

## Exhibit B: Sample Statement of Work

### Section A. Statement of Work Purpose

This Statement of Work (SOW) is between [Agency Name] (“Agency”) and [Vendor Name] (“Vendor”). This SOW is issued under the authority of Statewide Contract XXX-XXXXXX, also known as Statewide Contract 920M Managed Print Services, and is subject to all provisions of that contract which is incorporated by reference.

The Agency and Vendor agree to implement a Managed Print Services Program containing the components indicated in Table 1 and defined in Statewide Contract XXX-XXXXXX.

Managed Print Services Components Provided Under Contract (indicate Yes for all that apply)			
Implementation and Project Management		Standard and Ad-Hoc Reporting and Documentation	
Change Management		Asset Tracking	
Procurement Services for new Document Output Devices		Managed Print Accounting Services	
Support Services for Legacy and Vendor Provided Document Output Devices		Installation / Move / Change / De-Installation Services	
Technical Support / Help Desk Services		Secure Print Services	
End User Training		End of Engagement / Transition Management	
Document Imaging/Scanning Services		MPS related Consulting Services	
Document Workflow Automation Services			
Other (please explain in space below)			

Table 1: Managed Print Services Program Components

The objective of the Managed Print Services Program is to help the Agency significantly lower its total costs of printing and reduce its impact on the environment while meeting the Agency users’ business needs.

**Vendor can add description of how will support implementation and ongoing operation of the Managed Print Services Program within the Agency.**

### Section B. Term of the Agreement

The initial term of this agreement is *n (can be 3 years with two (2) one-year renewal options or 5 years with no renewal options)* years.

Effective Date – This contract is effective *mm/dd/yyyy*, or the date the Agency obtains all required signatures. Vendor will not begin work described within this SOW until the agreement is fully executed.

Expiration Date – This agreement expires on *mm/dd/yyyy*, or until all obligations have been satisfactorily fulfilled, whichever is first.

At the end of the agreement’s **three (3)** year term, the Agency may, in its sole discretion, extend the agreement for up to two (2) one-year periods. The Agency shall give the Vendor written notice of its intent whether to exercise this option no later than sixty (60) calendar days before the end of the agreement’s **three (3)** year term and every year thereafter.

**Section C. Key Resources**

The Agency Program Manager and Agency Authorized Representative are designated in Table 2

Agency Program Manager		Agency Authorized Representative	
Name		Name	
Title / Position		Title / Position	
Phone Number (Office)		Phone Number (Office)	
Phone Number (Mobile)		Phone Number (Mobile)	
Email Address		Email Address	

Table 2: Agency Key Resources

The Agency Program Manager is responsible for managing the relationship with the Vendor during the agreement, making recommendations to the Agency Authorized Representative for acceptance or rejection of Vendor’s services, and making recommendations to the Agency Authorized Representative for certification of payment of invoices submitted by the Vendor.

The Agency Authorized Representative has the authority to accept or reject the services provided under this SOW and certify for payment invoices submitted by the Vendor.

The Vendor Program Manager is designated in Table 3.

Vendor Program Manager	
Name	
Title / Position	
Phone Number (Office)	
Phone Number (Mobile)	
Email Address	

Table 3: Vendor Key Resource

The Vendor Program Manager is the single point of contact for the Agency for all matters related to the deployment and ongoing management of the Managed Print Services Program.

Additional key resources that have been identified by the Vendor are designated in Table 4.

Name	Title / Position	Phone Number	Email Address
	Back-Up Vendor Program Manager		
	Primary Service Manager		

Table 4: Additional Vendor Key Resources

The Agency Program Manager and the Vendor Program Manager agree to meet every [month, quarter] to review status of the MPS Program, identify and mitigate risks to the MPS Program, address issues, monitor

Vendor performance against establish Service Level Agreements, and explore additional opportunities to deliver the target objectives.

### Section D. Target Objectives

Based on the Assessment conducted by the Vendor and validated by the Agency Program Manager, the Agency expects to lower its baseline printing costs by x% over the initial term of the agreement through the Managed Print Services Program. The Agency Program Manager and the Vendor Program Manager will meet quarterly to review the benefits being delivered by the Managed Print Services Program compared to the target benefits across the metrics listed in Table 5.

Metric	Baseline	Year 1	Year 2	Year 3	Year 4	Year 5
Total Cost of Printing						
Employee to Device Ratio						
Number of Document Output Devices						
Average Device Utilization %						
Number of Total Clicks						
Number of Mono Clicks						
Number of Color Clicks						
Number of Desktop Devices (Printers)						
Number of Console Devices (MFDs)						

Table 5: Target Metrics

Agency and Vendor can agree to add additional metrics to track to Table 4. Vendor shall note any major assumption behind benefits estimates.

