NH Department of Administrative Services
Bureau of Graphic Services
12 Hills Ave.
Concord, NH 03301

NOTICE OF CONTRACT

Effective 07/01/2014 thru 06/30/2018

PHOTOCOPIER RENTAL – CLASS 2

10,000 PAGES PER MONTH MINIMUM PURCHASE

BRAND/MODEL: Konica Minolta Bizhub 364e

MONTHLY VOLUME: 5,001 – 10,000

CONTRACT #: 8001550

VENDOR: Porter Office Machines Corporation VN#154620 B001
1337 White Mountain Highway
North Conway, NH 03860

CONTACT/TELEPHONE: Mark Porter 603-356-5000
mporter@porteroffice.com

BUYER CODE: BGE

NIGP CODE: MAJOR: 600 MINOR: 5600

EFFECTIVE DATES: *Four years from date of installation* if ordered between 07/01/2014 to 06/30/2018 with the right to renew annually for up to two (2) additional years.

DESTINATION: Anywhere in the State of New Hampshire

ORDERING: STATE AGENCIES: Place all orders through Bureau of Graphic Services.

Upon notification from Bureau of renewal/replacement of existing equipment, please process through RQ10 as instructed in notification.

New equipment requests other than the replacement of existing equipment are to be processed through RQ10.

OTHER ORGANIZATIONS
Political sub-divisions or Federal Code 501C nonprofit entities please contact Vendor directly.

INVOICING: Monthly invoicing for rental and any excess volume charges.

QUESTIONS: Julie Sawtelle, NH Bureau of Graphic Services, 603-271-2381.

PHOTOCOPIER RENTAL PRICING – CLASS 2

Photocopy Functionality Plus 10,000 Pages/Month Print Allowance

BASE CHARGE

Brand/Model:	KM Bizhub 364e
Base Monthly Rental Charge:	$109.00
Pages Per Month Included In Base Monthly Rental Charge:	10,000
Additional charge for over allowance prints:	$0.01 /page

OPTIONAL ACCESSORY CHARGES

Printer functionality: …….	Included
Scanner functionality: ……	Included
Fax functionality: ……	$10.00 / month
11" x 17" paper cassette/drawer: ……	Included
2/3 hole punch: ……	$12.00/month
Separate convenience stapler (not an inline stapler): …….	NA
Additional 250 sheet capacity adjustable paper cassette/drawer: ……..	$17.00 / month.
Additional 1,000 sheet capacity adjustable paper cassette/drawer: ……	$22.00 / month
Additional 128 MB memory: ……..	$7.00 / month.

CONTINGENT CHARGES

Staples: ……	$50.00/pkg of 15,000
Relocation hourly rate in same facility: ……..	$98.00/hr.
Relocation hourly rate within 25 mile radius ……	$175.00 / hr.
Relocation hourly rate within 26 – 50 miles of original location: ……	$175.00 / hr.
Relocation hourly rate beyond 51 miles of original location: ……	$175.00 / hr.
Unfounded cancellation & removal fee: …….	$327.00 (3 X base rental)
Hourly service rate weekdays after hours (5:01 p.m. – 7:59 a.m.) …….	$135.00 / hr.
Hourly service rate on weekends (5:01 p.m. Fri – 7:59 a.m. Monday) ……..	$135.00 / hr.
Hourly service rate on NH State Holidays …….	$135.00 / hr.

Remittance Address:

Porter Office Machines Corporation
P.O. Box 119
North Conway, NH 03860

Best way to order supplies and service:
Online, visit http://porteroffice.com , select "Request Supplies" or "Request Service" as needed, and follow screen to enter information. Click "Submit."

Best way to return empty toner cartridges free of charge and freight:
Call 603-356-5000 for pickup.

Third Party or Subvendor Disclosure

N/A

KONICA MINOLTA

Giving Shape to Ideas

2014 BLI BUYERS LAB LINE OF THE YEAR

- Up to 36 ppm print/copy output to keep pace with rising demands
- Optional dual scanning at up to 160 originals per minute
- Large 9" color display with quick tablet-like interface
- Touchscreen for simple control and 3rd-party software integration
- Built-in Emperon® print system, universal printer drivers
- Simitri® HD polymerized toner for high-resolution imaging
- Standard 250 GB HDD for on-board document storage
- Meets ISO 15408 and IEEE 2600.1 Security standards
- New power-saving design with quick recovery from sleep mode
- 3,650-Sheet maximum capacity, tab printing support, carbon-copy printing
- Advanced authentication, secure print release, remote firmware updates
- Finishing options for 80-page booklet-making
- 50-Sheet stapling, 2/3-hole punch, tri-fold and more
- Downloadable apps to help you work faster and smarter
- i-Options to add functions for working more efficiently
- EPEAT Gold-certified, low power consumption to cut costs
- Mobile printing support (AirPrint, Google Cloud Print, NFC)

bizhub 364e

MONOCHROME MID-VOLUME MULTIFUNCTION PRINTER

mfp

mfp

bizhub 364e

MONOCHROME MID-VOLUME MULTIFUNCTION PRINTER

bizhub 364e

Growing workloads demand higher productivity – and the bizhub 364e delivers 36 ppm output in crisp B&W, with color scanning and scalable options that include dual scanning, Super G3 fax, auto-finishing and more – in compact design with enhanced touch-and-swipe interface that's as easy as a familiar tablet.

System Overview

System memory	2,048 MB
System hard disk	250 GB
Interface	10-BASE-T/100-BASE-TX/1,000-BASE-T ETHERNET, USB 2.0
Network protocols	TCP/IP (IPv4/IPv6), SMB, LPD, IPP, SNMP, HTTP, HTTPS
Frame types	Ethernet 802.2, Ethernet 802.3, Ethernet II, Ethernet SNAP
Dual scan document feeder (optional)	Up to 100 originals / 5.5" x 8.5" to 11" x 17" / 35-163 gsm Reversing automatic document feeder or dual scan document feeder available
Printable paper size	**Scanning/Copying:** up to 11" x 17" **Printing:** up to 11" x 17" full bleed on 12" x 18" paper Custom paper sizes Banner paper max.: 11.75" x 47.25"
Printable paper weight	52-300 gsm
Paper input capacity	**Standard:** 1,150 sheets / **Max.:** 3,650 sheets
Tray 1	500 sheets / 5.5" x 8.5" to 11" x 17" / 52-256 gsm
Tray 2	500 sheets / 5.5" x 8.5" to 12" x 18" / 52-256 gsm
Tray 3 (optional)	500 sheets / 5.5" x 8.5" to 11" x 17" / 52-256 gsm
Tray 4 (optional)	2 x 500 sheets / 5.5" x 8.5" to 8.5" x 11" / 52-256 gsm
Large capacity tray PC-410 (optional)	2,500 sheets / 8.5" x 11" / 52-256 gsm
Manual bypass	150 sheets / 4" x 6" to 12" x 18" / custom paper sizes / 50-300 gsm
Automatic duplexing	5.5" x 8.5" to 12" x 18" / 52-256 gsm
Finishing modes	Offset, group, sort, punch, half-fold, tri-fold, booklet
Output capacity	**Max. with finisher:** 3,300 sheets **Max. without finisher:** 250 sheets
Stapling (optional)	**Max.:** 50 sheets or 48 sheets + 1 cover sheet (up to 209 gsm)
Stapling output capacity	**Max.:** 1,000 sheets
Tri-fold	Up to 3 sheets
Tri-fold capacity	**Max.:** 30 sheets (tray)
Booklet	**Max.:** 20 sheets or 19 sheets + 1 cover sheet (up to 209 gsm)
Booklet output capacity	**Max.:** 100 sheets (tray)
Copy/print volume	**Max.:** 150,000 pages/month[1]
Toner lifetime	24,000 pages
Imaging unit lifetime	120,000 pages / 590,000 pages (Drum / Developer)
Power consumption	120 V / 50/60 Hz, less than 1.5 kW (system)
System dimensions	24.2" x 27" x 36.3" (W x D x H)
System weight	Approx. 168.7 lb

