

Contract number 00215 – Managed Print Services (NASPO ValuePoint)

DES Contract Specialist: Breann Aggers
(360) 407-9416
Breann.aggers@des.wa.gov

Awarded Contractors	Master Agreement/ Pricing Link, Contractor's logo hyperlinks to the pricing	WA Participating Addendum's	Resellers
Konica Minolta Business Solutions USA, Inc. Kristen McKenna (813) 207-8276 kmckenna@kmb.konicaminolta.us	 KONICA MINOLTA	Konica Minolta PA	Konica Minolta Resellers
Lexmark International Zachary Jones (760) 453-3418 zjones@lexmark.com	 LEXMARK™	Lexmark PA	Lexmark Resellers
Pacific Office Automation Jeff Simon (503) 601-2315 jsimon@pacificoffice.com	 PACIFIC OFFICE AUTOMATION — PROBLEM SOLVED —	Pacific Office Automation PA	Pacific Office Automation Resellers
Ricoh USA, Inc. Bart Lemmon (425) 255-0730 bart.lemmon@ricoh-usa.com	 RICOH	Ricoh PA	Ricoh Resellers

1. Overview

Managed Print Services (MPS) are services offered by an external provider to optimize or manage an organization's document output to meet certain objectives; such as driving down cost, improving efficiency and productivity, or reducing the support workload.

This contract was competitively bid by the State of New Mexico on behalf of WSCA/NASPO Cooperative Purchasing Organization. The State of Washington negotiated contracts with the all four (4) awarded Contractors based on Washington State rules and regulations.

This contract is not for lease, rent or purchasing printing equipment.

Agencies over 1,000 FTE's - Per [RCW 43.19.733](#) Managed Print, agencies of 1,000 FTE's or more employees must transition from a traditional copier contract to a Managed Print Services contract brokered by DES.

Agencies less than 1,000 FTE's- Agencies are not required but are encouraged to use Managed Print Services.

2. Choose a Manufacturer

Option #1 Rapid Selection- Agency may choose any of the Awarded Contractors to provide Managed Print Services. The chosen contractor should do a print assessment prior to making an offer for services. Agencies may choose to use the sample [Statement of Work](#). Contractors may use any model of equipment that meets the functionality requirements and business needs of the Agency. Agencies should be prepared to document their reason for choosing a single contractor over another.

Option #2 2nd Tier Competition – Agencies may choose to request multiple Awarded Contractors to do a print assessment and/or make a proposal for Managed Print Services. Agencies may choose to use the sample [Statement of Work](#). Agencies will identify and establish any agency-specific criteria for evaluating offers received. To assure transparency in the selection process, Agencies will document their evaluation and selection process. Agencies should allow unsuccessful Vendors the opportunity to debrief.

Agencies will review all offers and determine which offer provides the best value and best meets their business needs. Customer will review all offers and determine which offer provides the best value and best meets their business needs. Please share an electronic copy of your second-tier solicitation documents and any documentation of your evaluation and award process.

3. Choose a Reseller (if Applicable)

While some manufacturers list authorized resellers, others require contacting the manufacturer directly. Manufacture and Authorized resellers are permitted to offer Managed Print Services under this contract. A list of all authorized dealers is located in under [Manufacturer's Authorized Dealers](#).

The Department of Enterprises Services (DES) is committed to providing the opportunity for participation by diverse businesses. Diverse businesses can be any of the following: self-certificated small business, microbusiness, minibusiness, OMWBE certified minority owned business (MBE), or women owned business (WBE) and Department of Veteran Affairs (DVA) certified veteran-owned business.

MANUFACTURER'S AUTHORIZED DEALERS

WA state certifications, as of November 27, 2016, have been identified in the Diverse Status row for each manufacture as certified.

