Menasha aldermen occasionally attend meetings of this body. it is possible that a quorum of Common Council, Board of Public Works, Administration Committee, Personnel Committee may be attending this meeting; (No official action of any of those bodies will be taken).

CITY OF MENASHA
IT STEERING COMMITTEE
Gegan Room, Menasha Public Library
440 First Street, Menasha

May 20, 2009

8:15 AM

AGENDA

A. CALL TO ORDER

B. ROLL CALL/EXCUSED ABSENCES

C. MINUTES TO APPROVE
   1. 4-15-09

D. PUBLIC COMMENTS ON ANY MATTER OF CONCERN TO THIS AGENDA.
   (five (5) minute time limit for each person)

E. REPORT OF DEPARTMENT HEADS/STAFF/CONSULTANTS
   1. Committee monthly update on status of projects/operations/costs

F. ACTION ITEMS
   1. http://www.your-communities.com Feedback e-mail from Website to Mayor.
   2. Verizon Cell Phone Bid Request
      a. Push to talk feature (Parks/PWF)
   3. Intranet
   4. PrintCare- Print Management Services -Toner and Repair Services Package
      a. Bids from:
         I. MBM
         II. Accent Business Solutions
         III. Ricoh
   5. “Patrol” login and Patrol officer Passwords
   6. Committee discussion on next IT Steering Committee Meeting Date – June-17-09

G. ADJOURNMENT

"Menasha is committed to its diverse population. Our Non-English speaking population and those with disabilities are invited to contact the Menasha City Clerk at 967-3603 at least 24-hours in advance of the meeting for the City to arrange special accommodations."

Menasha aldermen occasionally attend meetings of this body. it is possible that a quorum of Common Council, Board of Public Works, Administration Committee, Personnel Committee may be attending this meeting; (No official action of any of those bodies will be taken).

CITY OF MENASHA
IT STEERING COMMITTEE
Gegan Room, Menasha Public Library
440 First Street, Menasha

April 15, 2009

8:15 AM

MINUTES

A. CALL TO ORDER
The meeting was called to order at 8:32 AM by CHAIRMAN Wisneski.

B. ROLL CALL/EXCUSED ABSENCES
Present: CHAIRMAN Wisneski, ITMgr Lacey, PC Stanke and PWS Jacobson.
Excused: COMP Stoffel, HR Specialist Taubel
Also Present: IT Supv James, PL Brunn

C. MINUTES TO APPROVE
1. March 18, 2009

Motion made by ITMgr Lacey, seconded by PL Brunn, to approve the minutes of the March 18, 2009 IT Steering Committee meeting as submitted. Motion carried.

D. PUBLIC COMMENTS ON ANY MATTER OF CONCERN TO THIS AGENDA.
(five (5) minute time limit for each person)
None

E. REPORT OF DEPARTMENT HEADS/STAFF/CONSULTANTS
1. Committee monthly update on status of projects/operations/costs

ITMgr Lacey distributed and reviewed the IT Department report for the year to date through March 2009. 30% of budget expended also includes many purchases made already for the year.

ITMgr Lacey also mentioned that he is going to get a new web filter for the internet. The one we had was supposed to be big enough to handle the amount of traffic we have but it is not sufficient. He is dealing to get a full credit on a larger one as the one we bought was not sufficient as they alleged it would be.

New PC's are being installed for the Health Department. The schedule after that is that the third floor of City Hall will be next, then PWF, then second floor. The Senior Center will be done sometime in between. This process of putting the new PC's in should take until July to get all set up. There are 35 PC's total.

"Menasha is committed to its diverse population. Our Non-English speaking population and those with disabilities are invited to contact the Menasha City Clerk at 967-3603 at least 24-hours in advance of the meeting for the City to arrange special accommodations."

In the Senior Center lab area, a terminal server service will be installed instead, which is similar to the old dumb terminals and one main server. This alleviates the possibility of viruses entering the city system.

Other updates: The City Sanitarian software for inspections is being adjusted to account for three (3) levels of restaurant inspections. The PWF excavation module is working well. It saves paperwork. PWS Jacobson said they will be looking for a notebook for him to enter his measurements on site instead of returning to the office, then it can be transmitted from the site to the Finance Department for immediate billing instead of having to be relayed through Dorothy at the office.