Copier Specifications

Copying process	Electrostatic laser copy, tandem, indirect
Toner system	Simitri® HD Polymerized Toner
Print speed (8.5" x 11")	Up to 36 ppm (Portrait)
Print speed (11" x 17")	Up to 18 ppm (Portrait)
Autoduplex speed (8.5" x 11")	Up to 36 ppm (Portrait)
1st copy out time	5.3 sec.
Warm-up time	Approx. 20 sec.[2]
Copy resolution	600 x 600 dpi
Gradations	256 gradations
Multi-copy	1-9,999
Original format	Up to 11" x 17"
Magnification	25-400% in 0.1% steps, auto zooming
Copy functions	Electronic sorting, multi-job, adjustments (contrast, sharpness, image density), proof copy, interrupt mode, color mode, separate scan, sort/group, combination, original selection, ID card copy, 2-in-1, 4-in-1

Printer Specifications

Print resolution	1,800 x 600 dpi, 1,200 x 1,200 dpi
PDL	PCL6 (XL 3.0), PCL5c, PostScript 3 (ver. 3016), XPS
Operating systems	Windows (x32/x64): XP / Vista / 7 / 8 Windows Server (x32/x64): 2003 / 2008 / 2008 R2[3] / 2012[3] Macintosh OS X 10.2.8 or later UNIX / Linux / Citrix
Printer fonts	80 PCL Latin, 137 PostScript 3
Print functions	Direct Print of PCL, PS, TIFF, XPS, PDF, encrypted PDF files and OOXML (DOCX, XLSX, PPTX), mixmedia and mixplex, "Easy Set" job programming, overlay, watermark, copy protection, carbon copy print

Scanner Specifications

Scan speed	**B&W / Color:** up to 160 ipm with optional DF-701
Scan resolution	**Max.:** 600 x 600 dpi
Scan modes	Scan-to-Email, Scan-to-SMB, Scan-to-FTP, Scan-to-Box, Scan-to-USB, Scan-to-WebDAV, Scan-to-DPWS, Network TWAIN scan
File formats	JPEG, TIFF, PDF, PDF/A 1a and 1b (optional), compact PDF, encrypted PDF and searchable PDF (optional), XPS, compact XPS, PPTX and searchable PPTX (optional), searchable DOCX/XLSX (optional)
Scan destinations	2,100 (shared with fax), LDAP support
Scan functions	Annotation (text/time/date) for PDF, up to 400 job programs, realtime scan preview

Fax Specifications

Fax	Super G3 (optional)
Transmission	Analog, i-Fax, Color i-Fax, IP-fax
Resolution	**Max.:** 600 x 600 dpi (ultra-fine)
Compression	MH, MR, MMR, JBIG
Modem	Up to 33.6 Kbps
Destinations	2,100 (single + group)
Functions	Polling, time shift, PC-fax, receipt to confidential box, receipt to Email/FTP/SMB, up to 400 job programs

User Box Specifications

Storable documents	**Max.:** 3,000 documents or 10,000 pages
Type of user boxes	Public Personal (with password or authentication) Group (with authentication)
Type of system boxes	Secure print, encrypted PDF, fax receipt, fax polling, annotation
User box functionality	Reprint, combination, download, sending (Email/FTP/SMB and fax), copy box-to-box

System Features

Security	ISO 15408 EAL IEEE 2600.1 IP filtering and port blocking SSL2, SSL3 and TSL1.0 network communication IPsec support IEEE 802.1x support User authentication Authentication log Secure print Hard disk overwrite (8 standard types) Hard disk data encryption (AES 128) Memory data auto deletion Confidential fax receipt, Print user data encryption Copy protection (Copy Guard, Password Copy) optional
Accounting	Up to 1,000 user accounts Active Directory support (user name + password + Email + SMB folder) User function access definition Optional Biometric authentication (finger vein scanner) Optional ID card authentication (ID card reader)
Software	PageScope Net Care Device Manager PageScope Data Administrator PageScope Box Operator PageScope Direct Print Print Status Notifier Driver Packaging Utility Log Management Utility

[1] Maximum monthly duty cycle describes the maximum number of pages a device can output on a monthly basis. This specification is a guidline intended to offer a comparison of durability as it relates to the entire Konica Minolta MFP and printer product line so that the appropriate device can be placed in order to meet customer needs

[2] Warm-up time may vary depending on the operating environment and usage

[3] Supports x64 only

Components and Options

AU-102 Biometric authentication	Finger vein scanner
EK-606 USB I/F kit	USB keyboard connection
EK-607 USB I/F kit	USB keyboard connection, Bluetooth
DF-624 Document feeder	Reversing automatic document feeder, capacity 100 originals
DF-701 Document feeder	Dual scan automatic document feeder, capacity 100 originals
DK-510 Copier desk	Provides storage space for print media and other materials
FK-508 Fax board	Super G3 fax, digital fax functionality, lines 3 & 4 support
FK-511 Fax board	Super G3 fax, digital fax functionality
FS-533 Staple finisher	50-sheet stapling stapling, 500 sheets max. output
FS-534 Staple finisher	50-sheet stapling, 3,300 sheets max. output
FS-534 + SD-511 Booklet finisher	50-sheet staple finisher, 20-sheet booklet finisher, 3,300 sheets max. output
ID card reader	Various ID card technologies
JS-506 Job separator	Separation for fax output, etc.
KH-102 Keyboard holder	To place USB keyboard
KP-101 10-Key pad	For use instead of touchscreen
LK-101 v3 Web browser	Web browser
LK-102 v3 PDF enhancements	PDF/A, PDF encryption, digital signature
LK-104 v3 Voice guidance	Provides voice guidance functions
LK-105 v3 OCR text recognition	Searchable PDF
LK-106 Barcode fonts	Supports native barcode printing
LK-107 Unicode fonts	Supports native Unicode printing
LK-108 OCR A and B fonts	Supports native OCR A and B font printing
LK-110 Enhanced image support	Generates various file formats incl. DOCX, XLSX and combines LK-102 (encrypted PDF) + LK-105 (searchable PDF/OCR functionality)
LK-111 ThinPrint® Client	Print data compression for reduced network impact
MK-728 Mount kit	Installation kit for FK-508 fax board
MK-735 Mount kit	Installation kit for ID card reader
OC-511 Original cover	Cover instead of auto document feeder
PC-110 Universal tray (x1)	5.5" x 8.5" to 11" x 17", 500 sheets, 52-256 gsm
PC-210 Universal tray (x2)	5.5" x 8.5" to 11" x 17", 2 x 500 sheets, 52-256 gsm
PC-410 Large capacity tray	8.5" x 11", 2,500 sheets, 52-256 gsm
PK-519 Punch kit for FS-533	2/3-hole punching, autoswitching
PK-520 Punch kit for FS-534	2/3-hole punching, autoswitching
SC-508 Security kit	Copy Guard function (2x required when DF-701 is installed)
UK-204 i-Option memory	Memory extension for i-Options
UK-208 Wireless LAN	Wireless LAN to network connector
UK-209 DS board for bizhub RA	bizhub RA when machine is equipped with DF-624
WT-506 Working table	Authentication device placement