KONICA MINOLTA BUSINESS SOLUTIONS AUTHORIZED DEALER NETWORK

<i>Authorized Dealer:</i>	Pacific Office Automation		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	14747 NW Greenbriar Parkway Beaverton, OR 97006	<i>Contact:</i>	Jeff Simon
		<i>Tel:</i>	(503) 601-2315
		<i>Fax:</i>	(503) 690-5659
		<i>Email</i>	Jeff.simon@pacificoffice.com

<i>Authorized Dealer:</i>	Konica Minolta Business Solutions, Inc.		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	3245 146th Place SE, Suite 110 Bellevue, WA 98007	<i>Contact:</i>	Jeff Carlson
		<i>Tel:</i>	(425) 201-5900
		<i>Fax:</i>	
		<i>Email</i>	jcarlson@kmb.konicaminolta.us

<i>Authorized Dealer:</i>	Konica Minolta Business Solutions, Inc		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	1300 Maple Grove Boise, ID 83709	<i>Contact:</i>	Lynn Bishop
		<i>Tel:</i>	(208) 336-7300
		<i>Fax:</i>	
		<i>Email</i>	lbishop@kmb.konicaminolta.us

<i>Authorized Dealer:</i>	Oasys, Inc.		
<i>Diverse Status:</i>	VETERAN OWNED BUSINESS		
<i>Address:</i>	1575 Port Drive Burlington, WA 98233	<i>Contact:</i>	Troy Wright
		<i>Tel:</i>	(360) 755-0309
		<i>Fax:</i>	(360) 757-1849
		<i>Email</i>	troyw@oasysinc.com

<i>Authorized Dealer:</i>	Konica Minolta Business Solutions, Inc.		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	505 South 336th Street Federal Way, WA 98003	<i>Contact:</i>	Sherri Indell
		<i>Tel:</i>	(253) 733-3771
		<i>Fax:</i>	
		<i>Email</i>	sindell@kmbs.konicaminolta.us

<i>Authorized Dealer:</i>	Copiers NW - Tacoma		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	5007 Pacific Hwy E, Unit #23 Fife, WA 98424	<i>Contact:</i>	Ron Rupright
		<i>Tel:</i>	253.926.3003
		<i>Fax:</i>	253.926.3113
		<i>Email</i>	rrupright@copiersnw.com

<i>Authorized Dealer:</i>	Copiers NW - Tri-Cities		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	7103 W Clearwater Ave, Ste G Kennewick, WA 99336	<i>Contact:</i>	Paul Kinkead
		<i>Tel:</i>	509.735.9795
		<i>Fax:</i>	509.735.9798
		<i>Email</i>	pkinkead@copiersnw.com

<i>Authorized Dealer:</i>	Kelley Imaging Systems Inc.		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	22170 72 nd Avenue S. Kent, WA 98032	<i>Contact:</i>	Aric Manion
		<i>Tel:</i>	(206) 284-9100
		<i>Fax:</i>	(206) 285-4023
		<i>Email</i>	Aric.manion@kelleyimaging.com

<i>Authorized Dealer:</i>	Copiers NW - Olympia		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	4106 Pacific Avenue SE Lacey, WA 98503	<i>Contact:</i>	Ron Rupright
		<i>Tel:</i>	360.438.1107
		<i>Fax:</i>	360.438.1227
		<i>Email</i>	rrupright@copiersnw.com

<i>Authorized Dealer:</i>	Inland NW Services		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	3204 5 th Street Lewiston, ID 83501	<i>Contact:</i>	Cheryl Crouse
		<i>Tel:</i>	(208) 746-2557
		<i>Fax:</i>	(208) 746-3216
		<i>Email</i>	daboss@inlandnwservices.com

<i>Authorized Dealer:</i>	Business Interiors and Equipment Inc.		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	1634 W. Broadway Moses Lake, WA 98837	<i>Contact:</i>	Mike Chase
		<i>Tel:</i>	(509) 765-5800
		<i>Fax:</i>	(509) 766-9489
		<i>Email</i>	michael@bieml.com

<i>Authorized Dealer:</i>	Copytronix dba: A Global Imaging Systems Company		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	16640 SW 72 nd Ave., Suite 800 Portland, OR 97224	<i>Contact:</i>	Dan Brady
		<i>Tel:</i>	(503) 620-0202
		<i>Fax:</i>	(503) 968-0326
		<i>Email</i>	dbrady@gisx.com