### Section E. Performance

The Vendor and Agency agree to the Service Level Agreements (SLAs) and minimum thresholds in Table 5. For every instance during the reporting period of below minimum threshold performance for each SLA, the Vendor shall provide the Agency with a \$50.00 invoice credit. The agreed upon reporting period for the SLAs in Table 6 is monthly, with the Vendor being responsible to track, validate and report the SLAs to the Agency Program Manager within thirty (30) calendar days from the end of a reporting period.

Service Level Agreement	Definition	Minimum Threshold
Document Output Device Uptime	Time Document Output Device managed by Vendor is available for all output options divided by total time during reporting period	99%
Console Device <u>Urban</u> On-Site Response Time (locations within 60 miles of Charlotte, Raleigh, Greensboro, Fayetteville, Asheville, and Rocky Mount)*	Time between service request call being logged with the Vendor and either time service technician arrives on site or the issue is solved through Vendor's phone support	4 business hours
Console Device <u>Non-Urban</u> On-Site Response Time (locations not within 60 miles of Charlotte, Raleigh, Greensboro, Fayetteville, Asheville, and Rocky Mount)*	Time between service request call being logged with the Vendor and either time service technician arrives on site or the issue is solved through Vendor's phone support	6 business hours

Service Level Agreement	Definition	Minimum Threshold
Desktop Device On-Site Response Time	Time between service request call being logged with the Vendor and either time service technician arrives on site or the issue is solved through Vendor's phone support	8 business hours
Break Fix Resolution	Reported issue will be resolved and the Document Output Device will be fully operational within two business days after the service request call was logged with the Vendor	99%
First Time Fix	No other service calls are placed for the same Document Output Device for the same equipment-related issue (e.g., issue was not due to user error) within 90 calendar days of issue being solved	90% of all service calls
Timely Reporting	Produce agreed upon standard reports within 30 calendar days of the closing of the reporting period	100%
New Device Installation Time	Time between request for new Document Output Device and date the new Document Output Device is installed and operational	20 business days
Asset Tracking Accuracy	Accuracy of asset tracking database within five business days of adding, moving, or removing a managed Document Output Device	100%

Table 6: Service Level Agreements

Agency shall note any agreed upon additional SLAs or higher levels for the minimum thresholds or minimum invoice credits for each instance under the minimum threshold during the specified reporting period.

Agency and Vendor shall define and document who will collect and report the agreed upon SLAs, and confirm that the specific calculation of each SLA is clear and documented in Table 6.

### Section F. Agency Specific Requirements

Any Agency specific requirements for Managed Print Services shall be documented in this section. The list below contains some examples:

1. Agency classification of data from a data security perspective (reference Statewide Data Classification and Handling Policy (located at <https://it.nc.gov/document/statewide-data-classification-and-handling-policy>), the Statewide Information Security Manual, Section 040906 Securing Multifunctional Devices (MFDs) and Network Printers (located at <http://it.nc.gov/document/statewide-information-security-manual>), and the National Institute of Standards and Technology Guidelines for Media Sanitization (located at <http://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-88r1.pdf>). Vendor shall document

- its acknowledgement of agency classification of data and confirm its approach to deliver data security within specific statewide data security polices and national data security standards.
2. Hard drive retention pricing per Vendor provided Document Output Device
  3. Integration with Agency systems (e.g., Ticketing System)
  4. Extended Technical Support / Help Desk Services outside of 8:00 am Eastern Time to 5:00 pm Eastern Time Monday through Friday, except official State holidays
  5. Additional security or access procedures
  6. Cost for temporary rental of Document Output Devices to cover peak volume periods or disaster recovery operations
  7. Additional end user training requirements
  8. Agency-specific pooling requirements
  9. Additional invoicing requirements
  10. Deviations to the standard delivery and installation instructions, if any
  11. Deviations to the standard analytics reporting, if any
  12. Other deviations to the standards as set by the 920M Managed Print Services statewide contract, if any
  13. Any end of agreement requirements around MPS-related software that is provided by the Vendor (e.g., to monitor and manage user printing behavior)
  14. Any trade-in provisions for legacy Agency Owned Document Output Devices (where permitted by applicable surplus Statutes, rules, and policies)

## **Section G. Vendor Specific Requirements**

Any Vendor requirements to implement and support the Managed Print Services Program shall be documented in this section. The list below contains some examples:

1. Work and storage space on Agency premises
2. Installation of software on Agency network or legacy Document Output Devices
3. Process or tools to collect Agency provided click counts
4. Software licenses required for Document Imaging, Scanning, Workflow Automation, etc. The terms of any Third-Party Software solution must be negotiated with the State prior to the start of the engagement if no licensing agreement currently exists between the Vendor and State.

