



**STATE OF NORTH CAROLINA  
DEPARTMENT OF INFORMATION TECHNOLOGY (DIT)  
STATEWIDE IT PROCUREMENT OFFICE**

**THIS CONTRACT CAN NOW BE ACCESSED VIA NC E-PROCUREMENT @ YOUR SERVICE.  
CLICK [HERE](#) IF YOU ARE A USER OF THIS SYSTEM.**

<p>Statewide Term Contract: <b>204D – Printer / Multifunction Device Equipment for Purchase or Lease with Support</b></p> <p>Effective Dates: February 1, 2017 – January 31, 2024</p> <p>Bid Documents: <a href="#">ITS-400096</a> <a href="#">Addendum 1</a> <a href="#">Addendum 2</a></p> <p>Contract Administrator: Debbie Patterson Email: <a href="mailto:debbie.patterson@nc.gov">debbie.patterson@nc.gov</a> Tel: 919-754-6619</p>
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**NOTE: A FAQ document is available on [DIT's 204D contract page](#) with answers to commonly asked questions related to this statewide term contract.**

**SCOPE**

The scope of the 204D Statewide Term Contract is limited to printer and multifunctional Document Output Devices and associated peripherals for purchase or lease, with options for support, to Agencies within the State of North Carolina. Table 1 summarizes the scope of this IT Statewide Term Contract.

In Scope of 204D Statewide Term Contract
<ul style="list-style-type: none"> <li>New inkjet / thermal printers and associated peripherals for purchase</li> <li>New inkjet / thermal multifunctional devices (MFDs) and associated peripherals for purchase</li> <li>New laser / LED printers and associated peripherals for purchase and lease</li> <li>New digital multifunctional devices (MFDs) for purchase and lease</li> <li><b>New production printers for purchase and lease. Production printers are defined as high speed cut-sheet printers that use a digital based format for volume printings, manuals, booklets, etc. May be ink or laser based. Greater than 70 CPM Color, 91 CPM B&amp;W.</b></li> <li>OEM Consumables (e.g., ink and toner cartridges) for inkjet / thermal printers, laser / LED printers, MFDs, and Production printers.</li> <li>Extended or upgraded warranties for inkjet / thermal printers, laser / LED printers, and MFDs</li> <li>Replaceable parts for inkjet / thermal printers, laser / LED printers, and MFDs</li> <li>Maintenance coverage for laser / LED printers, MFDs, and Production printers.</li> <li>Refurbished laser / LED printers and MFDs for purchase. Refurbished Production Printer for purchase or lease.</li> </ul>

Table 1: Scope of 204D Statewide Term Contract

This Statewide Term Contract **does not** cover the following:

- Managed Print Services (Agencies can procure Managed Print Services using Statewide Term Contract [920M](#))
- Remanufactured toner and ink cartridges for purchase (Agencies can procure Remanufactured toner and ink cartridges using Statewide Contract [615A](#))
- Ruggedized printers
- Wide format printers / plotters
- 3D printers
- Dot matrix / impact printers
- Standalone scanners or fax machines
- Card / ID / Badge printers
- Label printers
- Point of Sale printers
- MICR printers
- Document Imaging Software (Available for Production Printers only)
- Document Management Software (Available for Production Printers only)
- Document Output Device rentals

This contract is a **MANDATORY** Statewide Term Contract for the use of Executive Branch State Agencies and is a Convenience Contract, available, but not mandatory, for the use of non-Executive Branch State Agencies permitted by law. Such entities include the North Carolina University System and its member campuses, Instructional components of the Department of Public Instruction, Instructional components of the North Carolina Community College System, as well as local (municipal and county) governments.

Respective Agencies with the need to purchase other goods or services related to those referenced in this award but that are not included in-scope of this contract are required to follow the State of North Carolina IT procurement rules, consistent with [09 N.C.A.C. 06 A& B](#) and established procedures of the Department of Information Technology (DIT).