ITMgr Lacey mentioned that he hopes to install a city-wide wireless system in 2011 that would be of benefit to Police and DPW alike; he would have to expand the contract with the schools in order to install antennas on the roofs. He explained how he would set it up to lock out public access but enable it to work for specific computer addresses, still maintaining the security integrity needed.

There are some issues with the PD and the County Computer Aided Dispatch system (CAD). We must do our upgrades on the Advanced Window Workplaces & GPS (which the Shift Commander and the Clerk have) as they send them out, but the implementation of these upgrades hampers OUR City of Menasha system, unless we get full information about all the software. We're having little luck in getting the support of the County to clarify this situation. As an example, we have been without GPS since Tuesday or Wednesday last week because of this problem and the supervisor either doesn't return calls or cancels unexpectedly when a conference call is set up. Chief Stanke will try to resolve this with the Sheriff or will talk to Board Supervisor Griesbach for help with the IT support from the County.

F. ACTION ITEMS

1. Intranet

HR Specialist Taubel, ITMgr Lacey and ITSupv James attended a meeting and demo on Sharepoint, a free intranet information shareware which is an option for us. It was quite technical and had little demonstration of the application at work but we will get it and have HR work with it first. This project is a work in progress and the item should remain on the agendas for future meetings. Our first priority is to get the internet website services transferred onto our server then we can load this on.

2. Print Care / Print Management

We are getting quotes on this service and should have received them in time for the May committee meeting for review. It is anticipated that this will save money and will operate similar to the copy machine program of maintenance and repair. Having toner inventory control in the hands of only one person has resulted in a savings of about $5,000 per year to the City; this expansion should have similar savings as we now have 2-3 major repair calls for printers a year which would be alleviated.

3. GovDeals / Surplus equipment

A salesperson stopped by with materials advertising this website which auctions surplus government items and is meant strictly for government agencies. There is no upfront charge for

DRAFT

posting on the website but they collect 7.5% on the final total purchase price as their fee. A signed contract is required to list on the site; before anything is done with them, our attorney would have to review the contract. It is mentioned merely as another informational option that exists for web sales of surplus property.

4. Committee discussion on next IT Steering Committee Meeting Date – May 20, 2009

All agreed to this date at 8:15 AM in the Gegan Room at the Menasha Public Library.

G. ADJOURNMENT

Motion by PC Stanke, seconded by ITMgr Lacey to adjourn. Motion carried. Meeting adjourned at 9:16 AM.

Respectfully submitted,

Sue Wisneski
Acting Committee Secretary

DRAFT

Patrick James

From: Jeff Lacey
Sent: Monday, May 11, 2009 10:49 AM
To: HelpDesk
Subject: FW: Feedback from Web Site: Other

When you get a moment, let's talk about this.

Jeff R. Lacey, MCSE
Manager of IT Support
City of Menasha
140 Main St
Menasha, WI 54952

-----Original Message-----
From: Don Merkes
Sent: Monday, May 11, 2009 10:46 AM
To: Jeff Lacey
Subject: FW: Feedback from Web Site: Other

FYI

Donald Merkes

City of Menasha

Office of the Mayor

920-967-3600

-----Original Message-----
From: apache [mailto:apache@hbs.net] On Behalf Of Ron Bowe
Sent: Sunday, May 10, 2009 8:57 AM
To: Don Merkes
Subject: Feedback from Web Site: Other

Below is the result of your feedback form. It was submitted by Ron Bowe (rgbowe@your-communities.com) on Sunday, May 10, 2009 at 08:57:25

To: dmerkes@ci.menasha.wi.us

Selected Subject: Other

Name: Ron Bowe

Phone: 920-923-0105

Email: rgbowe@your-communities.com

EmailConfirm: rgbowe@your-communities.com

Contact Method: none

Message: Hello,

We are in the process of building a group of community
websites. One of the features is a Wisconsin statewide
events calendar, which has many great features. Go to
www.your-communities.com and click on Wisconsin Communities

Calendar on the top center of the page. Use it to promote your community and events. Place a link on your local events
calendar so posters can list their event statewide if they post to your calendar themselves.

We welcome you to post all of your community events on
This Calendar for FREE. We have also set a link to your
Community thru our main community landing page
www.your-communities.com on the left column state city/county
links. We are trying to provide links to every city/county in
The state. If this link is not the correct link to your city/county Please advise me of the correct link. This is also a free service, as we feel it will benefit us by building traffic and will help you get
the word out about your community.