General Contract Information

For Rental of Multifunction Printers (MFPs) and Accessories and Rental of Photocopiers and Accessories

For general Information only. Contact Graphic Services at 603-271-2381with questions on individual contractors listed.

SECTION 1: ABBREVIATIONS/DEFINTIONS FOR MFP AND PHOTOCOPIER AS APPLICABLE

The following contain the most commonly used terms for this Contract.

1.1. **1:1 Feature:** Copy/print single sided originals with the duplicated end product as one sided.

1.2. **1:2 Feature:** Copy/print two or more single sided originals with the duplicated end product as two sided.

1.3. **2:2 Feature:** Copy/print two sided originals with the duplicated end product as two sided.

1.4. **Automatic Document Feeder (ADF):** Provides for single sided originals to be copied/scanned/faxed without lifting the platen. Originals are loaded into a feeder and, after pressing start, the MFP/Photocopier moves each sheet on and off the platen eliminating the need to place each sheet one-by-one onto the glass. Originals are put through the feeder one time only using "scan once-print many" technology.

1.5. **Automatic Duplexing:** Automatically copies and prints both sides of the page. For MFP/Photocopier Additional Accessories: This may also be set by the End User when printing from their pc desktop.

1.6. **Convenience Stapler:** An automatic staple system located at an area on the outer shell of the MFP/Photocopier in which End Users shall manually place the document into the staple slot for stapling to occur.

1.7. **Digital Imaging Systems:** Technology which works the same way as a scanner; breaking up the image into dots and rows rather than taking a picture with a lens much like a camera. The digital system for this Contract uses "scan once-print many" technology for copying/scan/outgoing fax transmissions.

1.8. **Dots Per Inch (DPI):** Measures the resolution of an image both on screen and in print. The DPI measures how many dots fit into a linear inch. The higher the DPI, the more detail can be shown in an image.

1.9. **Duplex:** For this Contract; Two page sides of a sheet of paper with size ranges of 5 1/2" x 8 1/2", 8 1/2" x 11", 8 1/2" x 14" and, where applicable, 11" x 17".

1.10. **Duplex Single Pass:** For this Contract; automatically scans/images both sides of a two-sided original in one pass through the ADF without having to "flip" the original over to scan/copy the second side.

1.11. **Electronic Recirculating Document Handler (ERDH):** Same function as Reversing (a.k.a Recirculating) Automatic Document Feeder (RADF) but produces electronic sorting for printed output.

1.12. **Electronic Sorting:** Printed output is electronically collated (assembled in proper numerical or logical sequence) in the order they are outputted from the machine.

1.13. **End User(s):** Individual State of New Hampshire Departments/Subunits utilizing any contract that arises from this Contract.

1.14. **FOB Destination:** A shipping term which indicates that the Contractor pays the shipping costs (and usually also the insurance costs) from the point of manufacture to a specified destination, at which point the End User takes responsibility.

1.15. **Full Repair Service and Maintenance (FSMA):** As per section 4.9.

1.16. **Images Per Minute (IPM):** For this contract, the unit of measure for scanning speed.

1.17. **Inline Sorter Stapler:** Electronic sorting technology in which the collated sets of documents are automatically stapled before they are placed in the output tray. End users may utilize this option when printing from pc desktops when applicable.

1.18. **Meter Clicks:** For this Contract a meter click records any printed output. Each class is allowed a volume of meter clicks per month which is included in the monthly rental charge of the MFP/Photocopier.

1.19. **Monochrome:** For this Contract; black and white print output.

1.20. **Multifunction Printer (MFP(s)):** For this Contract; Multifunction photocopier-printer-scanner-fax devices and all related parts, accessories, attachments, and network related devices.

1.21. **Multitasking Functionality (MFP Class 5 & 6 and Photocopier Additional Accessories for Class 5 & 6):**

1.21 a. End users shall be enabled to access functions simultaneously with limited bottlenecks.

1.21 b. MFP/Photocopier shall be able to receive incoming copy, print, scan or fax jobs while current jobs are running.

1.21 c. End users shall be permitted to program functions to run during off-peak hours.

1.21 d. End users shall be able to "jump ahead" in queue for immediate print output.

1.21 e. Scans shall be immediately processed and not held in queue.

1.21 f. MFP/Photocopier shall provide dual fax lines to enable simultaneous sending and receiving of fax documents.

1.21 g. Errors for printed output functions shall not prevent the End User from utilizing scan/outgoing fax functions.

1.21 h. Errors for scan/outgoing fax functions shall not prevent the End User from utilizing printed output functions.

1.22. **Offsetting Delivery:** For this Contract, offset delivery means the output tray of the MFP/Photocopier moves allowing groups of multi-page documents to be placed in offsetting piles so the End User can easily identify one group from another.

1.23. **Original:** For this Contract, original means primary paper document.

1.24. **OEM:** For this Contract, parts and supplies shall be from the Original Equipment Manufacturer.

1.25. **Pages Per Month (PPM):** "Page output per month" that utilizes toner (copies made, prints made and incoming faxes). This references the monthly printed output allowances (meter clicks) requested that are included in the monthly base rental charge as well as any print output over the monthly allowance. Scans and outgoing faxes are not considered a printed output nor should scans or outgoing faxes count against the allotted meter click allowance provided.

1.26. **Platen (Platen Glass):** The glass area on which originals are placed to be copied/scanned/faxed. It also refers to the cover that opens and closes over the platen glass.

1.27. **Photocopier:** For this Contract; A stand-alone photocopier that allows the End User to make photocopies only unless the End User chooses an additional accessory to allow them to print or scan or fax.

1.28. **Print or Printed Output:** For this Contract, any duplication or output that utilizes toner such as copies made, prints made or incoming faxes.

1.29. **Reversing (a.k.a Recirculating) Automatic Document Feeder (RADF):** Provides for single and double sided originals to be copied/scanned/faxed without lifting the platen. Originals are loaded into a feeder and, after pressing start, the MFP/Photocopier moves each sheet on and off the platen eliminating the need to place each sheet one-by-one onto the glass. For double-sided originals, the feeder flips or turns over the original to copy its backside. Originals are put through the feeder one time only using "scan once-print many" technology.

