; Toshiba America Business Solutions Inc **140604**; Xerox Corporation **140606**) shall be typed on purchase orders issued against this price list contract. For pCard purchases, the SPO PL Contract No. 20-07 and Master Agreement No. shall be notated on the appropriate transaction document.

**STATE GENERAL EXCISE TAX (GET) AND COUNTY SURCHARGE** shall not exceed the following rates if seller elects to pass on the charges to its customers.

COUNTY	COUNTY SURCHARGE TAX RATE	STATE GET	MAX PASS-ON TAX RATE	EXPIRATION DATE OF SURCHARGE TAX RATE
C&C OF HONOLULU	0.50%	4.0%	4.7120%	12/31/2030
HAWAII	0.50%	4.0%	4.47120%	12/31/2030
COUNTY OF MAUI (including Molokai and Lanai)	0.0%	4.0%	4.1666%	No county surcharge
KAUAI	0.50%	4.0%	4.7120%	12/31/2030

The GET or use tax and county surcharge may be added to the invoice as a separate line item and shall not exceed the current max pass-on tax rate(s) for each island.

County surcharges on state general excise (GE) tax or Use tax may be visibly passed on but is not required. For more information on county surcharges and the max pass-on tax rate, please visit the Department of Taxation’s website at <http://tax.hawaii.gov/geninfo/countysurcharge>.

**PAYMENTS** are to be made to the Contractor(s) remittance address. HRS §103-10 provides that the State shall have thirty (30) calendar days after receipt of invoice or satisfactory completion of contract to make payment. Payments may also be made via pCard.

**VENDOR AND PRODUCT EVALUATION** form, SPO-012, for the purpose of addressing concerns on this vendor list contract, is available to agencies at the SPO website: <http://spo.hawaii.gov>. Click on *Forms* on the home page.

**PRICE OR VENDOR LIST CONTRACT AVAILABLE ON THE INTERNET** at the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor List Contracts* on the home page.

**INFORMATION PRIVACY AND SECURITY COUNCIL (IPSC) GUIDELINE FOR MULTI-FUNCTION DEVICES.**

- The purpose of this document is to provide basic guidelines for all State and County agencies for protection of sensitive information on multi-function copier/printer (MFP) devices.
- The IPSC guideline for multi-function copier may be found at the following website: <http://ipsc.hawaii.gov/guidelines-best-practices/>, click on *Multi-Function Copier/Printer Procurement Guidelines*.

**DEFINITIONS**

Term	Description
<b>A3 MFD</b>	A Multi-function Device which is designed to handle letter, legal, ledger and some smaller paper sizes, such as postcards and envelopes.
<b>A4 MFD</b>	A Multi-function Device which is designed to handle letter, legal and some smaller paper sizes, such as postcards and envelopes. Ledger size paper is NOT an option on this Device.
<b>Acceptance</b>	A written notice from a Purchasing Department to Contractor advising Contractor that the Product has passed its Acceptance Testing. Acceptance of a Product for which Acceptance Testing is not required shall occur following the completion of delivery, installation, if required, and a reasonable time for inspection of the Product, unless the Purchasing Department provides a written notice of rejection to the Contractor.
<b>Acceptance Testing</b>	The process set forth in the Master Agreement for ascertaining that the Product meets the standard of performance prior to Acceptance by the Purchasing Department.

<b>Accessory</b>	A compatible item that is added to the Base Unit to enhance its capabilities and functions.
<b>Authorized Dealer (“Dealer”)</b>	The Manufacturer’s authorized sales and Service center (also known as a Dealer, Distributor, or Partner) that must be certified by the Manufacturer to sell the Manufacturer’s Products and perform machine installation and maintenance on Devices offered by the Manufacturer. A Purchasing Department must be able to, at a minimum, visit the sales and Service center to view and test Equipment.
<b>Base Unit</b>	The copier, printer, scanner, large/wide format and production Devices that include all standard Accessories and parts and excludes optional Accessories and/or software.
<b>Blended Rate</b>	A rate that is derived by taking the b&w and color cost per click rates on one or more Devices and calculating one rate that a customer will be billed for all copies, regardless of Device type and b&w or color output. Allows for simplicity when billing copies run.
<b>Bronze Standard</b>	Devices which meet less than 50% of the 28 optional EPEAT criteria.
<b>Business Day</b>	Any day other than Saturday, Sunday or a legal holiday.
<b>Buyout to Keep</b>	The early termination option on an FMV or Capital Lease that involves the acquisition of the Equipment by the Purchasing Department, and consists of any current and past due amount, plus the remaining stream of Equipment Payments.
<b>Buyout to Return</b>	The early termination option on an FMV, Capital or Straight Lease that involves the return of the Equipment by the Purchasing Department to Contractor, in good working condition (ordinary wear and tear excepted), and consists of any current and past due amounts, plus the remaining stream of Equipment Payments.
<b>Cancellable Rental</b>	An agreement that is cancellable upon the Purchasing Department providing the Contractor with a thirty (30) day written notice and is subject to a maximum penalty of up to three (3) months of Total Monthly Payments. Equipment ownership is not an option.
<b>Capital Lease</b>	A Capital Lease shall also be referred to as a \$1 Buyout Lease and title of the Equipment will automatically pass from the Contractor to the Purchasing Department at the end of the Initial Lease Term, and the Purchasing Department will not be subject to additional payments in order to assume ownership. However, it will be at the discretion of the Purchasing Entity as to whether other criteria will also be considered, such as a bargain purchase option, a lease term longer than 75% of the estimated economic life of the Equipment, or the present value of the lease payments is greater than 90% of the fair market value of the Equipment at the beginning of the Initial Lease Term, or any other legal requirements relating to a Capital Lease.
<b>Ceiling Pricing</b>	Pricing that is established as a “not-to-exceed” amount; the maximum price Contractor may charge for Products, Services, and Supplies.
<b>Contractor</b>	Also referred to as Awarded Vendor or Offeror; is the person or entity delivering Products or performing Services under the terms and conditions set forth in the Master Agreement.



<b>Coterminous</b>	Two or more leases or rentals that end at the same time. The original lease or rental payment is modified to reflect the addition of a new piece of Equipment or Accessory. The original term of the lease or rental is not modified as a result of a Coterminous addition.
<b>Device</b>	Also referred to as "Equipment." The Base Unit, either with or without optional Accessories and/or software.
<b>Direct Material</b>	Materials which are easily identified, measured, and charged to the cost of production; part of the finished Product. Examples include timber for furniture and leather for shoes.
<b>Electronic Product Environmental Assessment Tool (EPEAT)</b>	A tool which evaluates and selects Equipment according to a list of preferred environmental attributes. EPEAT registered means Devices meet the 1680.2 IEEE Standard for Environmental Assessment of Imaging Equipment, as amended. <a href="https://www.epeat.net/">https://www.epeat.net/</a>
<b>Energy Star</b>	The U.S. Environmental Protection Agency's standard for energy efficiency.
<b>Equipment</b>	Also referred to as "Device." The Base Unit, either with or without optional Accessories and/or software.
<b>Equipment Downtime</b>	The period of time that a Device is waiting for Service to be completed.
<b>Equipment Payment</b>	The Equipment portion of the payment, less any Service, Supplies, and maintenance.
<b>Equipment Trade-In</b>	An agreed upon transaction between the Purchasing Department and Contractor, in which Contractor takes ownership of Purchasing Department's owned Device, often for a discounted amount.
<b>Equipment Upgrade or Downgrade</b>	A replacement of the Purchasing Department's existing lease or rental Equipment, with a different piece of Equipment, of either greater or lesser value. A new lease or rental is then originated for the new piece of Equipment, with the remaining lease or rental payments on the old Equipment wrapped into it. The old lease or rental is closed out, and the Equipment is returned to Contractor.
<b>Fair Market Value (FMV) Lease</b>	A lease in which the Purchasing Department can either 1) Take title to the Equipment at the end of the Initial Lease Term by paying the residual value to Contractor, 2) Enter into a Renewal Term for the Equipment, or 3) Return the Equipment to Contractor at the end of the Initial Lease Term.
<b>Free on Board (FOB) Destination</b>	Contractor is responsible for transportation and handling charges and the sale does not occur until the Products arrive at the Purchasing Department's specified location.
<b>Group</b>	The Device classification for the different types of Equipment solicited in this RFP. Groups are determined by the Devices primary functions and/or capabilities.
<b>Initial Lease or Rental Term</b>	The length of time (i.e. 12, 18, 24, 36, 48, or 60 months) that a Purchasing Department enters into a lease or rental agreement.
<b>Large/Wide Format Equipment</b>	A Device that prints on a large paper via a variety of output options.
<b>Lease</b>	A lease is defined as a contract that conveys control of the right to use another entity's nonfinancial asset (the underlying asset) as specified in