Feel free to contact me E-mail at rgbowe@your-communities.com with any questions you might have or with help to use the calendar Etc.

Thanks and have a great day.

Ron Bowe
Owner

920-322-0206 Fax
800-242-1007 Voice Message

PRINTCARE
Managed Print Services

Current Assessment of Single Function Printers

Black Volume on Networked HP Devices	29,998
Color Volume Networked HP Devices	2,668
Percentage of Color vs Black	8.9%
Total Single Function Devices	**0**

Breakdown of Expenditures

- *Maintenance Agreements*..... ☐
- *Maintenance Kits*..... ☑
- *Preventative Maintenance*..... ☐
- *Toner Cartridges*..... ☑
- *Parts and Labor*..... ☐
- *Onsite/Offsite Warranty*..... ☐
- *Break/Fix Contract*..... ☐
- Internal *Repairs*..... ☐
- Travel Time..... ☐
- *Drum Kits*..... ☐

Actual Fill Rate

	Monthly Expense	Annual Expense	Customer Supplied	Discovery Findings
Total Black Toner Expense	$743.38	$8,920.60	☑	☐
Total C,M,Y Toner Expense	$257.76	$3,093.14	☑	☐
Maintenance Kits/ Miscellanious	$67.82	$813.87	☑	☐
Internal Time/Repairs/ Service	$0.00	$0.00	☐	☐
Total Operating Expense:	**$1,068.97**	**$12,827.61**		

Maintenance & Repairs

Maintenance Kits/ Misc

Color Toner

Black Toner

*Total Cost of Ownership Black **0.02704** *Total Cost of Ownership Color **0.0966**

PRINTCARE
Managed Print Services

Summary of New Expenditures

Black PrintCare Cost Structure:

o By implementing PrintCare your total monthly cost for the program would be: **$561.98**
o Your monthly volume commitment will be: **.30,000** Monthly black impressions
o Your total PrintCare cost per impression is: **.0187** Per black impression

Color PrintCare Cost Structure:

o You anticipated (C,Y,M) toner expenses will be: **$ 257.76** All black toner is included.
o You anticipated color service expenses will be: **$ 138.74**
o Your monthly volume commitment will be: **2,668** color impressions.

oYour Total Monthly Payment is: **$958.48**
o Your total monthly saving : **$110.49**
o Your term saving will be: **$2,651.80**

Total Percentage Saved: 10%

What's included in PrintCare?

- *Full On-Site Maintenance*..... ☑
- *Maintenance Kits*..... ☑
- *All Hardware Related Parts*..... ☑
- Black *Toner Cartridges*..... ☑
- *Travel and Labor*..... ☑
- *Quarterly Reviews*..... ☑
- *Volume Analysis*..... ☑
- Online Ordering ..... ☑
- Device Management..... ☑
- *Guaranteed 4hr Response Time*..... ☑

Total Satisfaction

MBM
INTEGRATED DOCUMENT TECHNOLOGIES
Making Ideas Work

MBM PrintCare

Agreement #_____

This Print Management Agreement with all Attachments, Schedules and Addenda shall be collectively referred to as this "Agreement".

Between

_____(herein referred to as "Customer")

And

Merizon Group, Inc (Herein referred to as "MBM")
620 N Lynndale Drive Appleton WI 54912

Services

MBM will provide Customer a Print Management service as described in attached "Scope of Services" for all equipment and OEM accessories (referred to as "the Equipment") on the attached Schedule "A".

MBM will provide on-site support as described in the Agreement.

Additional Services may be added to this agreement by Addendum signed by both parties.

Print Management Fee

Customer shall pay a base monthly Print Management fee to MBM. Such fee is determined by multiplying the agreed cost per image by the number of monthly images included in the monthly base image allowance. Additional images made during month will be billed at the beginning of the month following at the agreed cost per image.

This Agreement shall carry a cost per page for Black of **$ _____** and a monthly base image allowance of _____Black images. This agreement shall also carry a cost per page for Color of **$0.052** for service only, and a monthly base image allowance for Color of_____images. Color supplies toners are at your expense.

Payment Terms: Net 10 Days

Term of Agreement

This Agreement shall have a twenty-four (24) month term unless terminated or extended as provided herein.