1.30. **Scan Once-Print Many:** Copies, scans or outgoing faxes are produced from scanned images that are held in memory. The originals are sent through once allowing the user to retrieve the originals while the function is still being completed.

1.31. **Simplex:** For this Contract; One page side of a sheet of paper with size ranges of 5 1/2" x 8 1/2", 8 1/2" x 11", 8 1/2" x 14" and, where applicable, 11" x 17".

SECTION 2: GENERAL TERMS OF CONTRACT

2.1. Both MFP and Photocopier contracts shall be available to all End Users from July 1, 2014 to June 30, 2018 with the contract term running **four (4) years from date of complete installation** as described in section 2.3. Upon expiration of the initial four year contract, End Users may choose to renew the contract annually for up to two (2) additional years under the same or lower price tables as well as the same terms, conditions and specifications. All renewals shall be granted only upon written mutual agreement between the New Hampshire Department of Administrative Services Commissioner and the Contractor.

2.2. Final contract placement lists will be provided to the Contractor by the Bureau of Graphic Services. This list will be kept current with additional installations or removals throughout the contract period. Invoices shall not be processed until installation is complete as described in section 2.3.

2.3. Complete installation includes delivery of MFP/Photocopier FOB Destination, installation, full operating functionality of all MFP/Photocopier components and operator training to the satisfaction of the End User.

2.3a. Unless otherwise jointly agreed upon between End User and Contractor; Should the End User detain complete installation beyond fifteen (15) working days after delivery, the Contractor may invoice as per section 4.10.

2.4. Should the End User decide not to renew the contract at the end of the contract term/any renewal term, the Contractor shall be responsible for the removal of the MFP/Photocopier and any costs associated with such removal at the end of the contract term/any renewal term. Such removals shall take place within fifteen (15) working days from the date the End User notifies the Contractor that the MFP/Photocopier is ready for removal. Removals shall include complete deletion of stored data as per section 4.11. The End User shall not be responsible for any costs associated with the MFP/Photocopier rental as of the date the Contractor is notified to proceed with removal.

2.5. **Remanufactured MFPs/Photocopiers will not be accepted**. MFPs/Photocopiers shall be new and in excellent working condition when installed. There shall be no broken or malfunctioning features on any MFP/Photocopier placed.

2.6. MFP(s)/Photocopier(s) shall be stable products that have been tested for not less than six (6) months before being placed in the United States' Market and shall have been available in the United States' Market for at least one (1) year.

2.7. If MFP/Photocopier fails to perform as per the manufacturers' specifications such MFP/Photocopier shall be replaced within ten (10) working days at no additional charge with a comparable MFP/Photocopier which shall perform per the subsequent minimum requirements specified at no additional cost to the End User. Replacements shall be communicated to the Department of Information Technology, herein known as DoIT, as applicable per section 4.11.

2.8. Unless otherwise jointly agreed upon between End User and Contractor; If the MFP/Photocopier requires service for the *same malfunction* more than four (4) times over a six (6) month period causing the equipment to run at less than 100% capacity each time for two (2) consecutive calendar days, if malfunction occurs on a Monday thru Thursday, or four (4) consecutive calendar days if malfunction occurs on a Friday; such MFP/Photocopier shall be replaced within ten (10) working days at no additional charge with a comparable MFP/Photocopier which will perform as specified with a minimum of service requirements. Replacements shall be communicated to DoIT as applicable per section 4.11.

2.9. Unless otherwise jointly agreed upon between End User and Contractor; If the MFP/Photocopier requires service for *different malfunctions* more than five (5) times over a six (6) month period causing the equipment to run at less than 100% capacity each time for two (2) consecutive calendar days, if malfunction occurs on a Monday thru Thursday, or four (4) consecutive calendar days if malfunction occurs on a Friday; such MFP/Photocopier shall be replaced within ten (10) working days at no additional charge with a comparable MFP/Photocopier which will perform as specified with a minimum of service requirements. Replacements shall be communicated to DoIT as applicable per section 4.11.

2.10. If the Contractor fails more than three (3) times to respond to service requests as per section 4.9, the MFP/Photocopier shall be removed within ten (10) working days of written notification to the Contractor at no additional charge to the End User and with no cancellation penalty incurred. Removals shall be communicated to DoIT as applicable per section 4.11.

2.11. If MFP/Photocopier is replaced and replacement fails to perform per section 2.7 or service capacity fails as per section 2.8, 2.9 and 2.10, the replacement shall be removed within ten (10) working days of written notification to the Contractor at no additional charge to the End User and with no cancellation penalty incurred. Removals shall be communicated to DoIT as applicable per section 4.11.

2.12. If physical damage to the MFP/Photocopier is the fault of the End User, the End User shall be responsible for the cost of the repairs at the regular hourly labor rate for repair service. All supplies and parts that are critical for proper repair will be reimbursed to the Contractor by the End User at cost. All supplies and parts shall be OEM and FOB Destination.

2.12a. Unless the End User demonstrates otherwise, the following types of damage are typically attributable to misuse and shall be reimbursed by the End User:

2.12a.1 Damaged platen glass (due to platen cover being slammed too hard or an object hitting the glass hard enough to crack or crush the platen glass.

2.12a.2 Broken MFP/Photocopier doors (that appear to be physically torn from the machine).

2.12a.3 Broken MFP/Photocopier cassette/drawers (that have been physically torn from the machine).

2.12a.4 Any trays that are completely broken from MFP/Photocopier due to obvious stress on the trays by the End User.

2.12a.5 Large dents which cause the MFP/Photocopier to fail in its capacity as specified.

2.12a.6 Damages to the MFP/Photocopier caused by moving it without Contractor permission (Contractors are to move MFP/Photocopiers).

2.12a.7 Electrical damages (boards, wiring, etc.) to the MFP/Photocopier caused by unplugging the device from its Contractor-Supplied dedicated electrical Surge Protector.

2.13. MFP/Photocopier upgrades of an awarded class during the contract period may be allowed under the same terms, conditions, specifications and price tables only upon written mutual agreement between the New Hampshire Department of Administrative Services' Commissioner and the contracted Contractor. Notification of such upgrades shall be submitted in writing to the Bureau of Graphic Services at least fifteen (15) working days before upgrade is to take place and shall include the following:

2.13a. Contract #.

2.13b. Class to be upgraded in a "From" "To" format.

2.13c. Justification for upgrade.

2.13d. Confirmation that upgraded MFP/Photocopier models meet all requirements of the original contract.

2.13e. Confirmation that upgraded MFP/Photocopier models shall abide by the same terms, conditions and price tables of original contract.

2.13f. Confirmation that Contractor shall abide by all requirements of original contract for models already installed.

2.13g. Attach specification sheets of upgraded MFP/Photocopier models.

2.13h. Mail or hand-deliver complete packet to the Bureau of Graphic Services with original authorized signature.

2.14. In the event a Contractor is listed for more than one class in MFP/Photocopier sections: The End User shall have the right to upgrade or downgrade one (1) time to another class during the rental contract without penalty as long as the upgrade or downgrade is with the same Contractor as the End User's original rental contract.

