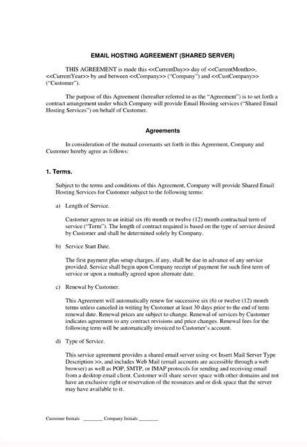
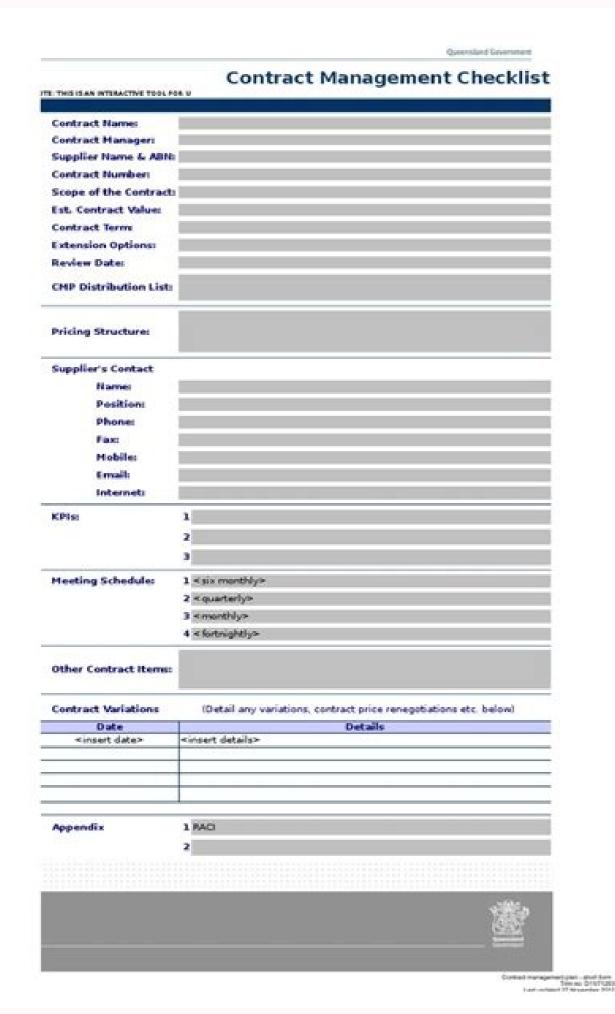
Managed print services contract template

I'm not robot!



Included Services	Basic IT Support	Bronze IT Support	Silver IT Support	Gold IT Support	Platinum IT Support
Monthly Service Fee Per Month	Contact Us	Contact Us	Contact Us	Contact Us	Contact Us
Recommended Network/Domain Size	Less than 5 Devices/Us ers	Less than 20 Devices/Users	Less than 40 Devices/Users	Less than 60 Devices/Users	More than 60 Devices/Users
Remote/On-Site/Help Desk Support	Time and Material	5 Hours Included	11 Hours Included	22 Hours included	33 Hours Included
Onsite/Additional Support and Consulting	Contact Us	Contact Us	Contact Us	Contact Us	Contact Us
Monitored Servers (Includes: Hosted Antivirus, Patch Management and Real- time Monitoring)	1 Server Per Month	Up to 2 Servers Per Month	Up to 3 Servers Per Month	Up to 4 Servers Per Month	Up to 5 Servers Per Month
Monitored Workstations (Includes Patch Management, Hosted AV)	Priced Per Workstaffon	Priced Per Workstation	Priced Per Workstation	Priced Per Workstation	Priced Per Workstation
Included Maintenance Labor(Workstations Included with WSUS or Patch Mat Deployed)	1 Hours	1 Hours Per Server	1 Hours Per Server	2 Hours Per Server	2 Hours Per Server
Automated Maintenance Task	Included	Included	included	included	included
Quarterly Network Assessment	Included	Included	Included	Included	Included
Dedicated Support Number	Included	Included	Included	Included	Included
Client Access Portal	Included	Included	Included	Included	Included
Hosted E-mail Protection (Antivirus & Spam)	Priced Per Malibox	Priced Per Malibox	Priced Per Malibox	Priced Per Malbox	Priced Per Malibox
Hosted Email Spam Filtering	Priced Per Malibax	Priced Per Malibox	Priced Per Malibox	Priced Per Malibox	Priced Per Malibox
DSL Online Backup Service Agents (\$.50 per Gigabits of Storage)	Priced Per Server/Work station	Priced Per Server/Workstation	Priced Per Server/Workstation	No Charge for Agent Server/Workstation	No Charge for Agent Server/Workstation
Setup Fees for Managed Services	Charged Per Hour	Charged Per Hour	Charged Per Hour	Charged Per Hour	Charged Per Hour





Managed print services contract sample. Managed print services rfp template.