	<p>the contract for a period of time in an exchange or exchange-like transaction.</p> <p>A Lease shall contain the following options:</p> <ol style="list-style-type: none"> <li>1. Short-Term Lease: Maximum possible term is 12 months, including any renewal or extension options.</li> <li>2. Straight Lease: A type of agreement in which ownership is not an option and the Total Monthly Payment amount remains firm throughout the Initial Term.</li> <li>3. Fair Market Value Lease (FMV): A lease in which the Purchasing Department can either 1) Take title to the Equipment at the end of the Initial Lease Term by paying the residual value to Contractor, 2) Enter into a Renewal Term for the Equipment, or 3) Return the Equipment to Contractor at the end of the Initial Lease Term.</li> <li>4. \$1 Buyout Lease: A lease in which title to the Equipment will automatically pass from the Contractor to the Purchasing Department at the end of the Initial Lease Term, and the Purchasing Department will not be subject to additional payments in order to assume ownership.</li> </ol>
<b>Legacy Equipment</b>	Equipment that was purchased, leased, or rented either under a prior NASPO ValuePoint or WSCA Master Agreement, another program, or via any other means.
<b>Maintenance Agreement</b>	An agreement in which the Contractor provides monthly Service, parts, Supplies, and Preventative Maintenance on purchased, leased or rented Devices.
<b>Managed Print Services (MPS)</b>	The management, Service, and support of the Purchasing Department's entire enterprise and output infrastructure of printed materials, with the objective of creating a solution that improves the print process and reduces the expense of printed material.
<b>Manufacturer</b>	A company that, as its primary business function, designs, assembles, and owns the trademark/patent and markets a Product. Also referred to as Offeror, Awarded Vendor and Contractor.
<b>Manufacturer's Suggested Retail Price (MSRP)</b>	The list price or recommended retail price of a Product in which the Manufacturer recommends that the retailer sell the Product.
<b>Multi-function Device (MFD)</b>	A Device which incorporates the functionality of multiple Devices into one, such as print, fax, copy and scan. Each feature can work independently of the other.
<b>Newly Manufactured</b>	Devices that have not been Refurbished, Remanufactured, rented, leased, sold, or used in a demonstration, and are currently being marketed by the Manufacturer.
<b>Normal Business Hours</b>	8:00 a.m. to 5:00 p.m., Monday through Friday (state holidays excluded), regardless of time zone.
<b>Not Specifically Priced (NSP)</b>	NSP items are items that enhance or compliment the Contractor's Product and may be acquired by a Purchasing Department under Contractor's

	Master Agreement but are not listed or priced in Contractor's NASPO ValuePoint Price List. NSP's may include Coin Op equipment, empowering software, etc. NSP items do not include Services.
<b>OEM</b>	Original Equipment Manufacturer.
<b>Order</b>	Any type of encumbrance document or commitment voucher, including, but not limited to, a purchase order, contract, MPS statement of work, Maintenance Agreement, lease agreement, rental agreement etc.)
<b>Power Filter</b>	An electronic filter which is placed between an external power line and a Device for the purpose of removing frequencies or electromagnetic interference.
<b>Preventative Maintenance</b>	The servicing of a Device for the purpose of maintaining a satisfactory operating condition by providing systematic inspection, detection, and correction of failures either before they occur or before they develop into major defects.
<b>Product</b>	Devices, Accessories, parts, software, and/or Supplies provided or created by the Contractor pursuant to the Master Agreement.
<b>Production Equipment</b>	A high-speed, high-quality printing Device that typically has advanced finishing functionality.
<b>Purchasing Department</b>	A participating jurisdiction's department/agency who issues an Order against the SPO PL Contract No. 20-07.
<b>Refurbished</b>	A Product which has received extensive maintenance and/or minor repair, including the replacement of all standard parts subject to wear during the normal course of use. Refurbished Equipment shall not have more than 750,000 original copies on it. In addition, Refurbished Equipment must only contain OEM parts. Refurbished Equipment must be certified by the Manufacturer.
<b>Remanufactured</b>	The process of disassembling Devices known to be worn or defective that can be reused or brought up to OEM specification by cleaning, repairing or replacing it in a manufacturing environment and then reassembling and testing it, so that it will operate like a new Device. Remanufactured Equipment must be certified by the Manufacturer.
<b>Renewal Term</b>	A lease term that supersedes the Initial Lease Term, and which a Purchasing Department may enter into upon thirty (30) days prior written notice to the Contractor. Each Renewal Term shall not exceed 12 months, the residual value of the Equipment, or the Useful Life of the Equipment. Capital Leases are excluded from going into renewal.
<b>Response Time</b>	The time from when the original Service Call is placed with the Contractor or Authorized Dealer, to when the Service technician arrives at the Purchasing Department's location.
<b>Scanner</b>	A Device that scans documents and converts them into digital data.
<b>Segment</b>	The various speeds that Devices are categorized by.
<b>Service Base Location</b>	The place of business where the Contractor or Authorized Dealer stores parts and provides training for service technicians.
<b>Service Call</b>	An on-site Service technician visit due to Device error or malfunction.

<b>Services</b>	The labor required to be performed by Contractor pursuant to the Master Agreement or an Order.
<b>Short-Term Rental</b>	A type of agreement in which ownership is not an option and the maximum rental term does not exceed 18 months.
<b>Single-function Printer</b>	An inkjet or laser Device that only prints and is not capable of other functions such as copying, faxing or scanning.
<b>Statement of Work (SOW)</b>	Defines the activities, services, and/or devices that will be provided by the contractor.
<b>Straight Lease</b>	A type of agreement in which ownership is not an option and the Total Monthly Payment amount remains firm throughout the Initial Term.
<b>Supplemental Documents</b>	Documents include, but are not limited to, lease agreements, rental agreements, Maintenance Agreements, and software or click-wrap agreements that are pertinent to the Products being offered.
<b>Supplies</b>	<u>Consumable</u> items that gets used up or are discarded once used, such as ink cartridges.
<b>Third Party</b>	Someone who may be indirectly involved but is not a principal party to an arrangement, contract, deal, lawsuit or transaction.
<b>Total Monthly Payment</b>	The Equipment portion of the payment, as well as any Service, Supplies or maintenance, and less any applicable taxes.
<b>Useful Life</b>	Period during which a Device is expected to be usable for the purpose in which it was manufactured.

## GROUP, SEGMENT NUMBER AND SPEED

<b>Group A – MFD, A3</b>	
<b>B&amp;W only; Color and B&amp;W</b>	
<b>Segment</b>	<b>PPM</b>
2	20 – 30
3	31 – 40
4	41 – 50
5	51 – 60
6	61 – 70
7	71 – 90

<b>Group B – MFD, A4</b>	
<b>B&amp;W only; Color and B&amp;W</b>	
<b>Segment</b>	<b>PPM</b>
1	Up to 20
2	21 – 30
3	31 – 40
4	41 – 50
5	51 – 60
6	61+

<b>Group C – Production Equipment</b>	
<b>B&amp;W only; Color and B&amp;W</b>	
<b>Segment</b>	<b>PPM</b>
1	65 – 79
2	80 – 89
3	90 – 110
4	111 – 130
5	131+

<b>Group D – Single-function Printers</b>	
<b>B&amp;W only; Color and B&amp;W</b>	
<b>Segment</b>	<b>PPM</b>
1	Up to 20
2	21 – 40
3	41 – 60
4	61+

<b>Group E – Large/Wide Format Equipment</b>	
<b>B&amp;W only; Color and B&amp;W</b>	
<b>Segment</b>	<b>A1 or D Size PPM*</b>
Low	1 – 3
Medium Low	4 – 8
Medium High	9 – 19
High	20+

<b>Group F - Scanners</b>	
<b>Segment</b>	<b>PPM</b>
1	10 – 29
2	30 – 49
3	50 – 69
4	70 – 89
5	90 – 110
6	111 – 130
7	131+

## COPIERS & MANAGED PRINT SERVICES (MPS) AWARD SUMMARY

Groups Awarded							
	Group A	Group B	Group C	Group D	Group E	Group F	MPS
Canon	Yes	Yes	Yes*	Yes	Yes	Yes	MPS on Groups A-F
HP	Yes	Yes	No**	Yes	Yes	Yes	MPS on Groups A, B, D, E and F
Lexmark	No**	Yes	No**	Yes	No**	No**	MPS on Groups B and D.
Ricoh	Yes	Yes	Yes	Yes	Yes	Yes	MPS on Groups A-F
Sharp							
Toshiba	Yes	No**	Yes*	Yes	Yes	Yes	MPS on Groups A, C, D, E and F.
Xerox	Yes	Yes	Yes	Yes	Yes	No**	MPS on Groups A-E
*Offers 72 and 84 months lease rates							
**MPS can only be provided if Purchasing Department own the equipment							