2.15. Contractor correspondence and submittals shall be sent to the End User(s) at any location in the State of New Hampshire or, upon request, to the State of New Hampshire Bureau of Graphic Services, 12 Hills Avenue, Concord NH 03301.

SECTION 3: CONDITIONAL NATURE OF AGREEMENT

3.1. Notwithstanding anything in this agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds, and in no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of those funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to terminate this agreement immediately upon giving the Contractor notice of such termination. The State shall not be required to transfer funds from any other account.

SECTION 4: MINIMUM FUNCTIONAL REQUIREMENTS FOR ALL MFP AND PHOTOCOPIER CLASSES

MFPs/Photocopiers will meet or exceed the minimum functional requirements listed. These requirements will also be a part of the additional specific class requirements as per section 5. Minimum functional requirements are separated into topic as follows: *Common Components, Photocopier, Printer, Scanner, Fax, Technology, Delivery, Training, Full Repair Service and Maintenance, Invoice Requirements and Contractor Responsibility to DoIT.*

NOTE: Print, scan, fax and network-related functions listed in the *Minimum Functional Requirements* are part of full specifications for MFP and per section 8 for Photocopier Additional Accessories.

4.1. **Common Components:**

4.1a. Shall include, but not be limited to, all parts, boards, internal software to enable all photocopier, print, scan and fax functions.

4.1b. Shall adhere to section 2.5 and 2.6. Shall not be discontinued MFP/Photocopier models or MFP/Photocopier models no longer in production.

4.1c. Shall include *FSMA* per section 4.9 for the duration of the contract term/any renewal term.

4.1d. Include price of stand or table if "desktop" model.

4.1e. Include a minimum of two adjustable paper drawers handling 5 ½" x 8 ½", 8 ½" x 11", and 8 ½" x 14" paper sizes.

4.1e.1. Minimum total capacity 500 sheets 20 lb. bond.

4.1f. Shall automatically detect paper size placed in tray.

4.1g. Shall provide ability to designate default tray access and automatically detect correct paper size of output.

4.1h. Provided with RADF, ERDH or Duplex Single Pass with 1:2, 2:1 and 2:2 features to copy, scan and fax a minimum 5 ½" x 8 ½", 8 ½" x 11", and 8 ½" x 14" paper sizes.

4.1i. Include base printed output per month allowance to coincide with maximum volume for each class.

4.1j. Include or have a multiple user counter/access device option with a minimum of 200 individual and separate user codes available.

4.1k. Allow the restriction of pc desktop access based on network authentication; user name and password.

4.1k.1. Passwords shall allow for a minimum of 10 characters in length to contain a combination of upper and lowercase characters and at least one number or special character not defined as letters or numerals such as @, &, !.

4.1l. Allow the option to restrict "walk-up" access (End User is physically at the MFP/Photocopier) to authenticated End Users via user name, password or user code or a combination of such.

4.1m. Shall have ability to be shared amongst End Users through a network environment as a peripheral device compliant as per section 4.6.

4.1n. Shall allow DoIT, per section 4.11, authorized staff password protected administrative access.

4.1n.1. Authorized DoIT staff shall be able to recover administrative credentials through a web interface or through another remote recovery method that does not require direct Contractor interaction or the Contractor needing to access the device physically.

4.1o. Shall be Energy Star® compliant and contain automatic power saving modes to conserve power when MFP/Photocopier has not been active for a maximum of ten (10) minutes.

4.1o.1. Such power saving modes shall automatically power up when sensing End User interaction with MFP/Photocopier.

4.1p. Shall include a Contractor-Supplied dedicated electrical Surge Protector.

4.1q. **RECYCLED CONTENT:** According to New Hampshire Statute, RSA Chapter 9-C: 9, I, effective September 9, 2008, "uncoated printing and writing paper purchased by or for state agencies shall contain not less than 30% recycled material and coated printing paper purchased by or for state agencies shall contain not less than 10% recycled material." In this context, "recycled material" shall be construed to mean "postconsumer waste material", as given in the definitions under RSA Chapter 9-C: 2, IV. The MFP/Photocopiers shall be capable of running recycled paper of this content without difficulty.

4.2. **Photocopier:**

4.2a. Monochrome digital imaging systems only.
4.2b. Provide a minimum of 600 x 600 DPI imaging.
4.2c. Copy a minimum 5 ½" x 8 ½", 8 ½" x 11" and 8 ½" x 14" paper sizes with like output.
4.2d. Allow End Users to cancel photocopier jobs immediately to reduce excess paper waste.

4.3. **Printer**

4.3a. Monochrome print systems only.
4.3b. Provide a minimum of 600 x 600 DPI print quality.
4.3c. Print a minimum 5 ½" x 8 ½", 8 ½" x 11" and 8 ½" x 14" paper sizes.
4.3d. Shall contain a minimum of PCL6 and Adobe Postscript Level 3. Open architecture and true PDF.
4.3e. Operating System compliance as per section 4.6.
4.3f. Network compliance as per section 4.6.
4.3g. Print drivers shall be upgradable and included as a normal function of FSMA as per section 4.9. 4.3h. Contain a minimum 128MB printer/scanner memory with ability for upgrades of additional memory.
4.3i. Provides both secure and on demand printing described as follows:
4.3i.1. Secure printing: Holds the print job and shall not print unless the End User physically enters a user code into the MFP/Photocopier and chooses to print.
4.3i.1a. *Queued or held print jobs of one End User shall not prevent other End Users from printing their documentation.*
4.3i.2. On demand printing: Allows for immediate print directly from the End Users pc desktop.
4.3j. Allows End User the option to print simplex or duplex from pc desktop.
4.3k. Shall allow default setting to duplex with End User ability to choose simplex for certain print jobs. Reverts automatically to default duplex after simplex printing.
4.3l. Allows End User the ability to view and alter other print features including, but not limited to, paper size, paper tray selection, paper orientation and any other user generated feature made available through the MFP/Photocopier.
4.3m. Allows End User the ability to view print status via pc desktop.
4.3n. Allows End User the option to cancel print job(s) from pc desktop as well as direct from MFP/Photocopier.

4.4. **Scanner**

4.4a. Scans shall not be recorded as a meter click from allotted volume in any class. Meter clicks shall be restricted to printed material only which includes copies made, print output and incoming printed fax materials only.
4.4b. Color functionality (color image for scanned document).
4.4c. End User options for scan to print, scan to FTP, scan to e-mail, scan to pc desktop, scan to network share using Active Directory authentication and scan to fax.
4.4c.1. Will allow Department of Information Technology staff the ability to remotely test configurations for scan-to-network.
4.4d. Shall permit scanning from platen as well as through ERDH, RADF, or Duplex Single Pass system(s).
4.4e. Automatic scanning of two sided originals.
4.4f. Automatic creation of scanned documents into PDF with setups for automatic file compressions.
4.4g. Ability for user to save scans to PDF, TIFF or JPG formats.
4.4h. Operating System compliance as per section 4.6.
4.4i. Network compliance as per section 4.6.
4.4j. Allows End User the option to cancel scan job(s) from pc desktop as well as direct from MFP/Photocopier.