This Agreement shall commence immediately upon approval of Agreement by both parties at which point, MBM shall commence the Implementation Procedure as described in Attachment "A".

Terms and Conditions

Both parties agree to the terms and conditions set forth herein. Customer acknowledges that it has read the terms and conditions of the Agreement. _____ (Initial)

This Agreement shall be governed and construed in accordance with the laws of the State of Wisconsin.

Merizon Group, Inc

By: _____ By: _____

Name: _____ Name: _____

Its: _____ Title: _____

Date: _____ Date: _____

Standard Terms and Conditions

1. General Scope of Coverage
This Agreement covers black toner cartridges and labor and parts for adjustments and repairs as necessitated by normal use of the equipment except as hereinafter provided. Issues related to network connectivity and print controllers are excluded. Damage to the equipment or its parts arising out of misuse, abuse, negligence, or causes beyond MBM's control are not covered. MBM may terminate this agreement in the event equipment is modified, altered or serviced by personnel other than those employed by MBM or without consent of MBM. Coverage may be terminated on equipment that has been out of production for ten or more years.
On-site hours are from 8:00am to 5:00pm Monday through Friday excluding MBM Holidays

2. Addition/ of Equipment
Customer is required to immediately notify MBM upon installation of any additional equipment at Customer's site capable of using MBM supplied toner cartridges. Upon installation, such equipment shall automatically be covered by this Agreement and additional monthly pages will be added to the base amount monthly. Said equipment shall be considered the Equipment for all purposes under this agreement.
MBM may, within thirty days of such notification by the Customer provide written notice to the Customer of intent to re-price the Agreement. The Customer shall have thirty days from receipt of notice to accept the new terms or cancel the Agreement.

3. Extensions
This Agreement will be extended for additional 12 month terms unless written notice of intent to cancel is provided by either party not less than thirty (30) days prior to expiration

4. Non-Performance
In the event that MBM does not perform the services to the Customer's satisfaction, Customer shall inform MBM in writing and MBM shall have a period of ninety (90) days to correct any deficiencies in performance. Should MBM still be unable to correct the problem, the Customer shall have the option to cancel this Agreement.

5. Cancellation
If the Agreement is cancelled as provided for in Section 3 or Section 4 above, the Customer will not incur any penalty or Liquidated Damages.
If the Agreement is cancelled by the Customer for any reason other than as provided Section 3 or Section 4 above the following Liquidated Damages will apply:

Months 1 – 12	An amount equal to 12 times the monthly base amount not to exceed one half the remaining payments due.
Months 13 – 24	An amount equal to 8 times the monthly base amount not to exceed one half the remaining payments due.

In the event the Agreement is cancelled for any reason, the Customer shall:

a) Permit MBM to remove any MBM owned equipment and supplies covered under this Agreement
b) Pay all charges due and owing to MBM through the date of removal of such equipment and/ or supplies

6. Confidentiality
MBM recognizes that it must conduct its activities in a manner designed to protect any information concerning its affiliates or Customers (such information herein referred to collectively as the "Information") from improper use or disclosure. MBM agrees to treat Customer's Information on a confidential basis. MBM further agrees that it will not disclose any Customer Information, without Customer's prior written consent, to any person, firm or corporation except (1) to authorize Customer representatives or (2) to employees of MBM who have to perform the services contemplated hereunder. MBM agrees upon request to have its employees execute written undertakings to comply with the confidentiality requirements set forth under this paragraph.

7. Insurance
MBM shall at all times during the term of this Agreement maintain, at its cost, customary levels of the following types of insurance: general liability, workers compensation liability and, if appropriate to the services rendered, automobile liability (including bodily injury and property damage)

8. Indemnification
Customer shall indemnify and hold MBM harmless from any claim, demand, liability, and cause of action or damage for actual or alleged infringement of any intellectual property rights or copyrights arising from the performance of services under this Agreement. Customer agrees to defend MBM at Customer's sole expense, against all suits, action or proceedings in which MBM is made a defendant for actual or alleged infringement of any intellectual property rights.

Other than as provided above, each party agrees to hold harmless, defend and indemnify the other party against any liability, demand, claim or cause of action for personal injury or property damage due to or arising out of the acts of that party, its agents and employees. However, each party shall have no obligation to hold harmless, defend or indemnify the other from or for liability arising from the other's own intentional or negligent acts.