FAQ Services/Supplies Service Level Agreement ("SLA") is to formalize an arrangement between the University of Washington (the "University" or the "UW") and Ricoh USA, Inc. ("Ricoh") to deliver equipment, supplies and support services, at specific levels of support. Service Level Agreement ("SLA") is to formalize an arrangement between the University of Washington (the "University" or the "UW") and Ricoh USA, Inc. ("Ricoh") to deliver equipment, supplies and support services, at specific levels of support. Services Covered Under This SLA: The following services are provided by Ricoh to the UW: Deployment and supplies, and maintenance of said equipment and supplies. This is all-inclusive of equipment and supplies, and maintenance of said equipment and supplies. 30 days after assessment completion and customer authorization has been received with an agreed to Statement of Work (See Item 16. Form of Statement of Work - Sample). Note: UW-owned equipment for which Ricoh is provision of equipment, as the UW already owns the equipment. Service Request: Ricoh Customer Call Centers are staffed to respond to live customer service inquiries 24 hours per day, seven days per week, including holidays. Service and Supply placement orders will be conducted between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday, excluding recognized holidays. Calls received after hours will be for the purposes of the customer placing service and or supplies request only. Technical telephone support is only available between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday. In addition, customers have the ability to place service calls electronically via the Web, facsimile and telephone voice mail 24x7. Service Response Time: Ricoh service calls located within thirty (30) miles of a Ricoh service center and eight (8) hours for all Customer service calls located thirty one (31) miles or greater from a Ricoh service center. Service will be conducted between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday not including recognized holidays. Equipment Repair and Maintenance Services will be provided in accordance with manufacturer's specifications. The Services provided by Ricoh under this SLA will not include the following: (i) repairs resulting from misuse (including without limitation improper voltage or the failure of, adequate electrical power, air conditioning or humidity control; (ii) repairs made necessary by service performed by persons other than Ricoh representatives; (iii) service calls or work which UW requests to be performed outside of Normal Business Hours (defined below); (iv) removable cassette, copy cabinet, exit trays, or any item not related to the mechanical or electrical operation of the Serviced Products: (v) consumable supplies such as paper or staples, unless expressly provided for in this Order: (vi) any software, system support or related connectivity unless specified in writing by Ricoh; (viii) parts no longer available from the applicable manufacturer; (ix) electrical work external to the Serviced Products, including problems resulting from overloaded or improper circuits; (x) installation or de-installation and/or movement of the Serviced Products from one location to another unless specified in writing by Ricoh; and (xi) repairs of damage or increase in service time caused by force majeure events. Damage to Serviced Products or parts arising from causes beyond the control of Ricoh are not covered by this Agreement. Ricoh may terminate its Service obligations under any Order for Serviced Products that have been modified, damaged, altered or serviced by personnel other than those employed by Ricoh. Preventative Maintenance: Preventative Maintenance: Preventative Maintenance shall be performed as per the frequency prescribed by the manufacturer per copying/printing volumes or greater frequency prescribed by the manufacturer per copying/printing volumes or greater frequency prescribed by the manufacturer per copying/printing volumes or greater frequency prescribed by the manufacturer per copying/printing volumes or greater frequency prescribed by the manufacturer per copying/printing volumes or greater frequency prescribed by the manufacturer per copying/printing volumes or greater frequency prescribed by the manufacturer per copying/printing volumes or greater frequency prescribed by the manufacturer per copying/printing volumes or greater frequency prescribed by the manufacturer per copying/printing volumes or greater frequency prescribed by the manufacturer per copying/printing volumes or greater frequency prescribed by the manufacturer per copying/printing volumes or greater frequency prescribed by the manufacturer per copying/printing volumes or greater frequency prescribed by the manufacturer per copying/printing volumes or greater frequency prescribed by the manufacturer per copying/printing volumes or greater frequency prescribed by the manufacturer per copying/printing volumes or greater frequency per copying/printing volumes or gr accordance with Service Coverage plans. Uptime: Ricoh Provided Equipment will operate in accordance with the applicable manufacturer's specifications and will be serviced in a manner designed to meet a minimum quarterly uptime average of ninety- six percent (96%), which shall be calculated based upon an eight- hour day and exclude normal preventive maintenance time and downtime attributable to Customer's negligence. In the case of an element of the Services within targeted standards within thirty (30) day timeframe. The remedy may require service delivery correction actions, the addition of incremental capacity, modifications to service process due to changes in facilities logistics and environment. Equipment Moves/Relocations shall be at no charge. This includes removal, re-install, testing, and training. Equipment Delivery: Equipment Delivery: Equipment Shall be delivered within 30 days or less, from the time an order is placed with Ricoh. Device Management: Ricoh will utilize TRAC to manage the par levels of each device and automate the process of service and supply requests for each networked MFP or printer contracted with the University. For locations in which Ricoh is providing third-party Device Management, consumables requests will be handled in accordance with the process negotiated in the due diligence phase of the specific project. Service Call Log and Service History: Ricoh's technical support calls will be tracked by machine ID number and logged into Ricoh's Oracle platform. Ricoh will provide accurate up to date reports to the University on an agreed upon cadence with information as it relates to the following: Machine profile Service calls Days between service calls Parts used Service performed under current meter reading(s). Equipment Performance Guarantee: Ricoh will replace hardware that fails to consistently achieve the manufacturer's monthly volume specifications, the provision of a trained customer key operator and the use of approved manufacturer specified input materials. If a black- and- white copier fails to meet 96% uptime as measured quarterly, Ricoh will implement a performance to the previously stated uptime targets, this equipment will be replaced with equal to or greater than capabilities. Ricoh will manage all aspects of parts, including installation so users aren't required to spend valuable time replacing components. Equipment requirements and installation training in a classroom environment at the University location(s), if possible post installation training at University locations on the day of delivery or at a time designated by the key Operator. Post installation follow up training at University locations on the day of delivery or at a time designated by the key Operator. The equipment training program includes: Specific topics typically covered during basic training sessions (depending on the functionality of the equipment overview/equipment demo Operator panel usage User creation Error code identification Hands-on operating a sessions (depending on the functionality of the equipment overview/equipment overview/equipmen service call, escalation list, toner ordering) Questions and answers Certification Equipment Maintenance and Care Power sources Confirmation of drawer setup Misfeed removal and tips Directions for changing toner and staples Copier Functions (e.g., start/stop, clear vs. reset, interrupt, energy save, ID) Touch panel functions (e.g., automatic paper selection, R/E—multiple ways of accomplishing a task, exposure—including photo mode, duplex, sorting/stapling/three-hole punching/grouping) Additional functions/special features Fax Functions Proper document placement discussion Use of fax memory (e.g., fax panel, resolution, exposure, text vs. photo, manual transmission, direct transmission, direct transmission, stamping) Broadcasting Programming one-touch and group dials Reports Fax defaults (system configuration) Properties Discussion regarding selections to be made from desktop Ricoh General Roles and Responsibilities: Ricoh has the following general responsibilities under this SLA: Once a support request Ricoh will attempt to resolve problems over the phone on the first call Ricoh will provide necessary and requested documentation, information and knowledge capital to the UW prior to the start of support of a new device or functionality. Ricoh will provide metrics on sales volume, customer adoption, on-time delivery, billing accuracy, utilization of small/diverse second tier suppliers, and customer satisfaction. University of Washington's General Roles and Responsibilities: UW has the following general responsibilities: under this SLA: At the time of assessment the University will identify a point of contact to act as a liaison between the department Ricoh to facilitate the following - Act as liaison between a UW department and Ricoh Facilitate department and Ricoh Facilitate department assessment Assist Ricoh with deployment of new devices and the transition of existing UW-owned devices into the Ricoh MPS program as set forth in the applicable Service Order Act as point of escalation for issues beyond usual scope Participate in regularly scheduled reviews of Ricoh's service performance Form of Statement of Work after completion of the department's assessment. SERVICE DESCRIPTION SERVICE LEVEL MEASUREMENT DATA SOURCE RESPONSIBILITY Principal Period of Maintenance (PPM) Ricoh will maintain monitoring hours of operation from 8am - 5pm local time Monday - Friday local time except University of Washington