

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

May 21, 2008

8:15 AM

AGENDA

 [← Back](#)  [Print](#)

1. CALL TO ORDER

A.

2. MINUTES TO APPROVE-MINUTES & COMMUNICATIONS TO RECEIVE

Minutes to approve:

A. Approval of Minutes of April 16, 2008 IT Steering Committee meeting.



[Attachments](#)

3. REPORT OF DEPARTMENT HEADS/STAFF/CONSULTANTS

A. Committee monthly update on status of projects/operations/costs

4. ACTION ITEMS

A. Committee update and discussion on NOVUS AGENDA software

B. Committee discussion and recommendation on changes to City Code, Chapter 4, Section 3-4-1, Disposal of Lost, Abandoned and Surplus Property



[Attachments](#)

C. Committee discussion and recommendation on printer maintenance and toner replacement contract with Modern Business Machines.



[Attachments](#)

D. Committee discussion and recommendation on setting a policy for responding to user-set priorities for "Help Requests"

E. Committee discussion on setting a policy concerning computer usage by individuals that are not City employees

F. Committee discussion and recommendation on next IT Steering Committee meeting date - June 18th, third Wednesday

5. ADJOURNMENT

A.

Menasha is committed to its diverse population. Our Non-English speaking population or those with disabilities are invited to contact the Finance Office at 967-3631 at least 24-hours in advance of the meeting so special accommodations can be made.

CITY OF MENASHA
IT Steering Committee
Gegan Room, Menasha Public Library
April 16, 2008

MINUTES DRAFT

 [Back](#)  [Print](#)

1. CALL TO ORDER

Meeting called to order at 8:15 a.m. by Chairman Wisneski.

2. ROLL CALL/EXCUSED ABSENCES

Present: CHAIRMAN Wisneski, AP Beckendorf (8:35), CLERK Galeazzi, COMP Stoffel, ITMgr Lacey, PC Stanke and PWD Radtke (8:35)

Also Present: ITSupv James, PL Brunn, Mr. Larry Schmitz of Schenck Technology Solutions, Mr. Prosser of One Communications and Ms. Amy Miller, Mr. Dave Battaglia and Mr. Srikanth Gomattam of One Communications by teleconference.

3. MINUTES TO APPROVE-MINUTES & COMMUNICATIONS TO RECEIVE

A. [Approval of Minutes of March 11, 2008 IT Steering Committee meeting.](#)

Moved by ITMgr Lacey, seconded by PC Stanke to approve the minutes of the March 11, 2008 IT Steering Committee meeting.

Motion Carried on voice vote
Results:

Communications:

A. [Letter from One Communications of April 4, 2008](#)

CHAIRMAN Wisneski requested to have the letter from One Communications of April 4, 2008 be placed on file.

4. REPORT OF DEPARTMENT HEADS/STAFF/CONSULTANTS

A. [Committee monthly update on status of projects/operations/costs](#)

ITMgr Lacey distributed the monthly report and commented on various projects; the Health Department move went well and did not require the assistance of Unitel for the telephone changeover, saving the City money; researching the possible purchase of a **Storage Area Network (SAN)** to be used to store Police Department interview videos and could be used for other storage. ITMgr Lacey is also making sure that the unit purchased would be expandable in the future; he also commented that the video equipment for taping Common Council meetings has been installed, but now a fourth camera at the rear of the room has been suggested by Tom Frantz. The Committee also discussed having a permanent projection system, such as a plasma television, as suggested in one of the original quotes for the video equipment. This would be a very bright unit and could be used with the

Council Chamber lights on. This addition could help turn the Council Chambers into a training room and get more functionality out of it during the day. The City Sanitarian has been issued a tablet PC which is a portable PC that can be used like a writing tablet. This, along with his wireless printer, allows him to issue reports on the spot and have a permanent record for filing in the office. ITSupv James is developing a replacement database to replace the "Champs" software, which is used for tracking and reporting patient's health history. When completed, this will save the City the \$4,000 annual "Champs" maintenance fee.