In no event shall MBM be liable to Customer for consequential or indirect damages due to MBM's non-performance, any breach of this Agreement, or any act of MBM or of its employees or agents.

9. Miscellaneous
This Agreement supersedes all prior discussions or understandings between the parties related to managed print services. This Agreement cannot be changed or terminated orally. No modification of this Agreement shall be binding unless signed by the party against whom it sought to be enforced.
If any provision of this Agreement is held to be invalid or unenforceable, the remainder of the Agreement shall still be construed as valid and enforceable.
Renewal of this agreement is subject to price and provision changes. The Customer shall have thirty days to cancel the agreement if such changes are found to be unacceptable.
No waiver shall be deemed to be made by any party of any of its rights hereunder unless, the same shall be in writing signed by the waiving party and any waiver shall be a waiver only with respect to the specific instance involved and shall in no way impair the rights or obligations of any party in any respect at any other time.
Renewal of this agreement is subject to price and provision changes without notification and is subject to annual increases.

10. Assignability
The Customer may not assign its interest in or delegate its duties under this Agreement.

11. Breach or Default
If the Customer does not pay all charges for services as provided hereunder, promptly when due: (1) MBM may (a) refuse to provide service or supplies for the Equipment or (b) furnish service and supplies on a C.O.D. "Per Call" basis at published rates and (2) the Customer agrees to pay MBM costs and expenses of collection including the reasonable attorney's fee permitted by law in addition to all other rights and remedies available to MBM.

Scope of Services
Print Management Agreement

1. Management Team

MBM will assign a PrintCare Representative. All service requests should be directed to Customer Service at 888-374-8151. Please have the appropriate ID number to give to the customer support representative.

2. Implementation

Upon approval of this Agreement by both parties, MBM will complete an inspection of the Equipment to be serviced under this Agreement. Following inspection, a MBM identification tag will be attached to the Equipment. Charges may apply for repair of Equipment that is initially found to be in a condition deficient to a standard of "reasonable wear and tear". Such charges will be detailed for the Customer and, if unacceptable, may be cause for the Customer to terminate this agreement within fifteen (15) days of notification of charges.

3. Print Management Services

Print Management Services are inclusive of but not limited to the following:

a) Hardware Support Services

***Total Quality Call*-** Your primary MBM technician, under the guidelines of the Standard Terms and Conditions, will act proactively as they follow a standard procedure for addressing hardware failures involving resolution of the immediate failure followed by a completion of a multi-point check list replacing high mortality parts as needed.

***Supplies*-** Supplies excluding paper will be included. All supplies will be OEM compatible unless noted in this agreement. Supplies will be shipped per customer request but limited to a quantity required based on prints generated under this agreement. MICR and color toner are excluded.

***Response Time*-** MBM will respond to service calls placed to the Customer Support Center (electronic or voice mail) within an average of four (4) hours for down machine call placement.

***Remote Support*-** MBM may remotely monitor and support the Equipment for more timely and accurate resolution of problems.

***Service Loaners**-* if we cannot repair your printer in your office we will provide a loaner (excluding service/supplies) until your printer is repaired. *

**** The customer must be contracted for a minimum of 100,000 prints per month***

b) Network Support

***Solution Group*-** MBM's PrintCare Group will be available to provide support for application specific printing challenges. Following a needs analysis, the PrintCare Group, if appropriate, will provide a "Scope of Services" and program quote for your approval.

c) Contract Management

***Quarterly Print Management Meeting*-** MBM will meet with you periodically, but not more than once per quarter to review the Agreement, MBM's performance and Equipment performance.

***Asset Management*-** The MBM PrintCare Group will maintain an accurate inventory of all Equipment and associated print volumes. MBM will proactively offer solutions that would improve the conditions of the Agreement including, but not limited to, reallocation of resources for improved performance, cost reduction initiatives and recommendations for any new technology.

4. Escalation

MBM uses a management system designed to automatically monitor and alert your Print Management team when response times, equipment performance and technician performance fall below MBM's standards. Following such alerts, measures will be taken to correct any deficiencies.