Financial Vehicle and Terms Offered						
	Purchase	Fair Market Value Lease	Capital Lease	Straight Lease	Cancellable Rental	Short Term Rental
Canon	N/A	12, 18, 24, 36, 48 and 60 months				12 months
HP	N/A	36, 48 and 60 months				N/A
Lexmark	N/A	12, 18, 24, 36, 48 and 60 months			N/A	12 months
Ricoh	N/A	12, 18, 24, 36, 48 and 60 months				12 months
Sharp	N/A	12, 18, 24, 36, 48 and 60 months				12 months
Toshiba	N/A	12, 18, 24, 36, 48 and 60 months			N/A	N/A
Xerox	N/A	36, 48 and 60 months			24 and 36 months	N/A

## **MANAGED PRINT SERVICES (MPS)**

- 1) Contractor(s) may not provide MPS maintenance or repair Services on any Devices that are being leased or rented to a Purchasing Department by another Manufacturer, unless they have a written agreement with the Manufacturer to do so. Purchasing Department must obtain in writing and kept in procurement file.
- 2) The main components of an MPS engagement are needs assessment, selective or general replacement of Devices, and the Service, parts and Supplies needed to operate the new and/or existing Devices, including existing Third-Party Equipment as owned by the Purchasing Department. The Contractor(s) track how the Equipment fleet is being used, the problems associated with that use, and customer satisfaction in regard to meeting Statement of Work objectives.
- 3) In addition to the ongoing monitoring and management of a fleet of Devices, Contractor(s) must also offer project implementation Services, and customer help-desk support and training.
- 4) Contractor(s) may also offer hourly Services for consulting purposes, project management, change management plans, and other staffed Services which meet customer needs such as to operate copy centers or complete back file scanning projects.
- 5) MPS may also include enterprise content management Services and workflow optimization components, such as scanning and document capture solutions, developing custom applications for smart MFDs that automate paper-intensive document workflows and route scanned pages to document management systems. It can also be extended to include the restructuring of document workflows. Some MPS engagements may be designed to improve document security or to reduce print volumes and power consumption for environmental reasons.
- 6) All MPS engagements shall require the Contractor and Purchasing Department to complete a detailed Statement of Work and it must be approved by both parties prior to the initiation of any engagement.
- 7) Any MPS engagement shall include the following:
  - a. Free Initial Assessment (includes, but is not limited to: document workflow; identification of Service, Supplies, and parts; current output; total cost of ownership; employee to Device ratio; preliminary estimated cost savings);
  - b. Implementation (e.g. plan development; hardware and software installation and set-up);
  - c. Remote Device Monitoring (e.g. job accounting; automated meter reads; automated toner replenishment);
  - d. End-user Support (e.g. training; Help Desk); and
  - e. Account management (e.g. reporting; invoicing; customer business reviews).
- 8) The MPS engagement may include, but is not limited to, the following:
  - a. Professional Services (e.g. consulting; project management; record management; network and data security; document workflow consulting; document scanning; back-file conversion; mail-room Services);
  - b. Cost-based Assessment (e.g. asset mapping; end-user survey; detailed recommendation; analysis and plan design);



- c. Change Management;
  - d. Maintenance (e.g. Preventative Maintenance; Service and repair; on-site break/fix; parts management; warranty management);
  - e. Ongoing Fleet Management and Optimization (e.g. consumable spend; continual assessments; green initiatives; add/move/change Services; disaster recovery).
  - f. Software and Cloud Solutions (e.g. mobile print, pull-print, enterprise content management; automated workflow; capture and route; security); and
  - g. Cartridge Recycling.
- 9) The free initial assessment shall not constitute a commitment on behalf of the Purchasing Department. Upon request from a Purchasing Department, Contractor(s) must provide the assessment with the understanding that the Purchasing Department is under no obligation to enter into an MPS engagement.
- 10) MPS pricing and billing options shall be flexible and the Purchasing Department will drive the complexity of the solution required with a staged approach to implementation.

## MAINTENANCE AGREEMENTS

### 1) Pricing

- a. Pricing must include a zero base, cost per click rate for b&w and/or color for Groups A, B, C and D.
- b. Pricing for a monthly base charge, a set copy allowance and an overage rate for b&w and/or color may also be provided.
- c. Pricing must be provided that includes all parts, labor, Preventative Maintenance, Service Calls, and Supplies for Groups A, B, C and D.
- d. Pricing for ALL Groups must also be provided that includes all parts, labor, Preventative Maintenance (if applicable), and Service Calls, but excludes Supplies.
- e. Paper and ink for Group E Devices shall not be included as part of the Service and Supply pricing.
- f. Contractor(s) may increase their Service and Supply pricing to include staples (if applicable to the Device).
- g. Contractor(s) may charge flat rate fees for Services performed on any Accessories.
- h. Service Calls due to misuse, neglect or abuse shall not be covered by the Maintenance Agreement and Contractor(s) and Authorized Dealers may bill the Purchasing Department at an hourly rate for Services rendered.
- i. 11"x17" impressions:
  - i. Shall be counted as two (2) clicks on Group A Devices; and
  - ii. May be counted as two (2) clicks on Group C Devices.
- j. Contractor(s) may offer a one (1) click rate that encompasses all paper sizes for Group C Devices.
- k. A two-sided document shall be counted as two (2) clicks.
- l. Contractor(s) must not charge for scans on any MFD.
- m. Initial Term:
  - i. Pricing shall remain firm for the initial term of the Maintenance Agreement.
  - ii. For lease and rental Equipment, the Maintenance Agreement term is equal to the term of the lease or rental (i.e. 24, 36, 48 months etc.).
  - iii. For purchased Equipment, the initial term is whatever period of time the Purchasing Department elects, as long as it does not exceed 60 months on Group A, Group B, Group D, Group E, and Group F Devices, and 84 months on Group C Devices.
- n. Renewal Term:
  - i. If a Purchasing Department wishes to renew a Maintenance Agreement for Equipment that was acquired under the new Master Agreement (RFP-NP-18-001), then the Contractor may negotiate new pricing. This pricing shall not exceed the new Master Agreement pricing.
  - ii. If a Purchasing Department wishes to renew a Maintenance Agreement for Equipment that was acquired under SPO PL 15-10 (Master Agreement 3091), then Maintenance Agreements shall apply. All products on Contractor's Price List may be purchased, leased or rented, either as a packaged-deal or standalone item.

- 2) Blended Rates
  - a. Contractor(s) must have the ability to blend the Service and Supply costs over a large Equipment fleet, and the Blended Rate must cover all units in the fleet.
  - b. The Blended Rate must be divided between b&w and color.
  - c. Contractor(s) shall provide the Purchasing Department with the Blended Rate calculation prior to Order placement.
  - d. Utilizing a Blended Rate shall be at the discretion of the Purchasing Department.
- 3) Manual Meter Reads
  - a. Contractor(s) must have an electronic method for collecting meter reads from a Purchasing Department.
  - b. Meter reads may be submitted via the Contractor(s) online portal, or through e-mail, or facsimile.
  - c. A Purchasing Department may also elect, at their discretion, to submit meter reads through the Device.
- 4) Customer Owned Equipment
  - a. Purchasing Department's may elect to enter into a Maintenance Agreement for Equipment they already own, or Equipment they acquire through an up-front purchase.
  - b. The Maintenance Agreement may be priced on a flat rate fee, which shall include parts, labor, Preventative Maintenance (if applicable) and Service calls. Supplies may or may not be included.
  - c. The Maintenance Agreement shall not be subject to automatic renewals.
- 5) Lease or Rental Equipment
  - a. Contractor(s) shall be required to provide a Maintenance Agreement on all Equipment that is leased or rented by a Purchasing Department.
  - b. The Maintenance Agreement shall be priced based on a cost per click rate, or a monthly base charge.
  - c. The term of the Maintenance Agreement shall be equal to the term of the lease or rental agreement.
- 6) Legacy Equipment
  - a. Upon request from the Purchasing Department, Contractor(s) may provide Maintenance Agreements on any Equipment that is owned or was leased or rented through SPO PL 15-10 (Master Agreement 3091), or via any other means, providing the following conditions are met:
    - i. The Device has not reached the end of its Useful Life;
    - ii. The maximum term of the Maintenance Agreement does not exceed the Useful Life of the Device; and
    - iii. The Maintenance Agreement adheres to the same requirements as outlined in Customer Owned Equipment and Lease or Rental Equipment.
  - b. Devices that were previously serviced by another Dealer or Manufacturer must be inspected and repaired, if necessary. Upon mutual agreement, Contractor may charge Purchasing Department for any parts and/or labor required to bring the Device up to acceptable maintenance levels.