5. ACTION ITEMS

A. One Communications presentation to Committee concerning telephone outages of March 26th, 29th, and April 2nd, 2008.

Mr. Prosser of "One Communications" explained how a software issue took the system off line on the dates listed. This was a state-wide problem for all "One Communications" customers. New procedures are now in place which should keep this from happening again. PC Stanke commented that although it was a disruption of communications, it was a good drill for the Police Department to go through. ITSupv James suggested installing an analog line, through a different provider, at the Police Department to create some redundancy.

The Committee then was brought into the conference call with the technical staff of "One Communications" to hear further explanations of what had gone wrong and what was being done to prevent it in the future. Mr. Schmitz questioned how the problem was being addressed. The technicians explained in detail what has been done since the system went off line and the "One Communications" technicians are very confident it will not reoccur. ITSupv James stated that their proposed changes made sense. It was hard to determine that there was a problem originally because internal telephone calls would still make connection. The Menasha Utilities was also affected by this outage.

B. Committee update and discussion on eBay sales inquiries/time commitments.

ITMgr Lacey opened the discussion by explaining how time consuming it has become to list items on eBay, take pictures, and answer questions. He was looking to have departments list their own merchandise and answer the inquiries that come in. It is very labor intensive with little monetary gain for the City. Mr. Schmitz suggested that all of the items to be disposed of should be gathered up and the City should have an auction. What is left should be placed in a landfill because the public has now determined it has no value. The problem there is keeping items in storage; there is just so much available space to keep items protected. It was also discussed that perhaps the City should contract with a company to place these items on eBay. CHAIRMAN Wisneski suggested that the current City ordinance on disposal of property be reviewed by Committee members and brought back to Committee for discussion at the next IT Steering Committee meeting.

C. Committee update and discussion on NOVUS AGENDA software.

ITSupv James informed the Committee that the minutes which had not been written in NOVUS AGENDA are being transferred and the City is getting caught up. They are now searchable and fully functional. Some staff members actually enjoy doing the minutes but

still find agenda building very tedious. ITSupv James feels the City is on the right track and to abandon NOVUS AGENDA would be a setback. Not only would there be a time gap in when a new software package could be implemented, but there would be new training and no guarantee that new software would work better. There is a new upgrade available through NOVUS AGENDA but that will not be implemented until all minutes are up to date. ITSupv James has created a user manual but there is still a huge workaround to get "DRAFT" written onto the minutes. There were also some complaints about the shortness of the timeout, which ITSupv James will relay to the company.

D. Committee discussion and recommendation on next IT Steering Committee meeting date - May 21st, third Wednesday.

After discussion, by consensus of the members present, the Next information Technology Steering Committee meeting will be held on Wednesday, May 21, at 8:15 AM in the Gegan Room of the Menasha Public Library.

6. ADJOURNMENT

A.

Moved by PC Stanke, seconded by ITMgr Lacey to adjourn at 9:50 a.m.

Motion Carried on voice vote

Results:

Respectfully submitted,

Thomas Stoffel
Committee Secretary

CHAPTER 4

Disposal of Lost, Abandoned, and Surplus Property

SEC. 3-4-1 DISPOSAL OF SURPLUS CITY PROPERTY.

(a) **DEFINITIONS.**

- (1) "Surplus City Property" is that property which is owned by the City of Menasha and which has no further usefulness to the City. An item of property shall be considered to have no further usefulness when:
 - a. The item or its function has been totally replaced by other City property and no probable future function exists for it; or
 - b. The City no longer performs the service for which the item was purchased and no other service can reasonably be provided by the item; or
 - c. The item is no longer able to reliably or economically perform the work required of it.
 - d. The item has been used up such that it does not perform the function for which it was designed.
 - e. The item was acquired by the City as a result of a business transaction and the item does not have any use for any City service.
- (2) Surplus property as defined in this Chapter shall not include land or buildings but shall include fixtures and such salvage as may be taken from a building without structural damage when such fixtures and salvage are not part of a demolition contract. Surplus City Property shall not include property which is obtained by the City as a result of abandonment or loss by the property's original owner. Surplus City Property shall not include library materials used by the public library for lending purposes, nor to any other library property acquired pursuant to s.43.58(1) Wis. Stats.