**There is no minimum order size or spending limit on this contract.**

### **ABNORMAL QUANTITY**

Any request that exceeds **\$75,000** must be reviewed and approved by the Statewide IT Procurement Office before a Purchase Order can be issued.

For NC eProcurement Users, the system will automatically add the appropriate NCDIT Approvers and the Statewide IT Procurement Office to your Approval Flow.

For Non-NC eProcurement Users, you must email your request (including the Vendor quote and your documentation) to the following address:

To: [Submit2.StatewideIT@its.nc.gov](mailto:Submit2.StatewideIT@its.nc.gov)

(Please include "Abnormal Quantity Request STC 204A" in the subject line of the email).

The Statewide IT Procurement Office, in consultation with the procuring Agency, may process the request in one or more of the following ways:

1. Purchase may be authorized at current pricing with current Vendor(s)
2. Additional discounts from current pricing level may be negotiated with current vendor(s) or approved resellers
3. A separate Invitation for Bids may be issued for the requirement

### **SEGMENTS AND AWARDS**

DIT has segmented printer and multifunctional Document Output Devices into 28 segments based on technology, number of functions, ability to print color, maximum paper size capacity, and estimated monthly page volumes (see Table 2(a) for summary of segments, which are grouped into Lots A-D).

Digital Production/Copiers are in Lot E, segments 29 – 37 based upon number of copies per minute (see Table 2(b) for summary of segments).

Lot	Document Output Device Segment		Minimum Functions <sup>1</sup>	Mono / Color	Maximum Original & Copy Paper Size	Estimated Monthly Page Volume
A	1	Inkjet Mobile Printer - 3 or more CPM (Color)	P	Color	8.5 X 14	100
	2	Inkjet MFD - 11 to 20 CPM (Color)	P, C, S, F	Color	8.5 X 14	250
B.1	3	Laser Printer - 19 to 30 CPM (Mono)	P	Mono	8.5 X 14	1,500
	4	Laser Printer - 11 to 20 CPM (Color)	P	Color	8.5 X 14	1,500
	5	Laser Printer - 31 to 44 CPM (Mono)	P	Mono	8.5 X 14	3,000
	6	Laser Printer - 21 to 34 CPM (Color)	P	Color	8.5 X 14	3,000
	7	Laser Printer - 45 or more CPM (Mono)	P	Mono	8.5 X 14	5,000
	8	Laser Printer - 35 or more CPM (Color)	P	Color	8.5 X 14	5,000
	9	Laser Printer - 30 or more CPM (Mono)(Ledger)	P	Mono	11 X 17	4,000
	10	Laser Printer - 20 or more CPM (Color)(Ledger)	P	Color	11 X 17	4,000
B.2	11	Digital MFD - 19 to 30 CPM (Mono)	P, C, S, F	Mono	8.5 X 14	2,500
	12	Digital MFD - 14 to 30 CPM (Color)	P, C, S, F	Color	8.5 X 14	2,500
	13	Digital MFD - 21 to 30 CPM (Mono)(Ledger)	P, C, S, F	Mono	11 X 17	4,000
	14	Digital MFD - 21 to 30 CPM (Color)(Ledger)	P, C, S, F	Color	11 X 17	4,000
	15	Digital MFD - 31 to 40 CPM (Mono)	P, C, S, F	Mono	8.5 X 14	12,000
	16	Digital MFD - 31 to 40 CPM (Color)	P, C, S, F	Color	8.5 X 14	12,000
	17	Digital MFD - 31 to 40 CPM (Mono)(Ledger)	P, C, S, F	Mono	11 X 17	12,000
	18	Digital MFD - 31 to 40 CPM (Color)(Ledger)	P, C, S, F	Color	11 X 17	12,000
C	19	Digital MFD - 41 to 54 CPM (Mono)	P, C, S, F	Mono	8.5 X 14	16,000
	20	Digital MFD - 41 to 54 CPM (Color)	P, C, S, F	Color	8.5 X 14	16,000
	21	Digital MFD - 41 to 54 CPM (Mono)(Ledger)	P, C, S, F	Mono	11 X 17	16,000
	22	Digital MFD - 41 to 54 CPM (Color)(Ledger)	P, C, S, F	Color	11 X 17	16,000
	23	Digital MFD - 55 to 69 CPM (Mono)	P, C, S, F	Mono	8.5 X 14	25,000
D	24	Digital MFD - 55 to 69 CPM (Mono)(Ledger)	P, C, S, F	Mono	11 X 17	25,000
	25	Digital MFD - 55 to 69 CPM (Color)(Ledger)	P, C, S, F	Color	11 X 17	25,000
	26	Digital MFD - 70 to 90 CPM (Mono)	P, C, S, F	Mono	8.5 X 14	50,000
	27	Digital MFD - 70 to 90 CPM (Mono)(Ledger)	P, C, S, F	Mono	11 X 17	50,000
	28	Digital MFD - 70 to 90 CPM (Color)(Ledger)	P, C, S, F	Color	11 X 17	50,000