- i. If the Device has been at the Purchasing Department's location for less than five (5) years, then Maintenance Agreement pricing shall not exceed the new Master Agreement pricing, until the Purchasing Department reaches the five (5) year mark. Refer to 6.b.ii below for additional information.
- ii. If the Device has been at the Purchasing Department's location for more than five (5) years, then Maintenance Agreement pricing shall not exceed 107% of the Service and Supply pricing in the new Master Agreement for years 5 through 7, and 110% for years 8 and beyond. The Service and Supply pricing that will be used for this calculation will be based on the following:
  1. The Group and Segment to which the Device is categorized; and
  2. The Service and Supply pricing for that Group and Segment, as listed under Newly Manufactured Equipment in the new Master Agreement. *For example:*
    - a. A customer entered into a 60-month lease for a Group A, Segment 4 Device under SPO PL 15-10 (Master Agreement 3091), and that lease expires in March 2021. After March 2021, the new Master Agreement will be in effect, renewal pricing will be subject to the new Master Agreement pricing. Therefore, if the customer now wants to enter into a 12-month Renewal Term, then the Service and Supply pricing will be based upon the pricing for Group A, Segment 4 for Newly Manufactured Equipment, and the Contractor will have the option to increase that pricing by 7%.
    - b. Using the same example as above, if the customer instead wants to enter into a 36-month Renewal Term, then the Service and Supply pricing may be increased by 7% for years 6 and 7, and then by 10% for year eight (8).

## **SERVICE OFFERING**

- 1) Technicians. All technicians must be factory trained by the OEM and certified to Service the Devices.
- 2) Standard Service Levels. Purchasing Departments shall negotiate their own Service Level Agreement (SLA) with the Contractor(s) which may be included in the SOW or as an attachment. The SLA, must, at a minimum, adhere to the following requirements:
  - a. End-User Training
    - i. An initial, no charge, on-site, one-hour training session for each Device, must be offered by Contractor for all non-desktop Products placed at each Purchasing Department's location. For drop-shipped or desktop Products, Contractor shall offer an initial, one-hour, no charge, web-based, or on-line training session.
    - ii. If Purchasing Department elects to exercise the training option, then Contractor shall provide the training within ten (10) Business Days of Purchasing Department's request.
    - iii. Contractor(s) may offer additional on-site, one-hour training sessions for a flat rate fee. Additional charges for travel and per diem, if applicable, must be disclosed to the Purchasing Department prior to Order placement.
    - iv. Contractor(s) must provide on-site or off-site operational training to designated Purchasing Department personnel, until the personnel are able to operate the Equipment independently. Pricing for operational training shall be based on a flat rate fee. Additional charges for travel and per diem, if applicable, must be disclosed to the Purchasing Department prior to Order placement.
    - v. Contractor(s) shall provide Product literature, user-manuals, and access to on-line resources, if available, at no charge to the Purchasing Department.
    - vi. Contractor shall provide a toll-free end-user technical support number that Purchasing Departments can utilize for everyday minor troubleshooting. A Purchasing Department must be able to obtain assistance during Normal Business Hours.
    - vii. Contractor(s) shall provide phone/technical support within two (2) hours of Purchasing Department's request for assistance.
  - b. Preventative Maintenance. Contractor(s) must perform all Preventative Maintenance Services at the Manufacturer's suggested intervals, or as specified in an Order. Preventative Maintenance shall not be a requirement on desktop Devices.
  - c. Equipment Performance
    - i. Equipment Downtime shall be computed from the time the Contractor is notified of Equipment failure until the time in which the Equipment is fully operational.
    - ii. Equipment Downtime due to lack of consumable Supplies is not acceptable.

- iii. Contractor(s) shall guarantee that the fleet of Devices for each Purchasing Department will be operational at least 96% of the time, during Normal Business Hours for Group A, Group B, Group C, and Group D.
  - iv. If any fleet of Devices fails to perform at the operation level specified in Service Requirements, then the Lemon Clause shall apply.
  - v. Contractor(s) must provide daily communication to the Purchasing Department regarding inoperable Equipment, including updates regarding resolution timeframe, and any parts, Accessories, or Devices on back-order.
- d. Loaner Equipment. If any Device is inoperable for two (2) Business Days, due to Equipment malfunction, as reasonably determined by Contractor, then Contractor shall provide the Purchasing Department with:
- i. A loaner Device of similar speed and capabilities until such time as the inoperable Device(s) are now operable; or
  - ii. At the discretion of the Purchasing Department, provide the Purchasing Department with off-site manned production capabilities, at the sole cost to the Contractor, to accomplish the work of the Device that is inoperable.
- e. Repair Parts
- i. Contractor(s) shall guarantee the availability of repair parts for a minimum of five (5) years after the Purchasing Department's Acceptance of any Device.
  - ii. All Device components, spare parts, application software, and ancillary Equipment that is supplied under any resulting Master Agreement, must conform to Manufacturer specifications.
  - iii. Contractor(s) shall be responsible for ensuring that any repair parts are operable and installed in accordance with Manufacturer specifications.
  - iv. Repair parts may be new, reconditioned, reprocessed or recovered.
- f. Service Zones
- i. Contractor(s) shall adhere to the following Service Call Response Times based on the distance that their Service Base Location is from the Purchasing Department:

<b>Service Zone</b>	<b>Definition</b>	<b>Response Time</b>
Urban	Within 60 miles	4 - 6 Hours
Rural	60 – 120 miles	1 - 2 Business Days
Remote	120+ miles, or only accessible by plane or by boat	4 - 5 Business Days

- ii. Repair or replacement of parts and/or Devices shall occur within four (4) Business Days of Contractor arriving at Purchasing Department's location, with the following exception:

1. If Contractor is drop-shipping a new Device to replace a defective Device, then Purchasing Department must receive the new Device within four (4).
  - iii. Contractor(s) may charge different rates according to each Service Zone.
- g. Service Logs
- i. Contractor shall maintain a Service log which describes the maintenance and repair Services provided for each Device.
  - ii. A no-cost copy of Service logs/reports must be provided to the Purchasing Department, within five (5) Business Days of the request.
- h. Equipment Relocation
- i. Equipment relocation Services include dismantling, packing, transporting, and re-installing Equipment.
  - ii. Contractor(s) may charge for this Service based on the following table:

Service Zone	Distance from original placement of Device	Charge
1	Within the same building	No Charge Allowed*
2	Up to 50 miles from building in which Device was originally placed	Flat Rate Fee, plus Per Mile or Hourly Fee
3	More than 50 miles from building in which Device was originally placed	Flat Rate Fee, plus Per Mile or Hourly Fee

\*Contractor(s) may charge Purchasing Department a mutually agreed upon price for special rigging in the event a Purchasing Department's demographics require such rigging for Zone 1 relocation. The price shall be agreed upon in writing by Contractor and Purchasing Department prior to any Equipment relocation in Zone 1.

- iii. Contractor(s) may not charge for any fees incurred due to fuel or tolls.
  - iv. Moves must be performed within thirty (30) calendar days of the Purchasing Department request. Request may be verbal or written but Contractor(s) must confirm the request in writing and provide a date that the move will occur. Written confirmation must be sent to the Purchasing Department within three (3) Business Days of request. In the event that there will be a delay in these Services, Contractor(s) shall communicate with Purchasing Department and agree on a mutually beneficial time-frame.
- 3) Meter Read Invoicing
- a. In order for Contractor(s) to generate accurate invoices, Purchasing Department shall provide meter reads within the Contractor(s) requested time-frame.
  - b. Invoices that are generated without receiving the proper meter read information from the Purchasing Department will not be considered inaccurate.
  - c. The Purchasing Department shall provide written notice of any such alleged invoicing issue and the Contractor will be allowed a thirty (30) day cure period to address any such issue. During the thirty (30) day cure period, the Purchasing

Department will not be assessed any late fees for failure to submit payment by the invoice due date.

- d. Failure on the Contractor(s) part to maintain accurate invoicing shall result in a \$25.00 per instance credit on the following month's invoice



## **PURCHASE, LEASE AND RENTAL PROGRAMS**

### **End of Term Notification.**

Contractor or Authorized Dealer must notify a Purchasing Department, in writing, of their End of Term (EOT) options at least sixty (60) to ninety (90) days prior to the end of any Initial Lease or Rental Term. Such notification may include, but not be limited to, the following:

- 1) Any acquisition or return options, based on the type of lease or rental agreement;
- 2) Any renewal options, if applicable; and/or
- 3) Hard drive removal and surrender cost, if applicable.

If a Purchasing Department desires to exercise a purchase, renewal, or return of the Equipment, it shall give Contractor at least thirty (30) days written notice prior to the expiration of such lease or rental term. Notwithstanding anything to the contrary, if Purchasing Department fails to notify Contractor of its intent with respect to the exercise of a purchase, renewal, or return of the Equipment, the Initial Lease or Rental Term shall be terminated on the date as stated in the Order and removal of the Product will be mutually arranged.

If the Purchasing Department does not exercise the purchase or renewal option, it will immediately make the Product available to Contractor in as good of condition as when Purchasing Department received it, except for ordinary wear and tear.

**Buyout to Keep Option.** A Purchasing Department must notify the Contractor or Authorized Dealer, in writing, at least thirty (30) days in advance, if they wish to exercise the Buyout to Keep option on an FMV or Capital Lease.