<i>Authorized Dealer:</i>	Konica Minolta Business Solutions, Inc		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	2701 NW Vaughn St., Suite 370 Portland, OR 97210	<i>Contact:</i>	Jarvie Hensel
		<i>Tel:</i>	(503) 223-4060
		<i>Fax:</i>	
		<i>Email</i>	jhensel@kmb.konicaminolta.us

<i>Authorized Dealer:</i>	Northwest Office Technologies Inc.		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	6280 E. Seltice Way, Suite B Post Falls, ID 83854	<i>Contact:</i>	Rick Wickham
		<i>Tel:</i>	(208) 769-7572
		<i>Fax:</i>	(208) 769-7573
		<i>Email</i>	rwickham@nwotech.com

<i>Authorized Dealer:</i>	KBL, Inc. dba:		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	79 Aaron Drive Richland, WA 99352	<i>Contact:</i>	Tyler Best
		<i>Tel:</i>	(509) 946-7693
		<i>Fax:</i>	(509) 946-8399
		<i>Email</i>	bobb@abadantc.com

<i>Authorized Dealer:</i>	Pacific Office Automation		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	1064 4 th Avenue South Seattle, WA 98134	<i>Contact:</i>	James Pierson
		<i>Tel:</i>	(206) 753-0450
		<i>Fax:</i>	Not provided
		<i>Email</i>	James.pierson@pacificoffice.com

<i>Authorized Dealer:</i>	Copiers NW - Seattle		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	601 Dexter Avenue N Seattle, WA 98109	<i>Contact:</i>	Brad Mofield
		<i>Tel:</i>	206.282.1200
		<i>Fax:</i>	206.282.2010
		<i>Email</i>	bmofield@copiersnw.com

<i>Authorized Dealer:</i>	Pacific Office Automation		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	1206 E. Sprague Ave. Spokane, WA 99202	<i>Contact:</i>	Darren Bruhns
		<i>Tel:</i>	(509) 601-2315
		<i>Fax:</i>	Not provided
		<i>Email</i>	Darren.bruhns@pacificoffice.com

<i>Authorized Dealer:</i>	ABC Office Equipment Company, Inc.		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	7322 E. Broadway Spokane, WA 99212	<i>Contact:</i>	Michael Brandon
		<i>Tel:</i>	(509) 922-4600
		<i>Fax:</i>	(509) 922-5569
		<i>Email</i>	mbrandon@abcoe.com

<i>Authorized Dealer:</i>	Northwest Office Technologies Inc.		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	1206 East Sprague Avenue Spokane, WA 99202	<i>Contact:</i>	Rick Wickham
		<i>Tel:</i>	(208) 769-7572
		<i>Fax:</i>	(208) 769-7573
		<i>Email</i>	rwickham@nwotech.com

<i>Authorized Dealer:</i>	Konica Minolta Business Solutions, Inc		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	601 W. Riverside, Suite 230 Spokane, WA 99201	<i>Contact:</i>	Jeff Carlson
		<i>Tel:</i>	(509) 456-3366
		<i>Fax:</i>	
		<i>Email</i>	jcarlson@kmbs.konicaminolta.us

<i>Authorized Dealer:</i>	Copiers NW - Spokane		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	10102 E Knox, Suite 500 Spokane Valley, WA 99206	<i>Contact:</i>	Peter Nauditt
		<i>Tel:</i>	509.890.0700
		<i>Fax:</i>	
		<i>Email</i>	pnauditt@copiersnw.com

<i>Authorized Dealer:</i>	Pacific Office Automation		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	1114 Pacific Avenue Tacoma, WA 98402	<i>Contact:</i>	Russ Myers
		<i>Tel:</i>	(253) 572-6400
		<i>Fax:</i>	Not provided
		<i>Email</i>	Russ.meyers@pacificoffice.com

<i>Authorized Dealer:</i>	Bohns Printing Inc.		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	308 Union Street The Dallas, OR 97058	<i>Contact:</i>	Richard Bohn
		<i>Tel:</i>	(541) 296-2361
		<i>Fax:</i>	(541) 298-8994
		<i>Email</i>	rick@bohnpaint.com