<sup>1</sup> P = Print, C = Copy, S = Scan, F = Fax

Table 2(a): DIT Printer / MFD Segments

Lot	Document Output Device Segment		Minimum Functions <sup>1</sup>	Mono /Color	Maximum Original & Copy Paper Size
E	29	Digital Production Printer/Copier - 70 to 90 CPM (Color)(Ledger)	P,C	Color	11 X 17
	30	Digital Production Printer/Copier - 91 to 119 CPM (Mono)(Ledger)	P,C	Mono	11 X 17
	31	Digital Production Printer/Copier - 91 to 119 CPM (Color)(Ledger)	P,C	Color	11 X 17
	32	Digital Production Printer/Copier - 120 to 139 CPM (Mono)(Ledger)	P,C	Mono	11 X 17
	33	Digital Production Printer/Copier - 120 to 139 CPM (Color)(Ledger)	P,C	Color	11 X 17
	34	Digital Production Printer/Copier - 140 to 159 CPM (Mono)(Ledger)	P,C	Mono	11 X 17
	35	Digital Production Printer/Copier - 140 to 159 CPM (Color)(Ledger)	P,C	Color	11 X 17
	36	Digital Production Printer/Copier - 160+ CPM (Mono)(Ledger)	P,C	Mono	11 X 17
	37	Digital Production Printer/Copier - 160+ CPM (Color)(Ledger)	P,C	Color	11 X 17

1 P = Print, C = Copy, S = Scan, F = Fax

Table 2(b): DIT Digital Production/Copier Segments

## **CONTRACT INFORMATION**

### **MANUFACTURER BRAND/PRICING**

Table 3 contains the awarded Vendors and the Manufacturers they represent by Lot (group of related Segments) that are available under this contract.

Vendor	Canon	Kyocera	Ricoh	Sharp	Systel	Systel	Toshiba	Toshiba	Xerox
Manufacturer	Canon	Kyocera	Ricoh	Sharp	HP	Konica Minolta	Lexmark	Toshiba	Xerox
Lot A			Yes		Yes				
Lot B.1	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes
Lot B.2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Lot C	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes
Lot D	Yes	Yes	Yes	Yes		Yes		Yes	Yes
Lot E	Yes		Yes	Yes		Yes		Yes	Yes

Table 3: Awarded Vendors and Manufacturers by Lot

To see the specific awarded Document Output Devices, ordering information, summary specifications, purchase and lease prices, and 3-year total cost of ownership estimates, Agencies should refer to the [DIT 204D Device Wizard](#). Agencies are recommended to follow the steps in Table 4 to help them address their Document Output Device needs.