**Buyout to Return Option.** A Purchasing Department must notify the Contractor or Authorized Dealer, in writing, at least thirty (30) days in advance, if they wish to exercise the Buyout to Return option on an FMV, Capital or Straight Lease, and return the Equipment to the Contractor in good working condition (ordinary wear and tear excepted).

**Equipment Upgrade or Downgrade.** A Purchasing Department may do an Equipment Upgrade or Downgrade on a lease or rental at any time throughout the term of the lease or rental agreement. The Purchasing Department and the Contractor shall negotiate the price of the Equipment Upgrade or Downgrade, but at no time shall the total cost of the Equipment Upgrade or Downgrade be less than the remaining stream of Equipment Payments

**Non-appropriation of Funds.** The continuation of any lease or rental agreement will be subject to, and contingent upon, sufficient funds being made available by the Participating State Legislature and/or federal sources. The Purchasing Department may terminate any such lease or rental agreement, and Contractor waives any and all claim(s) for damages, effective immediately upon receipt of written notice (or any date specified therein) if for any reason the Purchasing Department's funding sources are not available.

### **Early Termination Charges**

- 1) Except in the case of Non-appropriation of funds, FMV, Capital, Straight Leases and Short-term Rentals shall be subject to an early termination charge and shall involve the return of the Equipment (in good working condition; ordinary wear and tear excepted) by the Purchasing Department to the Contractor. With respect to the Equipment, the

termination charge shall not exceed the balance of remaining Equipment Payments (including any current and past due amounts), and with respect to Service or maintenance obligations, the termination charge shall not exceed four (4) months of the Service and Supply base charge or twenty-five percent (25%) of the remaining Maintenance Agreement term, whichever is less.

- 2) Cancellable Rentals shall not exceed a termination charge of three (3) months of Total Monthly Payments, or as otherwise agreed to by the Purchasing Department.

### **Equipment Trade-In**

- 1) A Purchasing Department shall have the option, at the Contractors sole discretion, and based upon the States regulations and laws, and Purchasing Department policies, to do an Equipment Trade-In, when placing a purchase, lease or rental Order.
- 2) The value for the Equipment Trade-In shall be negotiated by the Purchasing Department and the Contractor and shall not include any disposal or shipping fees.

Prior to Owned Device Trade-In, agencies shall follow the instructions listed in Chapter 8, *Property Disposition*, of the Inventory System User Manual. Go to:

<http://spo.hawaii.gov/for-state-county-personnel/manual/inventory-management-excess-property/>

**Equipment Demonstration.** Any trial or demonstration period shall not exceed thirty (30) calendar days. Contractor(s) must offer trial or demonstration equipment for Groups A, B, C, D, E and Group F. Trial or demonstration Equipment may be new or used; however, no used, Remanufactured, or Refurbished Devices shall be converted to a purchase, lease, or rental. Upon request by a Purchasing Department, showroom Equipment for Groups A, B, and C may be converted to a purchase, lease, or rental providing the following conditions are met:

- a) The meter count on Group A and Group B Devices does not exceed 10,000 copies total (i.e. b&w and color combined);
- b) The meter count on Group C Devices does not exceed 50,000 copies total (i.e. b&w and color combined);
- c) The Device must be discounted by at least 5% off of the Master Agreement pricing for that same Device; and
- d) The Purchasing Department and the Contractor indicate on the Order that the Device is a showroom model.

**Installation and Environmental Requirements.** Prior to order acceptance, Contractor must advise agency of any and all specialized installation and environmental agency site requirements for the delivery and installation of contract device. This information should include, but is not limited to the following: air conditioning; electrical; special grounding; cabling; space; humidity and temperature limits, and any other considerations critical to the installation

**Paper Specifications.** Must be compatible with using recycled paper, up to and including, 100% Post-Consumer Waste (PCW) paper. Contractor(s) may not fault the use of recycled paper for Device failures, as long as the recycled paper in use meets the standard paper specifications (e.g., multi-purpose, copy, or laser paper).

**Warranty.** The Warranty period shall begin upon Acceptance of the Products and shall be for a minimum of ninety (90) days for purchase, lease and rental Equipment. Products shall be in good

working order, free from any defects in material and workmanship, and fit for the ordinary purposes they are intended to serve. If defects are identified, per mutual agreement of Contractor and the Purchasing Department, Contractor's obligations shall be limited solely to the repair or replacement of Products proven to be defective upon inspection. Repair of defective parts and/or Devices shall be at no cost to the Purchasing Department. Upon significant failure, the warranty period will commence again for a minimum ninety (90) additional days.

**Lemon Clause.** This clause shall apply to all Devices that are purchased, leased, or rented under the Contractor(s) Master Agreement(s). This clause shall not apply if Supplies are used in the Devices that were not manufactured, provided, or authorized by the Contractor(s). The application period is thirty-six (36) months from the date of Acceptance. This clause shall take precedence over any other warranty or Services clauses associated with the Contractor(s) Master Agreement(s). A Purchasing Department must maintain an uninterrupted Maintenance Agreement on all purchased Devices in order for this clause to apply past the initial ninety (90) day warranty. Any Device that fails (except due to operator error) to function in accordance with the Manufacturer's published performance specifications, four (4) times in any four (4) week period and/or is subject to recurring related problems, shall be replaced with a new Device that meets or exceeds the requirements of the original Device, at no cost to the Purchasing Department.

**Americans with Disabilities Act (ADA).** Contractor(s) must offer Devices in at least one (1) Group under the resulting Master Agreement(s) that can be accessible to people with disabilities

**Hard Drive Removal.** Contractor must propose fixed price for a technician to remove and surrender hard drive at the term of the lease or rental, when so mandated by the agency. The Contractor must disclose this additional cost to the agency prior to the completion of a lease or rental agreement.

**Delivery.** Pricing must include all inside delivery, installation, connecting to existing network, initial training and removal of all waste material. All deliveries must be FOB Destination; freight prepaid by the Contractor, to the Purchasing Department's specified location within (30) calendar days unless otherwise specified by the Purchasing Department. Software related to the device must be installed within five (5) business days of the device installation or as otherwise stated in an order. Network installation shall include configuration of the device. Network installation shall include configuration of the copier for the proper network protocols; and installation of the appropriate print drivers on up to five (5) computer per unit ordered. Contractor may charge for excessive installation requirements including rigging, excessive access, alternations and access to non-ground floors via stairs. Any such excessive installation charges must be quoted to the agency prior to the signature of any lease, rental or purchase agreement and the resulting charge may not exceed this quote; but shall be based on the actual expenditures by the Contractor or Dealer.

#### **Accessories**

- Contractor(s) shall provide OEM and/or Third-Party compatible Accessories that compliment or enhance the features of the Device.
- Contractor(s) may also maintain a separate price list for Accessories for Base Units that have been discontinued. The pricing must be based on the same discount offered, per the 'Discount from MSRP' tab, on the applicable Group Price List.

- Purchasing Department may add Accessories to Devices that have been purchased, leased or rented under prior NASPO ValuePoint and/or WSCA Master Agreements, as well as via any other means.

## **Software**

- Devices when installed and if available must be set-up to receive automatic software updates and patches.
- May be provided by Contractor(s) to enhance the capabilities of the Devices or may be provided as a standalone option on any owned, leased or rented Device.
- Contractor(s) may provide OEM and/or Third-Party software.
- All software drivers shall be, at a minimum, Windows 7 compliant, and all Devices must have universal software drivers.
- Purchasing Department that acquire software shall be subject to the license agreements distributed with such software.
- Software Subscriptions
  - 1) Software pricing shall be inclusive of available software patches and any updates
  - 2) Purchasing Department have the option to finance software subscriptions by utilizing proposed lease and rental rates of the Group listed in the Master Agreement.
  - 3) License fees and support fees shall remain firm throughout the term of the agreement.
  - 4) Software subscriptions shall not be subject to automatic renewals. Should there be any conflicting language between the software EULA and the Master Agreement, the Master Agreement shall govern and control.
  - 5) Contractor shall be responsible for communicating all updates, patches, and new releases/versions to the Purchasing Department.
  - 6) Contractor shall provide a web-based or toll-free hotline during Normal Business Hours for Purchasing Departments to report software problems or answer software related questions.

## **Consumable Supplies**

- Contractor(s) may offer OEM or compatible Ink and Roll paper for Group E Devices. The Ink and/or paper may be purchased as standalone items and will not be included as part of a Maintenance Agreement, nor will it be wrapped into the Total Monthly Payment on a lease or rental agreement.
- Contractor(s) may offer OEM or compatible consumable Supplies for Groups A, B, C, D and F. These Supplies may be purchased as standalone items or included as part of a Maintenance Agreement. Under no circumstances may the Supplies, regardless of quantity, be financed, unless they are start-up Supplies. The Supplies that may be offered are:

Toner	Staples	Ink	Print Cartridges	Imaging Drums
Fuser Kits	Transfer Kits	Waste Toner Bottles	Fuser Oil	Ozone Filters
Ribbon	Developer	Rollers & Pads	Maintenance Kits	Tape
Binding materials	Undercoat Cartridge	Protector Cartridge	Dye Inks	Waste Tank for Ink Sponges
CMY Sponges	MICR Sponges	MICR Toner	Air Filter Small and Medium	Exhaust Filter
Printhead				

- Toner must be free of carcinogenic, mutagenic, or teratogenic substances.
- Contractor shall provide the Purchasing Department with a method to return the empty toner cartridges at no additional charge.