<i>Authorized Dealer:</i>	Total Office Concepts, Inc.		
<i>Diverse Status:</i>	MINI BUSINESS		
<i>Address:</i>	401 S. Ninth Avenue Walla Walla, WA 99362	<i>Contact:</i>	Mark Carlile
		<i>Tel:</i>	(509) 525-5600
		<i>Fax:</i>	(509) 529-0320
		<i>Email</i>	mcarlile@totalofficeconcepts.com

LEXMARK INTERNATIONAL AUTHORIZED DEALER NETWORK

<i>Authorized Dealer:</i>	Woodburn Company Bellevue Service Center		
<i>Diverse Status:</i>	MINORITY OWNED BUSINESS, SMALL BUSINESS AND VETERAN OWNED		
<i>Address:</i>	355 110 th Ave NE Bellevue, WA 98004	<i>Contact:</i>	Ben Johnson
		<i>Tel:</i>	(206) 238-0714
		<i>Fax:</i>	
		<i>Email</i>	Ben.johnson@woodburnco.com

<i>Authorized Dealer:</i>	Woodburn Company Clarkston Service Center		
<i>Diverse Status:</i>	MINORITY OWNED BUSINESS, SMALL BUSINESS AND VETERAN OWNED		
<i>Address:</i>	609 Maple Street Clarkston, WA 99403	<i>Contact:</i>	Ben Johnson
		<i>Tel:</i>	(206) 238-0714
		<i>Fax:</i>	
		<i>Email</i>	Ben.johnson@woodburnco.com

<i>Authorized Dealer:</i>	Woodburn Company Everett Corporate Office		
<i>Diverse Status:</i>	MINORITY OWNED BUSINESS, SMALL BUSINESS AND VETERAN OWNED		
<i>Address:</i>	2815 Rockefeller Avenue Everett, WA 98201	<i>Contact:</i>	Ben Johnson
		<i>Tel:</i>	(206) 238-0714
		<i>Fax:</i>	
		<i>Email</i>	Ben.johnson@woodburnco.com

<i>Authorized Dealer:</i>	Woodburn Company Kent Service Center		
<i>Diverse Status:</i>	MINORITY OWNED BUSINESS, SMALL BUSINESS AND VETERAN OWNED		
<i>Address:</i>	22710 72 nd Ave S Kent, WA 98032	<i>Contact:</i>	Ben Johnson
		<i>Tel:</i>	(206) 238-0714
		<i>Fax:</i>	
		<i>Email</i>	Ben.johnson@woodburnco.com

<i>Authorized Dealer:</i>	Woodburn Company Olympia Corporate Office		
<i>Diverse Status:</i>	MINORITY OWNED BUSINESS, SMALL BUSINESS AND VETERAN OWNED		
<i>Address:</i>	8005 River Drive SE Olympia WA 98501	<i>Contact:</i>	Ben Johnson
		<i>Tel:</i>	(206) 238-0714
		<i>Fax:</i>	
		<i>Email</i>	Ben.johnson@woodburnco.com

<i>Authorized Dealer:</i>	Woodburn Company Omak Service Center		
<i>Diverse Status:</i>	MINORITY OWNED BUSINESS, SMALL BUSINESS AND VETERAN OWNED		
<i>Address:</i>	10 North Main Street Omak, WA 98841	<i>Contact:</i>	Ben Johnson
		<i>Tel:</i>	(206) 238-0714
		<i>Fax:</i>	
		<i>Email</i>	Ben.johnson@woodburnco.com

<i>Authorized Dealer:</i>	NuLeaf Office Solutions		
<i>Diverse Status:</i>	SMALL BUSINESS AND VETERAN OWNED		
<i>Address:</i>	2450 6th Avenue South Suite 101 Seattle, WA 98135	<i>Contact:</i>	Kelly James Cudworth
		<i>Tel:</i>	(206) 445-1629
		<i>Fax:</i>	(206) 622-2286
		<i>Email</i>	Kelly@nuleafoffice.com