4.5. **Fax:**

4.5a. Outgoing faxes shall not be recorded as a meter click from allotted volume in any class. Meter clicks shall be restricted to printed material only which includes; copies made, print output and incoming printed fax materials only.

4.5b. Shall support Internet (such as VOIP) and Landline communication systems.

4.5c. Network compliance as per section 4.6.

4.5d. Shall support fax service via pc desktop as well as fax service direct from MFP/Photocopier.

4.5d.1. Operating System compliance as per section 4.6.

4.5e. Modem Speed: Minimum 33.6 kbps (kilobytes per second).

4.5f. Transmission Speed: Minimum 3 seconds per page.

4.5g. Resolution: Ability to fax at 400 x 400 DPI with a minimum 200 x 200 grayscale.

4.5h. Memory: Minimum 10 MB.

4.5i. Automatic Dialing: Minimum 200 destinations.

4.5j. Data Compression.

4.5k. End user Shall be allowed to cancel fax submissions from pc desktop as well as direct from MFP/Photocopier.

4.6. **Technology:**

4.6a. Shall allow network connectivity through LDAP authentication with Active Directory domain credentials.

4.6b. Shall use only one network connection for network printing and scanning.

4.6c. Allow Ethernet 10-Base T/100-TX (Cat 5) *and* USB connection options.

4.6d. Minimum protocol support: TCP/IP, HTTP, and SMTP.

4.6e. Minimum Operating System Compliance: Windows® XP, Windows® Vista, Windows® 7, future Windows® operating systems, Windows® Server 2003, Windows® Server 2008, future Windows® Server operating systems, MAC® (PPD File) 9.x to 10.7 and future MAC® operating systems.

4.6f. Shall allow designated and authorized End User Network Administrators the ability to view all job queues across the network to include all authenticated users.

4.6g. Any hard drive device used to store documents shall have overwrite capabilities to prevent unauthorized access to stored documents.

4.6h. Any memory device used to store documents shall have a manual and automatic clear feature to prevent unauthorized access to stored documents.

4.7. **Delivery:**

4.7a. Orders shall be placed to the Contractor by the Bureau of Graphic Services on the End Users behalf.

4.7b. Deliveries shall be made within twenty (20) working days after receipt of order.

4.7b.1. See section 4.11c. regarding DoIT notification before installations may take place.

4.7c. Shipments shall be securely and properly packaged, skidded, tied, etc. according to responsible and accepted commercial practices without extra charge for same. Packages shall also be clearly marked with purchase order number, delivery address and any other pertinent information. All goods shall be delivered in condition as specified herein and if found to be otherwise shall be promptly replaced by the Contractor.

4.7d. Shall include delivery and installation FOB Destination to the office of the End User at any location in the State of New Hampshire. Delivery will consist of unpacking and assembling of all components and placing them in suitable working order in a work area to be made available by the End User. End User is responsible for ensuring that properly wired electrical and network cable outlets are prepared.

4.7e. **Shall include full toner cartridge placed in the MFP/Photocopier and a spare toner cartridge FOB Destination at time of delivery.**

4.7f. Complete installation shall be as per section 2.3.

4.8. **Training:**

4.8a. Shall include on-site operator training by a qualified representative of the Contractor within three (3) to five (5) working days of installation. Training sessions shall be of such length, content and frequency as to impart complete proficiency of operation and to the complete satisfaction of the End User at no additional charge to the state throughout the contract/contract renewal term(s).

4.8b. **At time of training, Contractors shall instruct End Users that toner is included in the rental and to order a toner cartridge at the time the spare, per section 4.7e., has been placed in the MFP/Photocopier.**

4.8c. Shall coordinate with, communicate with and train authorized DoIT personnel per section 4.11.

4.8d. Contractors shall not instruct End Users on scanning options, but shall instead direct End Users to engage DoIT for any scanning solutions.

4.9. **Full Repair Service and Maintenance (FSMA):**

FSMA shall be provided by the Contractor for the full contract term/any renewal term(s) as specified in this Contract and shall be included in the monthly base rental charge. Criteria of service are as follows:

4.9a. 8:00 A.M to 5:00 P.M five (5) days a week Monday-Friday (herein known as Service Period) onsite repair service and preventive maintenance when requested by the End User.

4.9b. Contractor shall respond to the End User via telephone within four (4) hours of initial support request during the Service Period. In the event that a support request is made by the End User after 1:00 P.M. during the Service Period, the Contractor will respond to the End User no later than 10:00 A.M. the next working day.

4.9c. Unless otherwise jointly agreed upon between End User and Contractor; Contractor shall be on-site within twenty-four (24) hours or next available working day of telephone response with the End User during the Service Period.

4.9d. Unless otherwise jointly agreed upon between End User and Contractor; Contractor shall repair MFP/Photocopier to the End User's satisfaction within three (3) working days of on-site visit. If the MFP/Photocopier will not function within this time frame, the Contractor shall supply a temporary replacement MFP/Photocopier within ten (10) working days to the End User with comparable features at no charge until such time that the original MFP/Photocopier has been fully repaired.

4.9d.1. Replacements shall be communicated to DoIT as per section 4.11.

4.9d.2. Continuous failed repairs shall submit to section 2.7, 2.8, 2.9, 2.10 and 2.11.

4.9e. All maintenance, supplies, parts and labor are to be included as part of FSMA with the exclusion of the cost of paper and staples.

4.9e.1. All supplies and parts shall be OEM and FOB Destination.

4.9e.1a. Supplies may include, but are not limited to: toner, developer, fuser, drums, and any other supply needed for the day-to-day operation of the MFP/Photocopier.

4.9e.1b. Contractors shall provide End User with best way to order service and supplies. 4.9e.1c. Should the End User fail to comply with section 4.8b. and place an overnight rush order, the Contractor may charge the difference between the FOB Destination shipment rate and overnight shipment rate (overnight shipment rate – FOB Destination shipment rate = chargeable rate).

4.9e.1d. Contractor shall allow and provide End User with best way to return used toner cartridges free of charge and freight.

4.9f. The State of New Hampshire shall not pay or be responsible to pay for any mileage or travel time for any services requested or performed.

4.10. **Invoice Requirements:**

4.10a. Invoicing shall commence upon complete installation as per section 2.3.

4.10b. All invoices shall be provided to respective End Users and processed through the manufacturer's local dealer who services the account. End Users shall be able to resolve any problems (including invoicing) through the local dealer only.

4.10c. The Contractor shall provide one (1) monthly invoice for **each** MFP/Photocopier base rental which will include any excess charges over the base copies allowed per month as quoted and contracted. Invoices shall be submitted directly to the End User OR as stated on the purchase order for that plan.

4.10c.1. The Contractor shall be responsible for **collecting and reporting on the invoice** the *actual* total monthly meter clicks (printed output) for that month.

4.10d. The State of New Hampshire Government budget runs on a fiscal year commencing July 1 and ending June 30.

4.10d.1. Invoices shall be issued within the fiscal year the rental occurred to assure agency payments are made to the Contractor as budgeted.