### Survivability

- Any Order placed under the Master Agreement shall survive the expiration of the Master Agreement. *For example:*
  1. A customer enters into a 60-month lease one (1) week before the Master Agreement expires. That lease will remain in effect for the full 60 months, unless the customer terminates the lease sooner. In addition, the Maintenance Agreement that accompanies the 60-month lease will also remain in effect until the lease is terminated.
- Contractor(s) are not permitted to increase pricing on any Order that was placed prior to the expiration of the Master Agreement. *For example:*
  1. A customer purchases a Device and enters into a 12-month Maintenance Agreement one (1) week before the Master Agreement expires. The pricing for that Maintenance Agreement must remain firm for the 12-month term.
  2. A customer enters into a 48-month lease one (1) year before the Master Agreement expires. The pricing for that lease (including the Equipment, the Maintenance Agreement, an MPS statement of work, etc.) must remain firm for the 48-month term, unless the customer terminates the lease sooner.

## **AGENCY INSTRUCTIONS FOR REQUESTING PRICE QUOTES**

1. Purchasing Department shall read SPO Price List 20-07.
2. For all devices PURCHASED, LEASED (Fair Market Value, Capital and Straight) OR RENTED (Cancellable and Short-term), agency shall encourage competition. The Purchasing Department is required to obtain a minimum number of written quotations as follows:
  - a. Obtain a price quote from three or more different Contractors if the expenditure is less than \$15,000.
  - b. Obtain a price quote from four or more different Contractors if the expenditure is more than \$15,000.
3. Uniform Request for Quotes. Purchasing Department must complete all information in Section 1, Uniform Request for Quotes. Price quotes are due within five (5) work days. Price quotes received after the due date are non-responsive and may be rejected by the agency.

Form Fillable pdf: [https://spo.hawaii.gov/wp-content/uploads/2020/03/Uniform-Request-for-Quotes-fillable-form\\_SPO-PL-20-07.pdf](https://spo.hawaii.gov/wp-content/uploads/2020/03/Uniform-Request-for-Quotes-fillable-form_SPO-PL-20-07.pdf)

4. Contractors shall utilize the Uniform Request for Quotes form that is included in this price list contract. Price quotes submitted on another form shall be rejected by the agency.
5. Managed Print Services (MPS).
  - a. Quote
    - i. If devices are Legacy Equipment OR MPS is later obtained (not in original solicitation from SPO PL 20-07), Purchasing Department must contact the OEM and find out which other Contractors listed on SPO PL 20-07 are able to service equipment and provide a quote. Must obtain in writing and kept in the procurement file.
    - ii. Purchasing Department must contact all Contractors provided by the OEM and listed on SPO PL 20-07.
  - b. Must have the Statement of Work (SOW) signed between the Contractor and Purchasing Department prior to any engagement.
  - c. Contractor must use an approved SOW that is posted on their contractor information page.
  - d. Contractor may not provide MPS maintenance or repair services on any devices that are being leased or rented to a Purchasing Department by another Manufacturer, unless they have a written agreement with the Manufacturer to do so. Purchasing Department will obtain in writing and keep in procurement file.
6. Maintenance Agreement
  - a. Contractor may not provide maintenance or repair services on any devices that are being leased or rented to a Purchasing Department by another Manufacturer, unless they have a written agreement with the Manufacturer to do so. Purchasing Department will obtain in writing and keep in procurement file.
7. Pricing and Specifications can be viewed on the NASPO URL on the vendor page. Contractor may offer state-wide promotional discounts/customer location specific

discounts/bulk discounts or spot discounts which may be viewed on the contractor information page.

8. **CONSIDERATION OF QUOTES.** Purchasing Department shall consider all responsive and responsible quotes received. An award shall be made to the Contractor(s) offering the lowest price. If the lowest price does not meet the agencies specification requirement, the award may be made to the Contractor(s) whose offer represents the best value to the Purchasing Department. Best value means the most advantageous offer determined by evaluating and comparing all relevant criteria in addition to price so that the offer meeting the overall combination that best services the agency is selected. These criteria may include, in addition to others, the total cost of ownership, performance, history of the vendor, quality of goods, services, delivery and proposed technical performance.
9. **Order.** Upon award, the agency may issue a purchase order or sign the Contractor(s) lease agreement. A copy of the lease agreement is provided in the NASPO URL on the contractor information page. Contractor shall not add additional terms and conditions to the lease agreement.
10. **Form SPO-010, RECORD OF PROCUREMENT** is optional if the total contract value is under \$5,000 when leasing, renting and purchasing single or multiple devices. If the contract value is \$5,000 or greater, form SPO-010 is required to be completed and approved by the Procurement Officer.

Example when Form SPO-010 is optional:

- An agency leases or rents a single device at \$75 per month for five years. Form SPO-010 is optional because the cost is under \$5,000 (\$75/month x 60 months plus tax).
- An agency purchases a single or multiple device and the cost is under \$5,000 including tax, Form SPO-010 is optional.

Example when Form SPO-010 is required:

- An agency leases or rents a single device at \$100 per month for five years. Form SPO-010 is required because the cost exceeds \$5,000 (\$100/month x 60 months plus tax).
- An agency leases or rents two devices at \$160 per month for five years. Form SPO-010 is required because the cost exceeds \$5,000 (\$160/month x 60 months plus tax).
- An agency purchases a single or multiple device, Form SPO-010 is required if the cost exceeds \$5,000 including tax.

11. **AWARD NOTIFICATION.** After the agency issues a purchase order or executes a lease agreement, the agency shall notify the non-awarded Contractors who was the awarded contractor within five (5) work days.
12. Agency will work with Contractor for nonperformance issues. If Contractor fails cure within time specified, Purchasing Department will complete form SPO-012 (see Vendor and Product Evaluation on page 6) and submit with all other documentation of nonperformance to Purchasing Department's Point of Contact, who shall then email to the Executive's Point of Contact.
13. **OFFICE OF INFORMATION PRACTICES (OIP).** The OIP has created model forms that may be used to request access to a government record or to reply to a requester. To download a form go to: <http://oip.hawaii.gov/forms/>. The vendor submits a *Request to Access a Government Record* form to the agency for copies of their competitor's price quotes.

The agency responds to the vendor by submitting a *Notice to Requester* form.

**UNIFORM REQUEST FOR QUOTES  
SPO PRICE LIST 20-07  
NASPO VALUEPOINT COPIERS & MANAGED PRINT SERVICES**

**SECTION 1 - AGENCY TO COMPLETE:**

DATE:

AUTHORIZED DEALERS INVITED TO SUBMIT QUOTES:

Canon    HP    Lexmark    Ricoh    Sharp    Toshiba    Xerox

GOVERNMENT AGENCY CONTACT INFORMATION:

Department: \_\_\_\_\_ Division/Agency: \_\_\_\_\_  
Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
Email: \_\_\_\_\_  
Address: \_\_\_\_\_

**BILLING ADDRESS**

Same as Contact Information

Department: \_\_\_\_\_ Division/Agency: \_\_\_\_\_  
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
Address: \_\_\_\_\_

**DELIVERY ADDRESS**

Same as Contact Information

Department: \_\_\_\_\_ Division/Agency: \_\_\_\_\_  
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
Address: \_\_\_\_\_

Group: \_\_\_\_\_ Segment Number: \_\_\_\_\_

Financial Vehicle: \_\_\_\_\_ Term: \_\_\_\_\_

Additional Pages Attached

Managed Print Services Attached

QUOTE DUE DATE:

Submit Quote via:    Email    Fax    US Postal



**SECTION 2 – DEALER TO COMPLETE:**

**DEALER CONTACT INFORMATION:**

Company Name: \_\_\_\_\_

Company Representative: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**PRODUCT QUOTE:** \$ \_\_\_\_\_ (contract price; include item list price & contracted discount percent for total term)

+Accessories \$ \_\_\_\_\_

+GET \$ \_\_\_\_\_

**= TOTAL QUOTE \$ \_\_\_\_\_** (Include details and breakdown of quotes in Additional Information and/or Additional Page Attached)

**ADDITIONAL INFORMATION:**

Additional Pages Attached

Quote shall remain firm for \_\_\_\_\_ days

All quotes shall be signed and dated by an authorized individual of the company.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Printed Title: \_\_\_\_\_

