



## COLORADO

### Division of Central Services

Department of Personnel & Administration

Integrated Document Solutions (IDS)  
1001 E. 62nd Avenue, A-11  
Denver, CO 80216

7/1/2021

Secure Office Print Ecosystem Fiscal Year 2022 (July 2021 - June 2022)

#### **AGREEMENT:**

To enter into the service agreement with the Department of Personnel & Administration (DPA) – Division of Central Services, Integrated Document Solutions Secure Office Print Ecosystem (SOPE), each agency must submit a SOPE Program Service Request Form.

This form is not a contractual agreement between agencies but rather an agreement to allow SOPE to issue a Multifunction Printer (MFP) of the SOPE approved vendor for the current contract cycle. All lease terms are at the best business practice standard of 48 months.

Xerox, the current vendor, will provide this service on the behalf of the contract written by DPA-Secure Office Print Ecosystem/Governor's Office of Information Technology – Office of Information Security for the current contract period 07/1/2021- 06/2025. Participating agencies, at their discretion, will have the option to have the equipment replaced every 48 months to support the agency's business needs, ensuring the most recent security requirements, technology, and features.

If a participating agency dissolves, the SOPE contract clause allows the MFP device to be returned at no costs to the agency or the State of Colorado.

SOPE allows a one time ten percent flex option. The ten percent flex option allows an agency if they have ten copiers under lease to return one copier without any penalty in breaking the lease.

If a participating agency is not satisfied with the current service, SOPE requires a notice of the problem detailed by a written log of issues. SOPE will provide a mediation plan with support from supporting vendors for the next 60 days to address the issues regarding service. If the mediation plan fails, the participating agency is justified to end the service provided by SOPE with no penalty or cost to the participating agency or State of Colorado. The agency will be granted a waiver by DCS/IDS to procure a business solution provided by the State Price Agreement.

#### **EQUIPMENT:**

Equipment functionality, speed, options, finishing, and accessories are all selected by the customer using the DPA/OIT printer standards catalog.

SOPE will assist in any questions and create the quotes on behalf of the agency requesting information.



### **DELIVERY AND INSTALLATION:**

The SOPE Manager meets with the agency to discuss business needs and review all prior installation needs, from IT infrastructure to power requirements.

All SOPE MFPs are delivered and coordinated with Xerox. Xerox uses Ryder Logistics as their primary rigger.

#### **Installation Process:**

- 1.) SOPE manager to communicate with agency contact and IT team to schedule and assign resources for delivery.
- 2.) Delivery is scheduled a day before the installation, traditionally based on OIT guidelines.
- 3.) OIT, Xerox, and DPA resources schedule time on the following business day to work through the installation process of the MFP according to the roles and responsibilities document (See Attached). The Senior Xerox Network Analyst will work with OIT to ensure all functionalities are working properly for a successful install.
- 4.) Removal is scheduled for the following business day to avoid issues with the new devices.

For agencies outside the OIT services, SOPE and Xerox are flexible working with any schedule.

### **MAINTENANCE and SERVICE:**

All SOPE MFPs have these Standard Service Level Agreements, which reflects in the State NASPO Price Agreement:

- There is a 4-hour response time for maintenance or service for agencies serviced in the Denver Metro Area, Ft. Collins, Greeley, Longmont, Boulder, Trinidad, Pueblo, Colorado Springs, Trinidad, and Silverthorne.
- Xerox Devices with consistent needs for service, SOPE will engage the supporting vendor to verify service history and exercise the lemon clause to get participating agency new devices.
- If a service call needs to be escalated to the highest priority, the participating agency needs to write an email correspondence to the SOPE program manager to ensure the best customer service in a timely fashion. The SOPE program manager will spend the internal resources to escalate the service call at no expense to the participating agency.
- Service calls and toner ordering by proactive services, telephone and web portal
- SOPE provides unlimited training on Xerox Multifunction Printers.
- SOPE provides complimentary loaner equipment at the agency's request, if service level agreement target of two business days is not met.
- SOPE provides reports on performance metrics (Uptime, Utilization, Service History) at the agency's request.
- SOPE does provide unlimited IT support for OIT teams for all workflow solutions.
- Meter reads obtained by Xerox directly.

### **SUPPLIES:**

All SOPE MFPs are under contract with current vendor Xerox for all consumables and replacement parts. Participating agencies will not be charged from the vendor Xerox or SOPE for toner or paper.

In compliance with Executive Order D 2015-013, SOPE distributes 30% Post-Consumer Waste Recycled Paper to all customers – paper is ordered by SOPE to distribute to agencies.

Please see the Paper ordering procedure Exhibit Attached.