(b) **DETERMINATION OF SURPLUS CITY PROPERTY.**

- (1) The determination as to whether an item constitutes surplus City property shall be made by the user of the property if the item has been used up such that it does not perform the function for which it was designed and the original purchase price of the property was less than \$50.
- (2) The determination as to whether an item constitutes surplus City property shall be made by the Department Head if the original purchase price was less than \$1,000.
- (3) Whenever the fair market value of the item is less than \$5,000, the appropriate Department Head shall determine whether or not the item is surplus City property.
- (4) Whenever the fair market value of the item is more than \$5,000, the Department Head shall bring a request to the Common Council for determination that the item is surplus City property.
- (5) Whenever an item of City property is determined to be surplus City property on the basis that the City no longer performs the service for which the item was purchased, the disposal procedures of subsection (c) shall be followed.

(c) **DISPOSITION OF SURPLUS CITY PROPERTY.**

- (1) Whenever the Common Council determines that an item of property is Surplus City Property, it shall dispose of such property as it determines.
- (2) Whenever the fair market value of an item is less than Five thousand Dollars (\$5000.00) and the appropriate entity has determined, pursuant to the previous Subsection, that the item is Surplus City Property, the department head responsible

for the items shall dispose of the property by:

- a. Donation to a nonprofit organization within the City or to a governmental agency; or
 - b. Public auction; or
 - c. Sale by sealed bid; or
 - d. Sale on ebay or another similar auction website; or
 - e. Trade in; or
 - f. A commercial resale service for City motor vehicles; or
 - g. Destruction.
- (3) In the event of a public auction or sale by sealed bid, the item will be sold in "as-is" condition to the person submitting the highest bid. The department head responsible for the item shall determine the time in which the successful bidder must remove the item. In the event the item is not removed within that time, the item shall revert to the City and the amount of the bid shall be forfeited to the City. In the event no bids are received, the item shall be disposed of as determined by the Department Head if the value is less than \$5,000. or by the Common Council if the value is greater than \$5,000.
- (4) The department head shall notify the City Comptroller when fixed assets are disposed of. No public auction or awarding of bids for surplus property shall occur under this Chapter unless a description of the item to be sold and an advance notice of the time and place for such auction or bid submission is first published. The posting of the item of surplus property on the City website and the City Hall posting bulletin board shall be sufficient publication.
- (d) **DETERMINATION OF FAIR MARKET VALUES.** Whenever this Chapter requires a determination of the fair market value of an item of property, that determination shall be made by the department head responsible for the property, whose decision shall be final.
- (e) **AUTHORITY TO DISPOSE OF PROPERTY.**
- (1) Except for library materials used by the public library for lending purposes, only the Department Head may dispose of City property which is not Surplus City Property. Notice of such disposal shall be given to the Common Council before disposal.
 - (2) Whenever this Section provides for an auction or other disposition of any property, the Common Council or Department Head shall be authorized to hire an auctioneer or take such other action as is necessary to properly dispose of the property provided, however, that the fees of such auctioneer and all such costs, other than those for City labor and the use of City property, do not exceed the payment received by the City from the auction or sale of the property.
- (f) **EMPLOYEE PURCHASE OF SURPLUS CITY PROPERTY**
- (1) No employee or elected official or any member of their immediate family may purchase or acquire any item of surplus City property unless such purchase or acquisition is made pursuant to public auction, sealed bid, or ebay or other similar auction site and such bid is the highest bid.
 - (2) In the event that an employee or elected official is the highest bidder for an item of surplus property, that employee or elected official shall provide notice to the Common Council of such acquisition.