**SECTION 3 – STATE ACCEPTANCE, if any:**

By signing below, the Department/Division/Agency stated in Section 1 above has selected the dealer stated in Section 2 above to provide services under SPO PL Contract No. 20-07.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name \_\_\_\_\_ Printed Title: \_\_\_\_\_

# **CONTRACTOR CONTACT INFORMATION**

# CANON U.S.A. INC.

Master Agreement Number: 140595

<https://www.naspoaluepoint.org/portfolio/copiers-managed-print-services-2019-2024/canon/>

## Canon U.S.A. Inc

One Canon Park  
Melville, NY 11747  
Contact: Dave Rothauser  
Phone: (631) 3305443  
Email: [isgbidadmin@cusa.canon.com](mailto:isgbidadmin@cusa.canon.com)

Leasing Remit To:  
Canon Financial Services, Inc.  
14904 Collections Center Dr  
Chicago, IL 60693-0149  
Vendor No. 32004600

**Statement of Work (SOW)** - [https://spo.hawaii.gov/wp-content/uploads/2020/01/20-07\\_Canon-SOW\\_MA58-60.pdf](https://spo.hawaii.gov/wp-content/uploads/2020/01/20-07_Canon-SOW_MA58-60.pdf)

**For price quotes, please contact an authorized dealer/reseller based on the product groups listed below.**

**Payments are made to Canon's authorized dealers or Canon Financial Services for leases**

## **Authorized Dealers for Groups A / B / C / D / E / F:**

### **Canon Solutions America Inc**

1 Canon Park  
Melville, NY 11747  
Vendor Code: 32661500  
Contact: Garret Iha  
Phone #: (808) 525-7874  
Email: [giha@csa.canon.com](mailto:giha@csa.canon.com)

## **Authorized Dealers for Groups D / E / F:**

### **AMI Systems LLC**

1259 Ala St., Ste 302  
Honolulu, HI 96817  
Vendor No. 34526400  
Contact: Phil Tajiri  
Phone #: (808) 847-1544  
Email: [ptajiri@amisystems.net](mailto:ptajiri@amisystems.net)

### **PC Specialists, Inc. dba**

**Technology Integration Group**  
1003 Bishop St, Ste 1250  
Honolulu, HI 96813  
Vendor Code: 25604801  
Contact: Roland Yee  
Phone #: (808) 524-6652 x1562  
Email: [roland.yee@tig.com](mailto:roland.yee@tig.com)

## **Authorized Dealers for Groups D / E:**

### **Adorama Inc.**

42 W 18th St  
New York, NY 10011  
Vendor No. 33025800  
Contact: Bid Department  
Phone #: (212) 741-0401  
Email: [biddept@adorama.com](mailto:biddept@adorama.com)

# Lexmark International, Inc.

Master Agreement No. 140601

<https://www.naspovaluepoint.org/portfolio/copiers-managed-print-services-2019-2024/lexmark-international-inc/>

Lexmark Sales Contact:

Alex Sebens  
740 West New Circle Road  
Lexington, KY 40550  
Phone: (714) 454-9047  
Email: [alex.sebens@lexmark.com](mailto:alex.sebens@lexmark.com)

Lexmark Remit Payment To:

Lexmark International, Inc.  
PO Box 402285  
Atlanta, GA 30384  
Vendor Code: 30794201

**Statement of Work (SOW)** - [https://spo.hawaii.gov/wp-content/uploads/2020/01/20-07\\_Lexmark\\_SOW.docx](https://spo.hawaii.gov/wp-content/uploads/2020/01/20-07_Lexmark_SOW.docx)

**For price quotes, contact Lexmark International, Inc or Lexmark International, Inc authorized dealers. Payments are made to Lexmark International, Inc or its authorized dealers.**

**Authorized Dealer:**

**Zones, LLC**  
1102 15th Street SW, Suite 102  
Auburn, WA 98001-6524  
Vendor Code: 35499100  
Imran Yunus  
253-545-7015  
[imran.yunus@zones.com](mailto:imran.yunus@zones.com)

# RICOH USA, Inc.

Master Agreement No. 140602

<https://www.naspo.valuepoint.org/portfolio/copiers-managed-print-services-2019-2024/ricoh-usa-inc/>

## Remit Payment for Lease & Rental

Ricoh USA, Inc.  
P.O. Box 650073  
Dallas, TX 75265-0073  
Vendor Code: 323368-00

## Remit Payment for Purchase

Ricoh USA, Inc.  
P.O. Box 31001-0850  
Pasadena, CA 91110-08503  
Vendor Code: 32431200

**Statement of Work (SOW)** - [https://spo.hawaii.gov/wp-content/uploads/2020/01/20-07\\_Ricoh\\_SOW.docx](https://spo.hawaii.gov/wp-content/uploads/2020/01/20-07_Ricoh_SOW.docx)

**Agencies shall request their price quote via email to: [Ricoh.WSCA.Hawaii@ricoh-usa.com](mailto:Ricoh.WSCA.Hawaii@ricoh-usa.com). Payments are made to Ricoh USA, Inc.**

## Authorized Dealers:

### Oahu

Sharlene Fujisato (DOE, UH)  
680 Iwilei Rd. Ste. 590  
Honolulu, HI. 96817  
**Phone:** (808) 275-2459  
**Fax:** (808) 275-2480  
**Email:** [sharlene.fujisato@ricoh-usa.com](mailto:sharlene.fujisato@ricoh-usa.com)

### Oahu

Steve Merrill / Stephen Halushka (BSM)  
680 Iwilei Road Suite 590  
Honolulu, HI 96817  
**Phone:** (808) 275-2417 / (808) 275-2427  
**Email:** [steven.merrill1@ricoh-usa.com](mailto:steven.merrill1@ricoh-usa.com) /  
[stephen.halushka@ricoh-usa.com](mailto:stephen.halushka@ricoh-usa.com)

### Maui

Gerald Kimura / Stephen Halushka (BSM)  
220 Imi Kala Street  
Wailuku, HI. 96793  
**Phone:** (808) 264-3063  
**Fax:** (808) 275-2480  
**Email:** [gerald.kimura@ricoh-usa.com](mailto:gerald.kimura@ricoh-usa.com) /  
[stephen.halushka@ricoh-usa.com](mailto:stephen.halushka@ricoh-usa.com)

### Kauai

Jeffrey Fleming/Mark Chase (BSM)  
4620 Rice St.  
Lihue, HI. 96766  
**Phone:** (808) 246-9531 x2472  
**Fax:** (808) 246-9498  
**Email:** [jeffrey.fleming@ricoh-usa.com](mailto:jeffrey.fleming@ricoh-usa.com) /  
[mark.chase@ricoh-usa.com](mailto:mark.chase@ricoh-usa.com)

### Hawaii (Hilo)

Stephen Clark / Mark Chase (BSM)  
1032 Kilauea Ave  
Hilo, HI. 96720  
**Phone:** (808) 935-8059  
**Fax:** (808) 935-7639  
**Email:** [stephen.clark@ricoh-usa.com](mailto:stephen.clark@ricoh-usa.com) /  
[mark.chase@ricoh-usa.com](mailto:mark.chase@ricoh-usa.com)

### Hawaii (Kona)

Damion Clark /Mark Chase (BSM)  
73-4786 Kanalani  
Kailua-Kona, HI. 96740  
**Phone:** (808) 329-6184  
**Fax:** (808) 329-5355  
**Email:** [damion.clark@ricoh-usa.com](mailto:damion.clark@ricoh-usa.com) /  
[mark.chase@ricoh-usa.com](mailto:mark.chase@ricoh-usa.com)

# Sharp Electronics Corporation

Master Agreement No. 140603

<https://www.naspoaluepoint.org/portfolio/copiers-managed-print-services-2019-2024/sharp-electronics-corporation/>

Remit Payment for Lease & Rental

Sharp Electronics Corporation  
Dept. CH 14272  
Palentine, IL 60055-4272  
Vendor Code: 337240-00

Remit Payment for Purchase

Sharp Electronics Corporation  
Dept. LA 21173  
Pasadena, CA. 91185-1173  
Vendor Code: 219165-03

**Statement of Work (SOW)** - [https://spo.hawaii.gov/wp-content/uploads/2020/01/20-07\\_Sharp\\_SOW.docx](https://spo.hawaii.gov/wp-content/uploads/2020/01/20-07_Sharp_SOW.docx)

**Agencies shall contact Sharp's Authorized Dealers listed below for price quotes. Payments are made to Sharp Electronics Corporation.**

## **Oahu**

Maunakea Integrated Solutions, LLC  
155 Kapalulu PI #220  
Honolulu, HI. 96819  
Contact: Trevor Maunakea  
Phone: (808) 208-1036  
Fax: (808) 200-0008  
Email: [tmaunakea@mishawaii.com](mailto:tmaunakea@mishawaii.com)