4.10d.2. Contractor, if invoicing in arrears, shall invoice for June rental/overage **no later than July 15** of the same calendar year the rental occurred.

4.10d.3. Contractor shall have the responsibility of notifying the agency for any rental/overage payments not received within 60 days.

4.10d.4. Contractor shall invoice monthly and keep current. **Invoices postdated after July 15** for rentals/overages which occurred during the fiscal year the rental occurred may fall under form P-37 Paragraph 4, Conditional Nature of Agreement, and as a result, may not be paid.

4.10e. The Contractor may offer a cash discount for payment within 15 days of receipt of invoice.

4.10f. Payments of monthly base charge and excess PPM, if any, shall be made within thirty (30) days following receipt of invoice and acceptance of the contract to the State's satisfaction. Said payment shall be made out to the Contractor's accounts receivables address listed on the Integrated Financial System for the State of New Hampshire.

4.11. **Contractor Responsibility To DoIT:**

4.11a. **Please Note:** Although DoIT handles a large part of the State's technological infrastructure, not every State Agency falls under the jurisdiction of DoIT responsibility. The most common Agencies outside DoIT authority are, but not limited to, the following list and procedures/communication will need to be coordinated through the Agency listed:

4.11a.1. The Judicial Branch
4.11a.2. The Legislative Branch
4.11a.3. Adjutant General
4.11a.4. Pease Development Authority
4.11a.5. Police Standards and Training
4.11a.6. Retirement System
4.11a.7. Treasury

4.11b. The End User will be responsible for coordinating with the Contractor and DoIT, for any MFP/Photocopier installation in which the MFP/Photocopier and any attachments/accessories are connected to or interact with any technology-related device under the jurisdiction of DoIT.

4.11b.1. Technology-related devices include, but are not limited to; Print, scan, fax and anything connected to the network infrastructure. In general, Photocopiers do not need DoIT intervention *unless they have additional accessories that are connected as per section 4.11b.*

4.11c. The Contractor shall work cooperatively with the End User's DoIT authorized contact person(s) and discuss, via e-mail or telephone, installation of the MFP/Photocopier **before** such equipment is installed.

4.11c.1. Installation shall be scheduled ten (10) working days in advance with DoIT authorized contact approval.

4.11c.2. Installations or any service that might impact customized system configurations shall be approved by DoIT authorized contact in advance.

4.11d. The Contractor shall provide the End User's DoIT authorized contact person(s) step by step training and documentation for the operation, configuration and all enabled functionality of the MFP/Photocopier, any attachments/ accessories.

4.11d.1. **Graphic Services shall set up a meeting in which the Contractor will meet with key DoIT contacts to go over all set up information for device(s).**

4.11e. The Contractor is to contact the End User's DoIT authorized contact person(s) via a help desk ticket called into 603-271-7555 for any technical repairs or maintenance per section 4.9 which may affect any state-owned technical or network functions as it relates to the MFP/Photocopier.

4.11e.1. Service that might impact customized system configurations shall be approved by DoIT authorized contact in advance.

4.11f. Any hard drive device used to store documents within the MFP/Photocopier shall be accessible to the End User's DoIT authorized contact person(s) through an administrative access code, which shall be allowed to be changed from the default.

4.11g. The Contractor shall notify the End User's DoIT authorized contact person(s) via a help desk ticket called into 603-271-7555 before the connected MFP/Photocopier is to be removed from its location for any reason.

4.11h. The Contractor shall confirm complete overwrites of any stored documentation to the satisfaction of DoIT before the MFP/Photocopier is to be removed from its location for any reason.

SECTION 5: ADDITIONAL FUNCTIONAL REQUIREMENTS BY CLASS

NOTE: Print, scan, fax and network-related functions listed in the *Additional Functional Requirements By Class* are part of full specifications for MFP and per section 8 for Photocopier Additional Accessories.

5.1 **CLASS 1**

5.1a. MFP/Photocopiers capable of outputting up to 5,000 copy/print/fax pages per month.

5.1b. Produce 8 ½" x 11" 20 lb. bond simplex copies at a minimum speed of 25 copies per minute.

5.1c. Produce 8 ½" x 11" 20 lb. bond simplex scans at a minimum speed of 35 IPM 200 DPI.

5.1d. Come with a minimum of two (2) reduction presets and two (2) enlargement presets.

SECTION 6: LINE ITEM COSTS

Line item costs are items above and beyond the contractor base price.

6.1 The Contractor may bill as extra the cost of staples shipped FOB Destination. This charge will occur only when staples are ordered by the End User and shall be separate from the monthly base charge for the MFP/Photocopier. The Contractor may not charge more than the quoted staple fee for any class throughout the contract term/any renewal term(s) as specified in this Contract.

6.1a. Should the End User place an overnight rush order for staples, the Contractor may charge the difference between FOB Destination shipment rate and overnight shipment rate (overnight shipment rate – FOB Destination shipment rate = chargeable rate).

6.2 The Contractor may bill as extra the hourly rate of relocating a MFP/Photocopier to another area of the same facility. This charge will occur only in the event that the End User makes a relocation request. A relocation charge shall be separate from the monthly base charge for the MFP/Photocopier. The Contractor may not charge more than the quoted relocation fee for any class throughout the contract term/any renewal term(s) as specified in this Contract.

6.3 The Contractor may bill as extra the hourly rate of relocating a MFP/Photocopier to another facility within a 25 mile radius of the original facility location. This charge will occur only in the event that the End User makes a relocation request. A relocation charge shall be separate from the monthly base charge for the MFP/Photocopier. The Contractor may not charge more than the quoted relocation fee for any class throughout the contract term/any renewal term(s) as specified in this Contract.

6.4 The Contractor may bill as extra the hourly rate of relocating a MFP/Photocopier to another facility within a radius of 26 to 50 miles of the original facility location. This charge will occur only in the event that the End User makes a relocation request. A relocation charge shall be separate from the monthly base charge for the MFP/Photocopier. The Contractor may not charge more than the quoted relocation fee for any class throughout the contract term/any renewal term(s) as specified in this Contract.

6.5 The Contractor may bill as extra the hourly rate of relocating a MFP/Photocopier to another facility location beyond 51 miles of the original facility location. This charge will occur only in the event that the End User makes a relocation request. A relocation charge shall be separate from the monthly base charge for the MFP/Photocopier. The Contractor may not charge more than the quoted relocation fee for any class throughout the contract term/any renewal term(s) as specified in this Contract.

6.6 The Contractor may bill as extra the cost, if any, of an unfounded cancellation by the End User during the contract term. This charge will occur only in the event that the End User chooses to cancel in the middle of the contract period without grounds. Grounds for justified cancellations are listed, but not limited to, sections 2.7, 2.8, 2.9, 2.10, 2.11, 2.14 and 3.

6.6 a. The cancellation charge shall be separate from the monthly base charge for the MFP/Photocopier. **The Contractor may not charge more than three (3) times the normal monthly base rental fee** of the cancelled MFP/Photocopier. The Contractor may not charge more than the quoted cancellation fee throughout the contract term/any renewal term(s) as specified in this Contract.