City of Menasha

City of Menasha
STATE OF WISCONSIN

140 Main St.
Menasha, WI 54952

Prepared By:

Accent Business Solutions, Inc.
931 N. Perkins Street
Appleton, WI 54912
800-236-5556

May 14th 2009

Accent Business Solutions

Accent Business Solutions

KYOCERA
Document Solutions

Patrick James
City of Menasha
140 Main St.
Menasha WI 54952

May 14, 2009

Dear Patrick,

Thank you for allowing Accent Business Solutions and I the opportunity to evaluate your current document output fleet and associated cost. Enclosed you will find the proposal on the Total Print Management Solution that we are recommending for your specific applications. I believe you will find it comprehensive and helpful in your evaluation.

As a current client of Accent Business Solutions, we would like you to know we will never take your business for granted. We are constantly striving to provide you with the best products and the best support possible.

Thank you again Patrick, your kind consideration is deeply appreciated.

Sincerely,

Chuck Gresenz

Accent Business Solutions

931 N. Perkins St.
P.O. Box 1915
Appleton, WI 54912-1915
920-731-1216
Fax 920-731-4541

1115 Ashwaubenon St.
Green Bay, WI 54304

920-338-0632
Fax 920-338-0630

4603 Camp Phillips Rd.
Schofield, WI 54476

715-355-7757
Fax 715-355-5574

City of Menasha

Managed Print Services
Proposed Benefits

Consolidate Vendors: leveraging all associated document output costs with one vendor reduces your overall cost of supporting and maintaining your entire fleet of output devices, and reduces the burden of your IT department allowing for more productive activity related more directly to your bottom line.

Consolidate Billing: All costs associated with document output will be included one monthly invoice , reducing overall accounting, billing, and budgeting costs, and assisting you in recording and maintaining accurate accounting of your document output costs.

Accountability: Requiring information regarding maintenance and support of fleet, including response time, will help City of Menasha ensure that Accent Business Solutions, Inc. meets agreed-upon benchmarks.

Measure, Analysis, Control: Accent Business Solutions can assist City of Menasha more directly and consultatively in proactively planning for future budgeting and needs based on trends in volume.

Productivity: Our guaranteed service means that your downtime will be minimal, our response time is guaranteed within four hours for repair calls, and response times are monitored quarterly to ensure your expectations are being met.

Preventative Maintenance is Proactive Maintenance.

- Reduces system downtime and reduces operational expenses
- Random appraisals assure that your devices are maintained on a proper schedule and according to prescribed specifications
- Dealer parts inventories expedite service and help to ensure your systems are repaired quickly
- Factory Trained service technicians ensure that your systems are repaired right the first time
- Constant evaluation guarantees service excellence.
- Ongoing customer training supports a positive, long-term relationship.

Accent Business Solutions

City of Menasha

STATE OF WISCONSIN

Summary of Information Used in the Following Analysis

- City of Menasha has expressed an interest in Managed Print Services, whereby all printing devices, service, maintenance, and supplies are provided by a single vendor.
- For comparison purposes, the following analysis contains estimated volumes on some of the HP LaserJet 1012 and HP LaserJet 2100 supplied by the City of Menasha.
- The assessment included 29 printers, 25 B & W and 4 color units. The total prints for the month totaled 33,138.The assessment showed of those total prints 31,208 were B&W and 1931 were colored.

Accent Business Solutions

City of Menasha

STATE OF WISCONSIN

Scope of Service

Meter Readings: Accent Business Solutions, Inc. and the City of Menasha will be responsible for gathering meter readings on all devices at agreed upon intervals: **MONTHLY**

Overages: For monochrome images are to be billed **MONTHLY** at .021/image.

Color Images: are to be billed **MONTHLY** at .15/image.

Preventative Maintenance: Accent Business Solutions will perform all necessary preventative maintenance on the equipment as set by manufacturer guidelines as well as preventative maintenance deemed necessary by our service department.

Response Time: ABS will respond to service calls within four hours of call placement. Both parties will seek proactive solutions should actual response times regularly exceed four hours. Additionally, both parties recognize that response time may be affected by circumstances beyond the control of ABS or its technicians. Response time for calls received outside normal business hours will be measured from start of business the following day.

Quarterly Print Management: ABS will meet with you at least once per quarter to review service response times, ABS performance, and equipment performance.

Asset Management: ABS will maintain an accurate inventory of all equipment and associated print volumes. ABS will proactively offer solutions that would improve the conditions of the agreement including, but not limited to, re-allocation of resources for improved performance, cost reduction initiatives, and recommendations for any new equipment acquisitions.