Step	Description	Tip
1	Consider moving your entity to Managed Print Services, available under IT statewide term contract <a href="#">920M</a> , to outsource the provision, maintenance, support, and disposal of Document Output Devices.	For many entities, the Managed Print Services approach lowers the total cost of printing and frees up entity resources for more value added activities. Under the <a href="#">920M</a> statewide term contract, entities can receive a free assessment from awarded Vendors on <a href="#">920M</a> to help make their decision on which approach is appropriate.
2	If you wish to purchase or lease Document Output Devices, consult the <a href="#">DIT 204D Device Wizard</a> for assistance in finding the awarded Document Output Device that best meets your entity's needs. The worksheet labeled Read Me in this document contains specific instructions on how to use the Device Wizard.	Consider the total costs of awarded Document Output Devices across vendors to understand the estimated costs for the 3-year lifecycle (e.g., includes estimated costs of OEM Consumables, not just initial purchase cost of Document Output Device). There are material differences in pricing of awarded Document Output Devices within the same segment.  Consider leasing versus purchase to understand lowest total cost option. Leasing is available for segments in Lots B.1, B.2, C, and D for new / original Document Output Devices. Leasing is not available for Refurbished Document Output Devices (except Refurbished Production printers in Lot E).
3	For purchase or lease of multiple Document Output Devices, you can contact the vendor to confirm lowest pricing that is currently available.	Some vendors may offer promotional pricing or quantity discounts for larger purchases.
4	Once you have selected the Document Output Device, related peripherals, and consumables, create and issue Purchase Order to vendor.	Entities that are able to use NC eProcurement @ Your Service should be able to use the catalog to populate their requisition for Document Output Devices, peripherals, and consumables. Extended warranties and maintenance plans would need to be purchased via non-catalog line items.

Table 4: How To Determine Best Solution For Document Output Device Need

The following awarded pricing items, which are listed in the [DIT 204D Device Wizard](#), are fixed for the term of the contract:

- Minimum Device Discount % Off MSRP
- Minimum Peripherals Discount % Off MSRP
- Minimum Consumables Discount % Off MSRP
- Minimum Replaceable Parts Discount % Off MSRP
- Minimum Extended Warranty Plan Discount % Off MSRP
- Minimum Annual Maintenance Plan Discount % Off MSRP
- 36-Month Lease Rate Factor (excluding Software)
- 48-Month Lease Rate Factor (excluding Software)
- 60-Month Lease Rate Factor (excluding Software)
- 36-Month Lease Rate Factor for Software
- 48-Month Lease Rate Factor for Software
- 60-Month Lease Rate Factor for Software

Vendor may provide more favorable terms to the State for these items at any time during the contract.

Any additional models that are approved by the NCDIT Contract Administrator to be added to this statewide term contract shall be in accordance to the above pricing items by segment.

If, during the life of this contract, a Manufacturer directly offers any special price incentives beyond what Vendors agreed to provide under this Statewide Term Contract, whether temporary or permanent, then the Vendors must make such special pricing available to all Agencies eligible to purchase from the contract.

## VENDOR ORDERING INFORMATION

Table 5 contains the awarded Vendors' Ordering Address and Assigned Contact information. Orders shall be issued directly to the respective Vendor. To address product or pricing questions, please contact the Vendors listed below.