## **Oahu**

IBSOH  
99-1046 Iwaena Street  
Aiea, HI. 96701  
Contact: Mike Murray  
Phone: (808) 545-5540  
Fax: (808) 488-7788  
Email: [mike@businesssolutionshi.com](mailto:mike@businesssolutionshi.com)

## **Kona & Hilo**

IBSOH  
74-5598 Luhia St. #105P  
Kailua-Kona, HI 96740  
Contact: Mike Murray  
Phone: (808) 545-5540  
Email: [mike@businesssolutionshi.com](mailto:mike@businesssolutionshi.com)

## **Maui**

IBSOH, dba Maui Office Machines  
280 Hookahi St.  
Wailuku, HI 96793-1452  
Contact: Mike Murray  
Phone: (808) 545-5540  
Fax: (808) 488-7788  
Email: [mike@businesssolutionshi.com](mailto:mike@businesssolutionshi.com)

## **Kauai**

S&S Business Machines Inc.  
3088-A Aukele Street  
Lihue, HI 96766  
Contact: Leroy Sakaguchi  
Phone: (808) 245-9549  
Fax: (808) 245-8633  
Email: [ssbmi@usa.net](mailto:ssbmi@usa.net)

# Toshiba America Business Solutions Inc

Master Agreement No. 140604

<https://www.naspoaluepoint.org/portfolio/copiers-managed-print-services-2019-2024/toshiba-america-business-solutions/>

Sales Contact: Eric Manlapit  
Phone: (800) 844-4507 (*toll free*); (808) 834-3636 (*direct*)  
Fax: (800) 987-6871 (*toll free*); (808) 839-1880 (*direct*)  
Email: [eric.manlapit@tabs.toshiba.com](mailto:eric.manlapit@tabs.toshiba.com)

Remit Payment and PO for Lease,  
Rental, & Purchase:

Toshiba Business Solutions  
590 Paiea St Ste A  
Honolulu, HI. 96819  
Vendor Code: 31861100

Accounting: Joy Matsukawa  
Phone: (800) 844-4507 (*toll free*); (808) 834-3636 (*direct*)  
Email: [joy.matsukawa@tbs.toshiba.com](mailto:joy.matsukawa@tbs.toshiba.com)

Technical Support (800) 867-1790 (*toll free*); (808) 834-3636 (*direct*)

**Statement of Work (SOW)** - [https://spo.hawaii.gov/wp-content/uploads/2020/01/20-07\\_Toshiba\\_SOW.docx](https://spo.hawaii.gov/wp-content/uploads/2020/01/20-07_Toshiba_SOW.docx)

## Authorized Dealers:

### Toshiba Business Solutions - Oahu

590-A Paiea Street  
Honolulu, HI. 96819  
Sales Contact: Eric Manlapit  
Phone: (808) 834-3636  
Fax: (808) 839-1880  
Email: [eric.manlapit@tabs.toshiba.com](mailto:eric.manlapit@tabs.toshiba.com)

### Toshiba Business Solutions - Maui

775 Lower Main Street, Unit F  
Wailuku, HI. 96793  
Sales Contact: Lyle Inouye  
Phone: (800) 844-4507  
Email: [lyle.inouye@tabs.toshiba.com](mailto:lyle.inouye@tabs.toshiba.com)

### Toshiba Business Solutions - Hilo

1266 Kamehameha Ave. #A3  
Hilo, HI. 96720  
Sales Contact: Lyle Inouye  
Phone: (800) 844-4507  
Email: [lyle.inouye@tabs.toshiba.com](mailto:lyle.inouye@tabs.toshiba.com)

### Toshiba Business Solutions - Kona

74-5036 Lapa Nui St.  
Kailua-Kona, HI. 96740  
Sales Contact: Lyle Inouye  
Phone: (800) 844-4507  
Email: [lyle.inouye@tabs.toshiba.com](mailto:lyle.inouye@tabs.toshiba.com)

### Toshiba Business Solutions - Kauai

3184 Akahi Street  
Lihue, HI. 96766  
Sales Contact: Eric Manlapit  
Phone: (800) 844-4507  
Email: [eric.manlapit@tabs.toshiba.com](mailto:eric.manlapit@tabs.toshiba.com)

# HP Inc.

Master Agreement No. 140596

<https://www.naspovaluepoint.org/portfolio/copiers-managed-print-services-2019-2024/hp-inc/>

**HP Inc.**  
1501 Page Mill Road  
Palo Alto, CA 94304  
Contact: Jourdan Taylor  
Phone: 855.488.5454  
Email: [Jourdan.Taylor@hp.com](mailto:Jourdan.Taylor@hp.com)

Remit To:  
**HP Inc.**  
P.O. Box 419520  
Boston, MA 02241-9520  
Vendor Code: 337995-02

**Statement of Work (SOW)** - [https://spo.hawaii.gov/wp-content/uploads/2020/02/20-07\\_HP\\_SOW.docx](https://spo.hawaii.gov/wp-content/uploads/2020/02/20-07_HP_SOW.docx)

**For price quotes, contact HP Inc. or HP Inc authorized dealers. Payments are made to HP Inc or its authorized dealers.**

## Authorized Dealers:

**Pacific Technology Solutions, LLC**  
2100 N Nimitz Hwy  
Honolulu, HI 96819  
Vendor Code: 31405300  
Contact: Michael Hirai  
Phone: (808) 848-0000  
Email: [mhirai@network2000-hi.com](mailto:mhirai@network2000-hi.com)

**GovConnection, Inc. dba Connection**  
PO Box 536477  
Pittsburgh, PA 15253-5906  
Vendor Code: 272418-00  
Contact: Brianna Pappas  
Phone: (800) 800-0019  
Email: [Brianna.pappas@connection.com](mailto:Brianna.pappas@connection.com)

**SHI International Corp.**  
P.O. Box 952121  
Dallas, TX 75395-2121  
Vendor Code: 319284-00  
Contact: Nick Grappone  
Phone: (908) 208-3223  
Email: [nick\\_grappone@shi.com](mailto:nick_grappone@shi.com)

**PC Specialists, Inc. dba Technology Integration Group**  
1003 Bishop St, Ste 1250  
Honolulu, HI 96813  
Vendor Code: 25604801  
Contact: Keith Griffin  
Phone: (808) 524-6652 x1563  
Email: [keith.griffin@tiq.com](mailto:keith.griffin@tiq.com)



# XEROX CORPORATION

Master Agreement No. 140606

<https://www.naspovaluepoint.org/portfolio/copiers-managed-print-services-2019-2024/xerox-corporation/>

Remit Payment for Xerox Corporation  
Lease, Rental & P.O. Box 101235  
Purchase Pasadena, CA 91189-0005

Vendor Code: 8492-06

## **Xerox Sales Office-Oahu**

700 Bishop Street, Suite 1200  
Honolulu, HI 96813  
Phone: (808) 543-6250  
Fax: (808) 543-6233

## **Xerox Area Sales Manager**

Lisa Ma  
Phone: (808) 543-6226  
Email: [lisa.ma@xerox.com](mailto:lisa.ma@xerox.com)

Agencies shall request their price quote via email to: [xeroxhawaii.sales@xerox.com](mailto:xeroxhawaii.sales@xerox.com)  
Or via fax on Oahu: (808) 543-6233

## **Xerox Sales Office-Oahu**

**Taryn Kimura**  
Phone: (808) 543-6229  
Email: [taryn.kimura@xerox.com](mailto:taryn.kimura@xerox.com)

**Michelle Bishop**  
Phone: (808) 543-6235  
Email: [michelle.bishop@xerox.com](mailto:michelle.bishop@xerox.com)

## **Marlo Nakata**

Phone: (808) 543-9186  
Email: [marlo.nakata@xerox.com](mailto:marlo.nakata@xerox.com)

## **Amber Kurosu**

Phone: (808) 543-9143  
Email: [amber.kurosu@xerox.com](mailto:amber.kurosu@xerox.com)

## **Randal Hashimoto**

Phone: (808) 543-9179  
Email: [randal.hashimoto@xerox.com](mailto:randal.hashimoto@xerox.com)

## **Xerox Sales Office-Hilo**

**Vicky George**  
Phone: (808) 885-7460  
Email: [vicky.george@xerox.com](mailto:vicky.george@xerox.com)

## **Xerox Sales Office-Kona**

**Cindy Stewart**  
Phone: (808) 329-9533  
Email: [cindy.stewart@xerox.com](mailto:cindy.stewart@xerox.com)

## **Susanne Souza - Hilo**

Phone: (808) 981-2299  
Email: [susanne.souza@xerox.com](mailto:susanne.souza@xerox.com)

## **Xerox Sales Office-Maui**

**Arnold Wunder**  
Phone: (808) 572-4858  
Email: [arnold.wunder@xerox.com](mailto:arnold.wunder@xerox.com)

## **Xerox Sales Office-Kauai**

**Frank Reilly**  
Phone: (808) 245-3511  
Email: [frank.reilly@xerox.com](mailto:frank.reilly@xerox.com)