<i>Authorized Dealer:</i>	Woodburn Company Seattle Service Center		
<i>Diverse Status:</i>	MINORITY OWNED BUSINESS, SMALL BUSINESS AND VETERAN OWNED		
<i>Address:</i>	1700 7th Ave. Seattle, WA 98101	<i>Contact:</i>	Ben Johnson
		<i>Tel:</i>	(206) 238-0714
		<i>Fax:</i>	
		<i>Email</i>	Ben.johnson@woodburnco.com

<i>Authorized Dealer:</i>	Woodburn Company Spokane Service Center		
<i>Diverse Status:</i>	MINORITY OWNED BUSINESS, SMALL BUSINESS AND VETERAN OWNED		
<i>Address:</i>	1411 North Monroe St. Spokane, WA 99201	<i>Contact:</i>	Ben Johnson
		<i>Tel:</i>	(206) 238-0714
		<i>Fax:</i>	
		<i>Email</i>	Ben.johnson@woodburnco.com

<i>Authorized Dealer:</i>	Woodburn Company Tacoma Service Center		
<i>Diverse Status:</i>	MINORITY OWNED BUSINESS, SMALL BUSINESS AND VETERAN OWNED		
<i>Address:</i>	3907 North 34 th Street Tacoma, WA 98407	<i>Contact:</i>	Ben Johnson
		<i>Tel:</i>	(206) 238-0714
		<i>Fax:</i>	
		<i>Email</i>	Ben.johnson@woodburnco.com

<i>Authorized Dealer:</i>	Woodburn Company Yakima Service Center		
<i>Diverse Status:</i>	MINORITY OWNED BUSINESS, SMALL BUSINESS AND VETERAN OWNED		
<i>Address:</i>	1008 West Ahtanum Road Union Gap, WA 98903	<i>Contact:</i>	Ben Johnson
		<i>Tel:</i>	(206) 238-0714
		<i>Fax:</i>	
		<i>Email</i>	Ben.johnson@woodburnco.com

<i>Authorized Dealer:</i>	Woodburn Company Wenatchee Service Center		
<i>Diverse Status:</i>	MINORITY OWNED BUSINESS, SMALL BUSINESS AND VETERAN OWNED		
<i>Address:</i>	12 North Wenatchee Ave. Wenatchee, WA 99801	<i>Contact:</i>	Ben Johnson
		<i>Tel:</i>	(206) 238-0714
		<i>Fax:</i>	
		<i>Email</i>	Ben.johnson@woodburnco.com

PACIFIC OFFICE AUTOMATION AUTHORIZED DEALER NETWORK

<i>Dealer:</i>	Pacific Office Automation		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	14747 NW Greenbriar Parkway Beaverton, OR 97006	<i>Contact:</i>	Jeff Simon
		<i>Tel:</i>	(503) 601-2315
		<i>Fax:</i>	(503) 526-0341
		<i>Email</i>	Jeff.simon@pacificoffice.com

<i>Authorized Dealer:</i>	Pacific Office Automation		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	1114 Pacific Avenue Tacoma, WA 98402	<i>Contact:</i>	Russ Myers
		<i>Tel:</i>	(253) 572-6400
		<i>Fax:</i>	(503) 526-0341
		<i>Email</i>	Russ.meyers@pacificoffice.com

<i>Authorized Dealer:</i>	Pacific Office Automation		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	1206 E. Sprague Ave. Spokane, WA 99202	<i>Contact:</i>	Darren Bruhns
		<i>Tel:</i>	(509) 534-1903
		<i>Fax:</i>	Not provided
		<i>Email</i>	Darren.bruhns@pacificoffice.com

<i>Authorized Dealer:</i>	Pacific Office Automation		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	1064 4 th Avenue South Seattle, WA 98134	<i>Contact:</i>	James Pierson
		<i>Tel:</i>	(425) 653-5700
		<i>Fax:</i>	Not provided
		<i>Email</i>	James.pierson@pacificoffice.com