**Section H. Pricing**

Vendor will charge the Monthly Base Service Fees based on rates in Table 7.

<b>MPS Base Service Components</b>	<b>Per Hour</b>	<b>Per Device</b>	<b>Comments</b>
Implementation and Project Management			
Change Management			
End User Training			
End of Engagement / Transition Management			
Technical Support / Help Desk Services			
Standard and Ad-Hoc Reporting and Documentation			
Asset Tracking			
Managed Print Accounting Services			
Installation / Move / Change / De-Installation Services			For impacted Document Output Devices only
Secure Print Services			
Document Imaging/Scanning Services			
Document Workflow Automation Services			
MPS related consulting services			

Table 7: Monthly Base Service Fee Rates

Vendor will charge the Cost per Click Fees based on rates in Table 8 for Agency Owned Legacy Document Output Devices that are included in the scope of the MPS Program.

Device Type		Document Output Device Rated Copies per Minute <sup>1</sup>					
		Less than 30	31 to 60	61 to 90	91 to 120	121 to 150	151 or more
Single Function Document Output Device	Mono	\$	\$	\$	\$	\$	\$
	Color	\$	\$	\$	\$	\$	\$
Multifunction Document Output Device	Mono	\$	\$	\$	\$	\$	\$
	Color	\$	\$	\$	\$	\$	\$

Table 8: Cost per Click Fee Rates for Agency Owned Legacy Devices

Vendor will charge the Monthly Base Rate Fees and Cost per Click Fees based on rates in Table 9 for Vendor Provided Document Output Devices that are included in the scope of the MPS Program.

Device Type		Document Output Device Rated Copies per Minute <sup>1</sup>					
		Less than 30	31 to 60	61 to 90	91 to 120	121 to 150	151 or more
Single Function (Mono Only)	Monthly Base Fee						
	Cost Per Click - Mono						
Single Function (Color)	Monthly Base Fee						
	Cost Per Click - Mono						
	Cost Per Click - Color						
Multifunction (Mono Only)	Monthly Base Fee						
	Cost Per Click - Mono						
Multifunction (Color)	Monthly Base Fee						
	Cost Per Click - Mono						
	Cost Per Click - Color						

Table 9: Cost per Click Fee Rates for Vendor Provided Devices

Agency and Vendor can document any pricing incentives to encourage desired user behavior (e.g., lower per click charges based on higher employee to device ratios for a Department, facility, cost breaks in rates for years 4 and 5 of SOW).

Agency and Vendor shall document any Value-Added Services offered by the Vendor related to Managed Print Services and the agreed upon pricing.

### Section I. Payment

Agency will promptly pay the Vendor after the Vendor presents an itemized invoice for the Managed Print Services Program services actually performed and the Agency accepts the invoiced services.

Vendor and Agency shall document the frequency of invoices (e.g., monthly, quarterly), method to submit invoices (e.g., eInvoice), whether the Agency or Vendor is responsible for collecting click counts by Document Output Device, how any Agency-collected click counts shall be submitted to the Vendor, and any agreed upon process to address managed Document Output Devices that are not connected to the network or if the Vendor does not have access to pull click counts remotely (e.g., for security reasons). Monthly Base Service Fees and Cost per Click Fees are billed in arrears.

**Section J. Agency Locations**

Vendor shall provide Managed Print Services for the Agency locations in Table 10.

Location Code	Location Name	Street Address	City	State	Zip Code	Number of Employees

Table 10: Agency Locations in MPS Program

**Section K. Current and Future Document Output Device Plan**

Table 11 contains the Agency owned legacy Document Output Devices and the plan to de-install or replace legacy Document Output Devices with Vendor-provided Document Output Devices during the agreement.

Location Code (from Table 8)	Customer Name / Specific Location	Agency Owned Legacy Document Output Device						Vendor Provided Document Output Device		
		Equip. ID	Type	Mfg. Name	Mfg. Model	Disposition	Date of Replacement	Type	Mfg. Name	Mfg. Model

Table 11: Current and Future Document Output Device Plan

Vendor and Agency shall identify any critical Document Output Devices, and Vendor shall document any legacy Document Output Devices that will not be covered by the MPS Program. Additional columns can be added to Table 11 as needed to indicate critical devices, devices with different SLAs (e.g., faster response time), etc.

**Section L. Signatures**

[Vendor Name]

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Signature

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Printed Name of Signatory

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Date

[Agency Name]

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Signature

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Printed Name of Signatory

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Date