SEC. 3-4-2 LOST AND ABANDONED PROPERTY.

- (a) **CITY CUSTODY OF LOST OR ABANDONED PROPERTY.**
- (1) Property which appears to be lost or abandoned, discovered by officers or turned in

to the Chief of Police by citizens shall be disposed of according to this Section.

- (2) Lost and abandoned property will be examined by the Chief of Police or his designee for identifying marks in an attempt to determine the owner. If identifying marks are present, they shall be used by the Chief of Police to attempt to contact the owner to return the property. If no identifying marks are present, the property shall be taken into custody by the Chief of Police.
- (3) No City employee shall keep for his or her own use property found in the course of duty, nor take possession of property during off-duty hours when the discovery was made while on duty.
- (4) The Chief of Police shall permit citizens to claim lost property if they can provide sufficient proof that they are rightful owners.
- (5) No City employee shall receive any lost, stolen, abandoned or other unclaimed property from the Chief of Police, unless that person received a written receipt signed by the Chief of Police, a copy of which shall remain with the City Clerk.

(b) **DISPOSAL PROCEDURES.**

- (1) Classes of Property. All property which has been abandoned, lost or remained unclaimed for a period of thirty (30) days after the taking of possession of the same by the City shall be disposed of as follows, except that if the property is usable for City operations, the property need not be sold at auction, but may become the property of the City.
 - a. Vehicles. Vehicles shall be disposed of as set forth in the applicable provisions of Title 10, Chapter 4, of this Code of Ordinances.
 - b. Intoxicating Liquor and Fermented Malt Beverages. Intoxicating liquor and fermented malt beverages shall be destroyed.
 - c. Firearms, Ammunition and Explosives. Firearms or ammunition shall be returned to their rightful owner, destroyed, or transferred to the State Crime Laboratory, the division of law enforcement services of the Department of Justice, the Federal Bureau of Investigation or the Alcohol, Tobacco and Firearms Bureau of the U.S. Department of Treasury. Any explosive, flammable, or other material proving a danger to life or property may be disposed of immediately upon taking possession thereof. The Chief of Police and the Fire Chief, after consulting with the County Sheriff's Department, are hereby authorized to determine the disposal procedure, provided, however, that any such procedure will attempt to return to its rightful owner any such material which appears to have been stolen.
 - d. Other Property with a Fair Market Value of One Hundred Dollars (\$100.00) of Less. An item of property with a fair market value of One Hundred Dollars (\$100.00) or less shall be destroyed or sold at public auction. Perishable property which deteriorates to a fair market value of less than One Hundred Dollars (\$100.00) shall be destroyed.
 - e. Other Property with a Fair Market Value of Over One Hundred Dollars (\$100.00). An item of property with a fair market value of more than One Hundred Dollars (\$100.00) shall be sold at public auction or by sealed bid.
 - f. Illegal property. Property which cannot be legally possessed shall be destroyed.
 - g. Bicycles determined to be abandoned or unclaimed may be sold at public auction or donated to a not for profit organization. The Chief of Police or his designee shall determine any specific not for profit organization to whom the bicycles may be donated.