<i>Authorized Dealer:</i>	Pacific Office Automation		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	7913 W. Grandridge Blvd. Kennewick, WA 99336	<i>Contact:</i>	James Freeman
		<i>Tel:</i>	(509) 735-0502
		<i>Fax:</i>	Not provided
		<i>Email</i>	James.freeman@pacificoffice.com

RICOH USA AUTHORIZED DEALER NETWORK

<i>Authorized Dealer:</i>	Ricoh USA, Inc.		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	3075 112 th Ave. NE. Suite 200 Bellevue, WA 98004	<i>Contact:</i>	Clint Phillips
		<i>Tel:</i>	(425) 576-3814
		<i>Fax:</i>	
		<i>Email</i>	Clint.phillips@ricoh-usa.com

<i>Authorized Dealer:</i>	Woodburn Company Bellevue Service Center		
<i>Diverse Status:</i>	MINORITY OWNED BUSINESS, SMALL BUSINESS AND VETERAN OWNED		
<i>Address:</i>	355 110th Ave NE. Bellevue, WA 98004	<i>Contact:</i>	Ben Johnson
		<i>Tel:</i>	(206) 238-0714
		<i>Fax:</i>	
		<i>Email</i>	Ben.johnson@woodburnco.com

<i>Authorized Dealer:</i>	Woodburn Company		
<i>Diverse Status:</i>	MINORITY OWNED BUSINESS, SMALL BUSINESS AND VETERAN OWNED		
<i>Address:</i>	2815 Rockfeller Ave Everett, WA 68201	<i>Contact:</i>	Ben Johnson
		<i>Tel:</i>	(425) 258-4402
		<i>Fax:</i>	(425) 259-1742
		<i>Email</i>	Ben.johnson@woodburnco.com

<i>Authorized Dealer:</i>	Preferred Copier Systems Inc.		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	7691 S 180 th St. Kent, WA 98032	<i>Contact:</i>	Ron Cox
		<i>Tel:</i>	(425) 251-1202
		<i>Fax:</i>	(425) 251-1696
		<i>Email</i>	rcox@preferredcopier.com

<i>Authorized Dealer:</i>	Ricoh USA, Inc.		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	4160 6 th Ave., Suite 102 Lacey, WA 98503	<i>Contact:</i>	James Tripp
		<i>Tel:</i>	(360) 951-1708
		<i>Fax:</i>	(360) 438-0244
		<i>Email</i>	James.tripp@ricoh-usa.com

<i>Authorized Dealer:</i>	Woodburn Company Olympia Corporate Office		
<i>Diverse Status:</i>	MINORITY OWNED BUSINESS, SMALL BUSINESS AND VETERAN OWNED		
<i>Address:</i>	8005 River Drive SE Olympia, WA 98501	<i>Contact:</i>	Ben Johnson
		<i>Tel:</i>	(206) 238-0714
		<i>Fax:</i>	
		<i>Email</i>	Ben.johnson@woodburnco.com

<i>Authorized Dealer:</i>	Woodburn Company Seattle Service Center		
<i>Diverse Status:</i>	MINORITY OWNED BUSINESS, SMALL BUSINESS AND VETERAN OWNED		
<i>Address:</i>	1700 7th Ave. Seattle, WA 98101	<i>Contact:</i>	Ben Johnson
		<i>Tel:</i>	(206) 238-0714
		<i>Fax:</i>	
		<i>Email</i>	Ben.johnson@woodburnco.com

<i>Authorized Dealer:</i>	Ricoh USA, Inc.		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	10020 E. Knox, Suite 50 Spokane, WA 99212	<i>Contact:</i>	Jon Seay
		<i>Tel:</i>	(509) 944-7216
		<i>Fax:</i>	(509) 344-3185
		<i>Email</i>	Jon.seay@ricoh-usa.com

<i>Authorized Dealer:</i>	H&H Business Systems Inc.		
<i>Diverse Status:</i>	NONE		
<i>Address:</i>	PO Box 846 Verndale, WA 99037	<i>Contact:</i>	Sandra Hall
		<i>Tel:</i>	(206) 773-1691
		<i>Fax:</i>	(208) 773-9610
		<i>Email</i>	sandyh@handhsystems.com