observed holidays Any Service Requests received after 5PM local time, Monday-Friday will be executed the next business day beginning at 8AM Managed Document Services Contract Site Procedures Guide Ricoh Device Management Control Center Ricoh Print Support Specialist Professional Behavior Ricoh will treat each UW Employee in a professional, courteous manner Ricoh staff will attend Ricoh's Annual Code of Ethics Training Ricoh Service Excellence Training Ricoh Servi Washington location when on site at the University, Adherence to Dress Code Policy Site Procedures Guide Ricoh Associate Training Ricoh Staff will be trained to support all contracted on-site equipment Ricoh New Employee Training will begin on the first day of employment. Training Continuum Matrix Development Matrix Board and Report iDOT Training 5 Star Daily Huddles Individual Development Plans RSE Employee Training Continuum Matrix Board and Report iDOT Training 5 Star Daily Huddles Individual Development Plans RSE Employee Training 6 Star Daily Huddles Individual Development Plans RSE Employee Training 7 Star Daily Huddles Individual Development Plans RSE Employee Training 8 Star Daily Huddles Individual Development Plans RSE Employee Training 8 Star Daily Huddles Individual Development Plans RSE Employee Training 8 Star Daily Huddles Individual Development Plans RSE Employee Training 8 Star Daily Huddles Individual Development Plans RSE Employee Training 8 Star Daily Huddles Individual Development Plans RSE Employee Training 8 Star Daily Huddles Individual Development Plans RSE Employee Training 8 Star Daily Huddles Individual Development Plans RSE Employee Training 8 Star Daily Huddles Individual Development Plans RSE Employee Training 8 Star Daily Huddles Individual Development Plans RSE Employee Training 8 Star Daily Huddles Individual Development Plans RSE Employee Training 8 Star Daily Huddles Individual Development Plans RSE Employee Training 8 Star Daily Huddles Individual Development Plans RSE Employee Training 8 Star Daily Huddles Individual Development Plans RSE Employee Training 8 Star Daily Huddles Individual Development Plans RSE Employee Training 8 Star Daily Huddles Individual Development Plans RSE Employee Training 8 Star Daily Huddles Individual Development Plans RSE Employee Training 8 Star Daily Huddles Individual Development Plans RSE Employee Training 8 Star Daily Huddles Individual Development Plans RSE Employee Training 8 Star Daily Huddles Individual Development Plans RSE Employee Training 8 Star Daily Huddles Individual Development Plans RSE Employee Training 8 Star Daily Huddles Individual Development Plans RSE Employee Training 8 Star Daily Huddles Individual Development Plans RSE Employee Training 8 Star Daily Huddles Indi operational areas from the UW IT groups Annual End User Survey will be discussed in detail in our Account Reviews. All surveys will be approved by UW Key Contact Adherence to Survey Schedule Ricoh Integrated Account Manager UW Key Contact Communication Ricoh will provide monthly management reports to the Key Contact(s). Monthly Management Reports Ricoh Uthack metrics in the areas of device utilization, volumes and service requests, as reported through the Monthly Management Report. Monthly Management Report Ricoh Integrated Account Management Report Ricoh until provide monthly invoices to the UW MDS Key Contact for each functional area until Ricoh and UW customer can review invoice process and determine if adjustment should be considered, approximately 6 months following implementation. Ricoh Electronic Invoices Ricoh Integrated Account Manager Ricoh Electronic or Hard copy of survey will be sent to the UW Business Owner annually. Electronic or Hard copy of survey a key contact Survey will be sent to the UW Business Owner annually. following servicesfor all RICOH serviced equipment Complete the request in TRAC for each machine, indicating date/time serviced. Monitor consumables to be delivered to UW site. Ricoh's suite of MDS related tools and reporting Site Procedures Guide Ricoh's suite of MDS related tools and reporting Ricoh Device Management Control Center Ricoh Print Support Specialist Printer Fleet Equipment Service Request via telephone or utilize the TRAC online submission tool. Ricoh will monitor the service calls for escalation if necessary. Ricoh will escalate when equipment monitoring indicates issues or when end users call with service issues past the agreed on SLAs. Ricoh's suite of MDS related tools and reporting Monthly Management Report Ricoh Device Management Control Center Ricoh Print Support Specialist Printer Fleet Equipment inventory Inventory all of Customer's Systems (Printers), by collecting and reporting the printer serial number, model number Update TRAC database with equipment detail. Follow up on TRAC Ricoh's suite of MDS related tools and reporting the printer serial number. Equipment Ongoing Analysis UW will submit Service Request via telephone or utilize the TRAC online service request tool for the IMAC-D process. Ricoh will maintain database of equipment in TRAC. Ricoh's suite of MDS related tools and reporting Monthly Management Report Ricoh Device Management Control Center Ricoh Print Support Specialist

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