- (2) Disposal by Auction or Sealed Bid.
- a. Whenever any property under this Section is sold by public auction or sale or by sealed bid, such auction or the awarding of bids shall be preceded by a Class 2 notice describing the property and arranging the time and place for the auction or bid submission; such notice shall be published in the official City newspaper. The property auctioned or sold by sealed bid shall be sold in as-is condition to the highest bidder. No sale or auction shall occur until the Chief of Police has determined that the property has no value to any probable investigation or legal proceeding. The department head responsible for the property shall determine the time in which the successful bidder shall remove the property. In the event the property is not removed within that time, the property shall revert to the City and the amount of the bid be forfeited to the City.
 - b. Any City official selling property under this Section shall maintain for two (2) years an inventory of any property not disposed of by auction or sale by sealed bid and shall include a record of the date and method of disposal, any payment received for the property, and the name and address of the person acquiring the property.
- (3) Lost Property. Property which is found by persons and delivered to the Chief of Police for the purpose of locating the former owner shall not be considered abandoned or unclaimed under this Section until thirty (30) days after mailing to the person finding the property a notice that he may claim ownership of said property. The Chief of Police shall determine what portion, if any, of the property or its value shall be given the finder. This provision shall not apply to any City employee finding property in the regular course of his employment.
- (4) Payment to City Treasury. All sums received from the sale of property under this Section shall be paid to the City Treasury, including a list of items sold.

State Law Reference: Section 66.28, Wis. Stats.

MBM PrintCare

Agreement # _____

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

Between

City of Menasha (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 \$.0195 and a monthly base image allowance of 20,000 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 2,600 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. 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.

2. Availability

On-site hours are from 8:00am to 5:00pm Monday through Friday excluding MBM Holidays

3. 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.

4. 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

5. 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.

6. Cancellation

If the Agreement is cancelled as provided for in Section 3 or Section 5 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 5 above the following Liquidated Damages will apply:

Months 1 – 12	An amount equal to 12 times the monthly base amount not to exceed on half the remaining payments due.
Months 13 – 24	An amount equal to 8 times the monthly base amount not to exceed on half the remaining payments due.
Months 24 – 36	An amount equal to 6 times the monthly base amount not to exceed on 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

7. 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.

8. 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)

9. 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.

10. 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.

11. Assignability

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

12. 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.



PrintCare

Understand-Manage-Impact

Scope of Project:

- Understand the amount of devices on the network
- Gather all expenditures related to single function devices
- Measure the volume, Fill rate, and workflow
- Implement streamlined solution at a cost savings

Findings:

- During the discovery process, MBM has taken notice of “Networked” single function printers that can be impacted in a positive manner by implementing PrintCare.
- MBM has determined that there will be a significant impact on the organization by freeing up “employee” printer related time.
- By implementing PrintCare, there will increase in productivity while giving you a simplified, single source program.

Black PrintCare Cost Structure:

- By implementing PrintCare your total monthly cost for the program would be: **\$390.00**
- Your monthly volume commitment will be: **20,000** Monthly black impressions
- Your total PrintCare cost per impression is: **.0195** Per black impression

Color PrintCare Cost Structure:

- You anticipated (C,Y,M) toner expenses will be: **\$ 143.16** All black toner is included.
- Your monthly volume commitment will be: **2,668** color impressions, Based on your color impressions your service costs is: **\$138.74**
- Your total color PrintCare cost per impression is: **.052** Per color impression, service only.

○ Your Total Monthly Payment is: **\$671.90** with anticipated C,M,Y toner.

Implementation Plan:

Over the next few weeks MBM will be contacting you to schedule a time to tag and inventory all equipment. Shortly after that process, MBM will give you instruction on the ordering process and all customer support contact information should you have a service request.

Anticipated Results:

- By setting forth a value based solution process, coupled with accountability and structure, it will give us the ability to manage your fleet & supply you with an understanding of where your volume and printer related expenses are going.
- By monitoring the devices and conducting quarterly reviews, MBM will be able to create ongoing reports to continually streamline your process, and assist in getting the longest life out of the devices through preventative maintenance and monitoring.
- By streamlining the ordering process and consolidating service functions, MBM will be able to offer you with the PrintCare program that will yield more control over assets and their costs.

Summary:

The MBM PrintCare Program will provide you with maintenance, supplies, and support for all HP devices throughout the organization with fixed cost per impression across all single function devices. MBM will continue to analyze print volumes and provide recommendations on alternative solutions to further increase productivity and provide additional savings and value.