SAMPLE STATEMENT OF WORK



NASPO ValuePoint Managed Print Contract 00215 **NASPO ValuePoint Master Agreement 40-000-14-00107** **STATEMENT OF WORK (SOW) AGREEMENT**

Agency/Customer:		Contractor:	
Contact Name:		Contact Name:	
Address:		Address:	
Email:		Email:	
Phone:		Phone:	
Fax:		Fax:	
		Contractor website:	
Print Assessment Date:		Period of Performance:	
Statement of Work must incorporate the following documents:			
1) NASPO ValuePoint Managed Print Master Agreement # 40-000-14-00107			[Imbed document here]
2) Washington Participating Addendum #00215			[Imbed document here]
3) Contractor's Print Assessment			[Imbed document here]

Statement of Work, at a minimum, must include the following elements:

1. **Project Objective** - The main objective of this project is to *[Enter Description here]*. Systems and procedures will be set up to allow the *[Customer]* to:
[Enter Project Objectives here, be sure to include (1) who is the customer is, (2) an overview of what the customer needs]
2. **Project Scope** - This Project does not cover the following functions or deliverables.
[Enter out-of-scope functions and deliverables here]
3. **Location** of work to be performed
[Enter all physical address of location (s) where work will be performed]
4. **Services Detail** - The following are the services and tasks that *[Contractor]* will provide in fulfillment of the defined deliverables (the "Services") of this project described in this SOW. *[Contractor]* shall provide the Services at the *[Customer]* location set forth herein or on a remote basis. Estimated delivery and/or service schedules contained in this SOW are non-binding estimates.
5. **Discovery/Assessment** – *[Contractor]* will be required to discover/assess *[Customers]* Print Environment as described below:
[Insert description of what is to be included in the Discovery/Assessment]

Deliverables:
[Insert description of deliverables for Discovery/Assessment]

Checkpoints:
[Insert description of checkpoints for Discovery/Assessment]
6. **Implementation** - In this phase, *[Contractor]* will install, configure, and test the solution as defined in the Design documents and approved by Customer, as follows:
[Insert description of Implementation tasks]

Deliverables:
[Insert description of deliverables for Implementation]
Checkpoints:
[Insert description of checkpoints for Implementation]

User Acceptance Testing:
[Insert description of User Acceptance Testing for Implementation]

Production Rollout:
[Insert description of Production Rollout for Implementation]
7. **Support**
[Insert description of Support tasks]

8. Software

[If required, insert description of Software to be used and support provided]

Software Maintenance Coverage:

[Insert description of Software Maintenance Coverage]

9. Roles and Responsibilities [Customer]

[Insert description of Customer Roles and Responsibilities including:]

Customer Contacts:

- Project Manager
- End-User Representative
- System Administrator
- Technical Support
- Facility Availability

General Responsibilities:

[Insert description of Customer Roles and Responsibilities]

Technical Responsibilities:

[Insert description of Customer Technical Responsibilities]

10. Payment

As outlined in agreement number 40-000-14-00107

11. Performance Penalties

[Insert description of Contractor Performance Penalties]

12. Data Security

[Insert description of data security requirements]

13. End of Life/Equipment replacement

[Insert description of end of life/equipment replacement process]

This Agreement is entered into by and between the [Customer], located at [Agency address] and [Contractor], a [corporation/sole proprietor or other business form] licensed to conduct business in the state of Washington ("Contractor"), located at [Contractor address] for the purpose of providing *Managed Print Services*.

The signatories to this Managed Print Services Agreement represent that they have the authority to bind their respective organizations to this Agreement.

The parties hereto, having read this Managed Print Services Agreement in its entirety, including all attachments, do agree in each and every particular and have thus set their hands hereunto.

This Agreement is effective this _____ day of _____, 2____.

Initial term of this Agreement is _____ year(s) or until _____.

Maximum term of this Agreement is _____ years, or until _____.

Contractor Signature	Date	Agency/Customer Signature	Date
Contractor Printed Name, Title	Agency/Customer Printed Name, Title		