<b>Vendor Name</b>	<b>Manufacturer Name</b>	<b>Ordering Address</b>	<b>Assigned Contact</b>
<b>Canon</b>	Canon	4100 N. Fairfax Drive Suite 200 Arlington, VA 22203  <b><u>Vendor Ordering Instructions:</u></b> Canon will use dealers to assist in the fulfillment of this contract. All purchase orders will be issued directly to Canon. When placing a purchase order with Canon, Agencies should designate their Canon Dealer of Choice in the comments of their po	<b><u>Sales – State and Local Government &amp; Education</u></b> Dave Rothauser <a href="mailto:drothauser@cusa.canon.com">drothauser@cusa.canon.com</a> Office: 631-330-5443
<b>Kyocera</b>	Kyocera	225 Sand Road Fairfield, NJ 07004	<b><u>Sales – State and Local Government &amp; Education</u></b> Sue Nathanson <a href="mailto:sue.nathanson@da.kyocera.com">sue.nathanson@da.kyocera.com</a> Office: 954-708-2543
<b>Ricoh</b>	Ricoh	300 Eagleview Blvd. Suite 200 Exton, PA 19341	<b><u>Sales – State and Local Governments, K-12</u></b> Roger Hosler <a href="mailto:roger.hosler@ricoh-usa.com">roger.hosler@ricoh-usa.com</a> Office: 561-598-9365
<b>Sharp</b>	Sharp	100 Paragon Drive Montvale, NJ 07645	<b><u>Sales – State and Local Government &amp; Education</u></b> Allison Terry (Inside Sales) <a href="mailto:terrya@sharpsec.com">terrya@sharpsec.com</a> Office: 201-529-8200 Toll-Free: 800-813-6127  <b><u>Outside Sales</u></b> Tom Rihn <a href="mailto:rihnt@sharpsec.com">rihnt@sharpsec.com</a> Office: 301-788-4263 Toll-Free: 800-813-6127
<b>System</b>	HP	2604 Fort Bragg Road Fayetteville, NC 28303	<b><u>Sales – State and Local Government &amp; Education</u></b> Bill Stone <a href="mailto:204D@systemloa.com">204D@systemloa.com</a> Office: 919-876-8522 Toll-Free: 800-849-4600
<b>System</b>	Konica Minolta	2604 Fort Bragg Road Fayetteville, NC 28303	<b><u>Sales – State and Local Government &amp; Education</u></b> Bill Stone <a href="mailto:204D@systemloa.com">204D@systemloa.com</a> Office: 919-876-8522 Toll-Free: 800-849-4600

Vendor Name	Manufacturer Name	Ordering Address	Assigned Contact
Toshiba	Lexmark	400 North Main Street Post Office Box 1299 Mount Gilead, NC 27306	<p><b><u>Sales – State and Local Governments</u></b>  Angie Norman  <a href="mailto:angie.norman@tbs.toshiba.com">angie.norman@tbs.toshiba.com</a>  Office: 910-975-0897  Toll Free: 800-553-0748, ext. 2320</p> <p><b><u>Sales – K-12 and Higher Education</u></b>  Joanne Murphy  <a href="mailto:joanne.murphy@tbs.toshiba.com">joanne.murphy@tbs.toshiba.com</a>  Office: 919-422-7030  Toll Free: 800-553-0748, ext. 2327</p>
Toshiba	Toshiba	400 North Main Street Post Office Box 1299 Mount Gilead, NC 27306	<p><b><u>Sales – State and Local Governments</u></b>  Angie Norman  <a href="mailto:angie.norman@tbs.toshiba.com">angie.norman@tbs.toshiba.com</a>  Office: 910-975-0897  Toll Free: 800-553-0748, ext. 2320</p> <p><b><u>Sales – K-12 and Higher Education</u></b>  Joanne Murphy  <a href="mailto:joanne.murphy@tbs.toshiba.com">joanne.murphy@tbs.toshiba.com</a>  Office: 919-422-7030  Toll Free: 800-553-0748, ext. 2327</p>
Xerox	Xerox	45 Glover Ave. Norwalk, CT 06856-4505	<p><b><u>Sales – State and Local Governments &amp; Education</u></b>  Kelly Cotterell  <a href="mailto:Kelly.Cotterell@xerox.com">Kelly.Cotterell@xerox.com</a>  Office: 919-855-1885</p> <p>Gerald Britt  <a href="mailto:gerald.britt@xerox.com">gerald.britt@xerox.com</a>  Office: 804-677-1921</p>

Table 4: Awarded Vendor's Address and Assigned Contact Information.