Accent Business Solutions

Manufacture	Model Name	IP Address	MAC Address	Location	Beginning Meter Read	Ending Meter Read	Total Page Count	Color Volume	Days in the Site Survey
HP	LaserJet P2015 Series	172.21.2.35	00-1A-4B-2E-91-3E		8,570	9,309	739		29
HP	LaserJet 2100 Series	172.21.2.37	00-10-83-42-EB-98		120,874	123,445	2,571		29
HP	LaserJet 2100 Series	172.21.2.44	00-01-E6-03-7C-3A		81,673	81,901	228		29
HP	LaserJet 2420	172.21.2.55	00-14-38-8B-69-14		75,590	77,475	1,885		29
HP	LaserJet 2100 Series	172.21.2.40	00-30-C1-2F-B4-B1		31,094	31,265	171		29
HP	LaserJet 2100 Series	172.21.2.50	00-10-83-93-A7-9A		9,511	9,511	0		29
HP	LaserJet 2200	172.21.2.48	00-30-C1-5E-91-0C		91,710	92,516	806		29
HP	LaserJet 2100 Series	172.21.2.53	00-10-83-58-FC-11		94,347	95,327	980		29
HP	LaserJet P3005	172.21.2.46	00-17-08-91-82-BE		22,286	22,288	2		29
HP	Color LaserJet 4650	172.21.2.56	00-0E-7F-DA-A8-FB		134,914	136,869	1,955	1,097	29
HP	Color LaserJet 2840	172.21.2.66	00-1A-4B-25-28-D1		7,750	8,239	489	100	29
HP	Color LaserJet 5550	172.21.2.54	00-11-0A-C0-91-98		16,811	17,040	229	90	29
HP	LaserJet P2055x	172.21.2.67	00-21-5A-8F-3A-F1		6,054	9,610	3,556		29
HP	LaserJet 5	172.21.2.47	08-00-09-AB-49-28		178,502	179,121	619		29
LEXMARK	T640	172.21.2.112	00-04-00-9E-D4-FE		277	329	52		29
HP	Color LaserJet 4650	172.21.2.63	00-0E-7F-E4-3B-A6		40,860	41,677	817	644	29
HP	LaserJet 2200						1,298		
HP	LaserJet 2100 Series						2,103		
HP	LaserJet 2100 Series						2,103		
HP	LaserJet 2100 Series						2,103		
HP	LaserJet 2100 Series						2,103		
HP	LaserJet P2015						1,231		
HP	LaserJet P2015						331		
HP	LaserJet P2015						2,231		
HP	LaserJet 1012						231		
HP	LaserJet 1012						231		
HP	LaserJet1012						231		
HP	LaserJet 2420						1,681		
HP	LaserJet 1022						231		
TOTALS							**31,207**	**1,931**	**0**

Accent Business Solutions

This Managed Print Service Agreement with all Attachments, Schedules shall be collectively referred to as this "Agreement"

This Agreement will be between **City of Menasha** (herein referred to as "Customer")

And

Accent Business Solutions (herein referred to as **"ABS"**)
931 N. Perkins St. Appleton, WI 54912

ABS will provide Managed Print Services as described in the attached "Scope of Services" for all equipment on attached Schedule "A".

Additional Services may be added to this agreement by Addendum signed by both parties.

MPS Fee

Customer shall pay a base monthly fee. Such fee is determined by multiplying the agreed cost per image by the number of monthly images included in the monthly base image allowance. Additional images made during the month will be billed at the beginning of the next month at the agreed cost per image.

This agreement shall carry a cost per page for black of **$ .021** and a monthly base image allowance of 15000 black images. This agreement shall also carry a cost per page for color of **$ .15** and a monthly image allowance of 0 images.

Payment Terms: Net 10 days

Terms of Agreement

This agreement shall have a **12** month term unless terminated or extended.

This agreement shall commence immediately upon approval of Agreement by both parties and the equipment covered on the " Scope of Services" are in good running condition and no service is required.

This Agreement shall be governed and constructed in accordance with the laws of the State of Wisconsin.

Accent Business Solutions

By:_____

Name:_____

Title:_____

Date:_____

By:_____

Name:_____

Title:_____

Date:_____

The Proposal will be posted as soon as it is available from the Vendor.

Please check back later.