6.7 The Contractor may bill as extra the hourly labor rate for 5:01 P.M. to 7:59 A.M. Monday-Friday requested service by the End User. The State of New Hampshire shall not pay or be responsible to pay for any mileage or travel time for any services requested or performed.

6.7a. Contractor shall respond to the End User via telephone within three (3) hours of initial support requested during the 5:01 P.M. to 7:59 A.M. Monday-Friday service period.

6.7b. Contractor shall be on-site within three (3) hours of telephone response with the End User during the 5:01 P.M. to 7:59 A.M. Monday-Friday service period.

6.7c. All supplies and parts that are *critical* for proper repair during the 5:01 P.M. to 7:59 A.M. Monday-Friday service period will be reimbursed to the Contractor by the End User at cost. All supplies and parts shall be OEM and FOB Destination.

6.7d. The Contractor may not charge more than the quoted hourly rate for this line item in any class throughout the contract term/any renewal term(s) as specified in this Contract.

6.8 The Contractor may bill as extra the hourly labor rate for requested service by the End User on any given weekend. The State of New Hampshire shall not pay or be responsible to pay for any mileage or travel time for any services requested or performed.

6.8a. Contractor shall respond to the End User via telephone within three (3) hours of initial support request on any given weekend.

6.8b. Contractor shall be on-site within three (3) hours of telephone response with the End User on any given weekend.

6.8c. All supplies and parts that are *critical* for proper repair on any given weekend will be reimbursed to the Contractor by the End User at cost. All supplies and parts shall be OEM and FOB Destination.

6.8d. The Contractor may not charge more than the quoted hourly rate for this line item in any class throughout the contract term/any renewal term(s) as specified in this Contract.

6.9 The Contractor may bill as extra the hourly labor rate for requested service by the End User on any of the ten (10) State of New Hampshire personnel holidays. The State of New Hampshire, shall not pay or be responsible to pay for any mileage or travel time for any services requested or performed.

6.9a. Contractor shall respond to the End User via telephone within three (3) hours of initial support request on any of the ten (10) State of New Hampshire personnel holidays.

6.9b. Contractor shall be on-site within three (3) hours of telephone response with the End User on any of the ten (10) State of New Hampshire personnel holidays.

6.9c. All supplies and parts that are *critical* for proper repair on any of the ten (10) State of New Hampshire personnel holidays will be reimbursed to the Contractor by the End User at cost. All supplies and parts shall be OEM and FOB Destination.

6.9d. The Contractor may not charge more than the quoted hourly rate for this line item in any class throughout the contract term/any renewal term(s) as specified in this Contract.

6.10 Payments for staples, relocation, unfounded cancellation/removal and off hour repair service called and billed as extra shall be made within thirty (30) days following receipt of invoice and acceptance of the work to the State's satisfaction. Said payment shall be made out to the Contractor's accounts receivables address listed on the Integrated Financial System for the State of New Hampshire.

SECTION 7: MFP ADDITIONAL ACCESSORIES

7.1. The Contractor may bill as extra the monthly cost, if any, of additional MFP accessories. Additional accessories exceed the minimum functional/individual class requirements and have no bearing on award of contract. Contractors may respond to only those accessories that are available as specified for the brand and model as quoted.

7.2. Any accessories requested by End User(s) after placement of MFP Rental shall be confirmed in writing to the Contractor by the Bureau of Graphic Services. Accessories shall be installed or delivered FOB Destination no later than fifteen (15) working days from Contractor receipt of written notification from the Bureau of Graphic Services. Accessories shall be communicated to DoIT as applicable per section 4.11.

7.3. Charges may only be incurred in the event that the End User orders an additional accessory(ies) which shall be included in the monthly invoice as a separate line item charge. **Accessory dependencies on any other accessory(ies) shall be fully disclosed on the price sheet. Prices shall be inclusive of all parts/elements needed for full functionality of accessory(ies).**

7.4. **Contractors shall not supply beyond the scope of the following list** and may not charge more than the quoted accessory(ies) fee throughout the contract term/any renewal term(s) as specified in this Contract.

7.4a. 11" x 17" paper cassette/drawer.
7.4b. 2/3 Hole Punch
7.4c. Convenience Stapler; 50 sheet capacity.
7.4d. Additional 500 sheet 20 lb. bond capacity adjustable paper drawer for 5 ½" x 8 ½", 8 ½" x 11" and 8 ½" x 14" paper sizes.
7.4e. Additional 1,000 sheet 20 lb. bond capacity adjustable paper cassette/drawer for 5 ½" x 8 ½", 8 ½" x 11" and 8 ½" x 14" paper sizes.
7.4f. Additional 128MB Memory.

7.5. Payments of additional accessories called for and billed as extra shall be made within thirty (30) days following receipt of invoice and acceptance of the work to the State's satisfaction. Said payment shall be made out to the Contractor's accounts receivables address listed on the Integrated Financial System for the State of New Hampshire.

SECTION 8: PHOTOCOPIER ADDITIONAL ACCESSORIES

8.1 The Contractor may bill as extra the monthly cost, if any, of additional Photocopier accessories. Additional accessories exceed the minimum functional/individual class requirements and have no bearing on award of contract. Contractors may respond to only those accessories that are available as specified for the brand and model as quoted.

8.2 Any accessories requested by End User(s) after placement of Photocopier Rental shall be confirmed in writing to the Contractor by the Bureau of Graphic Services. Accessories shall be installed or delivered FOB Destination no later than fifteen (15) working days from Contractor receipt of written notification from the Bureau of Graphic Services. Accessories shall be communicated to DoIT as applicable per section 4.11.

8.3 Charges may only be incurred in the event that the End User orders an additional accessory(ies) which shall be included in the monthly invoice as a separate line item charge. **Accessory dependencies on any other accessory(ies) shall be fully disclosed. Prices shall be inclusive of all parts/elements needed for full functionality of accessory(ies).**

8.4 **Contractors shall not supply beyond the scope of the following list** and may not charge more than the quoted accessory(ies) fee throughout the contract term/any renewal term(s) as specified in this Contract.

8.4a. 11" x 17" paper cassette/drawer.
8.4b. 2/3 Hole Punch
8.4c. Convenience Stapler; 50 sheet capacity.
8.4d. Additional 500 sheet 20 lb. bond capacity adjustable paper drawer for 5 ½" x 8 ½", 8 ½" x 11" and 8 ½" x 14" paper sizes.
8.4e. Additional 1,000 sheet 20 lb. bond capacity adjustable paper cassette/drawer for 5 ½" x 8 ½", 8 ½" x 11" and 8 ½" x 14" paper sizes.
8.4f. Additional 128MB Memory.
8.4g. Printer as specified in section 4.3.
8.4h. Scanner as specified in section 4.4.
8.4i. Fax Kit as specified in section 4.5

8.5 Payments of additional accessories called for and billed as extra shall be made within thirty (30) days following receipt of invoice and acceptance of the work to the State's satisfaction. Said payment shall be made out to the Contractor's accounts receivables address listed on the Integrated Financial System for the State of New Hampshire.