## **TAXES**

The State of North Carolina is exempt from Federal excise taxes and no payment will be made for any personal property taxes levied on the Vendor or for any taxes levied on employee wages. Agencies of the State may have additional exemptions or exclusions for federal or state taxes. Evidence of such additional exemptions or exclusions may be provided to Vendor by Agencies, as applicable, during the term of this contract. Applicable State or local sales taxes shall be invoiced as a separate item

## **TRANSPORTATION COSTS**

Transportation shall be **FOB Destination**, unless otherwise specified in the solicitation document or purchase order. Freight, handling, charges for pallets, charges for special shipping requirements and distribution charges shall be included in the total price of each item. Any additional charges included on the invoice shall not be honored for payment, unless authorized by change order by the Agency. In cases where parties other than the Vendor ship materials against this order, the shipper shall be instructed to show the purchase order number on all packages and shipping manifests to ensure proper identification and payment of invoices. Complete packing lists shall accompany each shipment.

## **DELIVERY**

Vendor shall complete delivery within **twenty (20) business days** after receipt of purchase order to any location within North Carolina. For Document Output Devices within lots A, B.1, and B.2, complete delivery shall be defined as inside delivery of ordered Document Output Device. One copy of user manual and operating instructions shall also be provided to Agency before delivery shall be considered complete. For Document Output Devices within lots C and D, complete delivery shall be defined as inside delivery, uncrating, assembly, installation, making ready for use, and removal of debris.

One copy of user manual and operating instructions shall also be provided to Agency before delivery shall be considered complete. Production Printers in Lot E require a more complex installation and set-up. Vendors may charge installation fees for Production Printers. If circumstances beyond the control of the Vendor result in a late delivery or installation, it is the responsibility and obligation of the Vendor to notify the Purchasing Agent listed on the purchase order, in writing, immediately upon determining delay of shipment. The written notification shall indicate the anticipated delivery dated. Vendor shall contact the Agency designated contact before delivery of new or refurbished Document Output Devices to inquire about stairs, loading dock, security procedures, etc. For installation and removals that require special rigging, Vendor shall submit a price quotation to the Agency for approval prior to any work being done.

**LEASING OF NEW / ORIGINAL DOCUMENT OUTPUT DEVICES**

Leases can only be terminated due to non-appropriation of funding and non-performance of the Vendor. **Leases cannot be terminated for convenience.**

Using information found in the [DIT 204D Device Wizard](#), Purchasing Agencies can estimate leasing costs for new / original Document Output Devices and related Peripherals by multiplying the New Device NC Discounted Purchase Price (in column K on New Device worksheet) or the Peripheral Part NC Discounted Purchase Price (in column H on Peripherals worksheet) by the appropriate Lease Factor on New Device worksheet (in columns AB for 36-Month Lease, column AD for 48-Month Lease, and column AF for 60-Month Lease).

Here is how you would calculate monthly lease payment for Peripheral Part ABC that has a NC Discounted Purchase Price of \$100 and the Vendor's 36-Month Lease Factor is 0.032:

NC Discounted Purchase Price X 36-Month Lease Factor

$$\$100 \times .032 = \$3.20 \text{ per month}$$



**PERFORMANCE ASSURANCE**

**VENDOR HAS AGREED TO MEET OR EXCEED THE SERVICE LEVEL AGREEMENTS IN TABLE 5.**

Service Level Agreement	Definition	Minimum Threshold
Document Output Device Uptime	<p>Vendor shall provide products under this contract to Agencies that perform at an effectiveness level of at least ninety-five percent (95%) during any 3-month period <u>while covered under the original or extended manufacturer warranty or under a maintenance agreement with the Vendor</u>. In the event that any equipment is inoperative due to equipment failure, through no fault or negligence of the Agency user, and the total number of hours of downtime exceeds five percent (5%) of the total productive time for three (3) consecutive calendar months, the Agency reserves the right to require the Vendor to replace the equipment or terminate the order with no termination or removal charges being assessed to the State. Vendor will be notified in writing and, after such notice, shall remove and replace the defective product(s) within ten (10) business days at no cost to the Agency. Failure to respond in good faith may result in termination of the Vendor's contract.</p> <p>Total productive time will be computed by multiplying eight (8) hours per day by the number of working days in the month, excluding weekends and State holidays. The effectiveness level for a Document Output Device shall be computed by dividing the total productive time by the total available time multiplied by one hundred (100). Scheduled Preventative Maintenance calls neither related to, nor coinciding with repair/breakdown calls, will not be considered downtime. Product downtime due to power outage to the facility or network-level outages will not be considered downtime. Upon request, Vendor shall supply a complete repair history to the Agency using the equipment or to the NCDIT Contract Administrator.</p> <p>If Vendor has reason to believe that machine problems are the result of deliberate damage by the user, the Agency and NCDIT Contract Administrator shall be notified. The Agency or if escalated, the NCDIT Contract Administrator will determine the facts and try to resolve the situation to the satisfaction of all parties. Machine downtime caused by deliberate actions of the Agency will not be charged to the Vendor.</p>	95%
On-Site Response Time	<p>Because of the important role that Document Output Devices play in enabling Agencies to conduct the State's business, standard service response time for Document Output Devices <u>covered under a maintenance agreement with the Vendor</u> shall be next business day or less for all Document Output Devices regardless of location within the State of North Carolina. For the purposes of this IFB and resulting contract, response time shall mean the time between when the initial service call is placed with the Vendor and the arrival of a trained service person at the Agency user's site. A telephone call, unless it results in solving the problem, shall not be deemed an acceptable service response. Repeated failure to provide service to all specified areas within the contracted time may result in the removal of the Vendor from the contract.</p>	Next business day
Break Fix Resolution	<p>For Document Output Devices <u>covered under a maintenance agreement with the Vendor</u>, Vendor is expected to have reported issues diagnosed and resolved and the Document Output Device fully operational within two (2) business days after the service request call was logged with the Vendor.</p>	99%
First Time Fix	<p>Vendor is expected to resolve reported issued the first time reported for Document Output Devices <u>covered under a maintenance agreement with the Vendor</u>. Vendor is expected to have no other service calls placed for the same Document Output Device for the same equipment-related issue (e.g., issue was not due to user error) within ninety (90) calendar days of issue being initially resolved.</p>	90% of all service calls

Service Level Agreement	Definition	Minimum Threshold
Device Delivery Time	Vendor shall process Agency purchase order and deliver ordered new or refurbished Document Output Devices in a timely manner. Device Delivery Time is the number of calendar days between Vendor's receipt of a valid request for new or refurbished Document Output Device and the date the new or refurbished Document Output Device is delivered. Agency requested delivery dates that are past the established minimum threshold are not measured for this Service Level Agreement.	Less than 20 business days

Table 5: Service Level Agreement Minimum Thresholds

Vendor shall support NCDIT and Agencies to track, measure, and report on each of the Service Level Agreements in Table 5. Vendor shall provide a \$50 invoice credit for each instance of below Minimum Threshold indicated in Table 5 for an Agency as measured each contract quarter. Invoice credits shall be provided to the Agencies within thirty (30) calendar days after the end of the contract quarter. Vendor shall not need to provide an Agency an invoice credit for a Document Output Devices that falls below the 95% minimum threshold if the Document Output Device is replaced by the Vendor at no cost to the Agency.

All Service Level Agreements shall be tracked and reported by the Vendor from the beginning of the contract. To enable the Vendor to implement and stabilize its processes, the Performance Assurance invoice credits for each instance below the Minimum Threshold will not commence until after sixty (60) calendar days from the start of the contract.

**WARRANTY**

Vendor warrants that all equipment furnished under the contract will be new/original or refurbished as defined in Section E, Subsection 11 of the IFB, and of good material and workmanship. Vendor shall provide direct un-infringed unlimited USA OEM warranties on the Document Output Devices delivered under this contract. Vendors standard warranty for each awarded Document Output Device is listed in the [DIT 204D Device Wizard](#) in column W on the New Device worksheet. The report of a problem does not presuppose that every call shall result in an "on-site" visit for service/repair. Vendor and/or service subcontractor shall utilize best efforts to resolve problems in a timely fashion through the use of acceptable servicing methods to include, but not limited to, verbal problem analysis and remote diagnosis. Vendor is responsible for compliance with warranty terms by any third-party service provider. In the event that a product needs to be shipped out for repair or replacement, the Vendor shall provide shipping container (if required) and shipping instructions.

Agencies may purchase Extended Warranties or Upgraded Warranties from Vendors for purchased Document Output Devices. Production Printers require a maintenance plan instead of extended warranty.

**MAINTENANCE**

Vendor shall provide an optional annual maintenance agreement for every product offered under this statewide term contract. Pricing for all maintenance agreement shall be fixed for the first year of the contract. Escalation of 12-month maintenance agreement pricing shall not exceed 3% per contract year and shall be approved by the NCDIT Contract Administrator. For an Agency that selects the 12-month maintenance agreement option for a product under this contract at the time of purchase, the coverage commences on the day of product installation. Agency may elect to renew the maintenance agreement annually upon written notice (Purchase Order) at the Vendor's then current maintenance agreement rates. Following notice of renewal (Purchase Order), the Vendor may invoice the Agency for the corresponding annual maintenance agreement fees.

**RETURN OF MERCHANDISE**

A Document Output Device that is not performing per the specification in this IFB may be returned to the Vendor without penalty if a resolution is not achieved within thirty (30) calendar days at no additional cost to the State. Vendor shall not charge any restocking fee for unopened Document Output Devices or peripherals that are returned within thirty (30) calendar days of delivery date.

**INSTRUCTION/TRAINING**

If requested by the Purchasing Agency, Vendor shall provide training within fifteen (15) calendar days after such request is made for all delivered MFDs. Vendor shall be responsible for providing such training only once for each Agency per MFD product/model type purchased. Vendor shall provide user manual and operating instructions with each piece of equipment. Delivery will not be considered complete until one copy of all manuals are delivered. Production Printers in

Lot E require more extensive training and end user instruction. Vendors may charge a training/instruction fee for Lot E Production printers.

### **EQUIPMENT RECYCLING PROGRAM**

Vendor shall comply with the requirements of G.S. 130A-309.134, which includes printers and MFDs.

### **AMENDMENTS / UPDATES**

- 2/17/17 – Updated Kyocera contact info.
- 2/23/17 – Updated Systel contact info.
- 4/4/17 - Updated Kyocera contact info.
- 4/25/17 - Added Ordering Instructions for Canon
- 6/21/17 – Updated Ricoh contact info.
- 10/09/17 – Updated Toshiba contact info.
- 4/01/19 – Amendment 1 to 204D contract to add Lot E for Production Printers.
- 4/26/19 – Updated Xerox contact info.
- 1/29/20 – Exercised First Renewal Option. Updated Ricoh contact information. Updated Sharp contact information.
- 1/27/21 – Exercised Second Renewal Option. Updated Canon and Xerox contact information.
- 12/16/21 – Amended and extended STC 204D through July 31, 2022. Updated Canon contact information.
- 7/11/22 – Amended and extended STC 204D through January 31, 2023. Updated Canon contact information.
- 8/03/22 – Reformatted document.
- 10/11/22 – Updated Sharp contact information.
- 1/23/23 – Amended and extended STC 204D through July 31, 2023.
- 6/27/23 – Amended and extended STC 204D through January 31, 2024. Updated Abnormal Quantity procedures. Updated Sharp contact information

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