### **CONSULTATION SERVICES:**

SOPE provides our customers with the following free services including:

- Print Assessments
- Collection of Print Data Using Software
- Disposal of Printers
- Removal of Hard Drives from Printers
- IT Infrastructure Requirement Review for Software Solutions

### **PRICING:**

#### ***Xerox Equipment Lease Fee: Monthly Cost***

Agencies will benefit from the OIT/DPA Participating Addendum pricing that ensures competitive pricing. Depending on the hardware selection, agencies will be responsible for the lease payment of 48 months on new equipment, known as pass-through costs.

On the current equipment leased that has not yet expired, agencies will be responsible for the lease payment for the remaining months left on the surviving lease.

#### ***Xerox Managed Print Services Connector Fee: \$18.00 per device per month***

The device ensures the connection to software is available to provide the following services:

- Device Connection Security Audit (Requirement per OIT security) – ensures all MFP technology complies with all OIT security protocols and requirements
- Connection to Proactive Services – provides a proactive ordering for supplies and maintenance
- Secured Web Portal with Authentication
- Enhanced Service Levels
- All connector fees are passed-through costs

#### ***SOPE Management Fee: \$54.00 per device per month***

- Physical and Financial Infrastructure to Support Secure Office Print Solution to be compliant with Data Standards
- Resources and Build-in Workflows IT teams

- Integration to OIT Platforms such as Google and Hyland On-base
- Software Licenses for all automated services
- FedRamp Compliance
- Integrated Billing via CORE
- Dedicated print compliance
- Paper Distribution
- Dedicated United States Help Desk

### ***Relocation of a Xerox to another physical location***

If a SOPE provided MFP needs to be moved to another location please note the following process.

Please submit via email to SOPE Operations manager [teddy.abad@state.co.us](mailto:teddy.abad@state.co.us) two-weeks in advance with the following:

- Machine Serial Number:
- Onsite Contact for both current and new location with phone numbers
- Current Physical Address location of device
- New Physical Address where device to be located

Standard cost of relocation of Xerox Device Monday-Friday between 8:00 a.m. — 5:00 p.m. MST is \$100.00 per instance.

For all other Xerox relocations outside regular business hours, please call the SOPE operations manager for a quote.

### ***Expedited Freight Charges for supplies for reactive ordering***

These charges only occur when proactive services are disabled. Clients will use reactive ordering and request expedited supplies.

### **BILLING:**

Agencies will be billed monthly for the lease amount, connector fee, and SOPE administrative fee monthly. Billing transactions are using ITAs. The transfers of funding from one State agency's ITA to another.

The participating agency's key device or accounting office contact will receive an invoice via email summarizing the charges each month.

If billing discrepancies exist, a written email is to be provided to the SOPE program manager. The SOPE program manager or IDS support staff will resolve any billing discrepancies and issues within three business days.

A handwritten signature in black ink, appearing to read 'Teddy Abad-Perez', with a stylized flourish at the end.

Teddy Abad-Perez  
Secure Office Print Ecosystem Manager  
303-866-3881 / 303-720-2427  
[teddy.abad@state.co.us](mailto:teddy.abad@state.co.us)

**Secure Office Print Ecosystem (SOPE) Request****CONTACT INFORMATION**

STATE AGENCY	REQUESTOR
DIVISION	CONTACT NUMBER
ADDRESS	E-MAIL ADDRESS
ADDRESS	AUTHORIZED SIGNATURE FOR REQUEST
CITY STATE ZIP CODE	PRINTED NAME OF AUTHORIZED SIGNATURE

**BILLING INFORMATION**

SOPE PROVIDED COPIER BILLING CODE (9 Characters): If you do not have this billing code, proceed to next field.				
FUND	OBJECT	DEPARMENT UNIT	APPR UNIT	BILL CODE NAME

☐ Requesting agency has read the IDS Secure Office Print Ecosystem (SOPE) scope of service document. Therefore understands that any device SOPE multifunction printer placement will be leased at best business practice standard of 48 months.

**All Secure Office Print Ecosystem Leased Devices Include:**

- Toner for all products (Black, Cyan, Magenta, and Yellow)
- Replacement Parts (Drums, Waste Containers, Transfer Belts, Staples) for all products
- Maintenance and Service
- Training
- Recycling Program
- Proactive Services
- Security Audit and Compliance

**REQUESTED COPIER MODEL: A4 Printer Models**

<input type="checkbox"/>	<b>VERSALINK B405</b> B/W Multifunction Printer, Print/Copy/Scan/Fax , Letter/Legal, up to 47PPM, 2- Sided Print, USB/Ethernet, 550- Sheet Paper Tray, 150-Sheet Multipurpose Tray, 60-Sht DADF (Single-Pass Duplex), 110V	<b>Monthly Allowance</b> Black – 1,500 Color – NA	<input type="checkbox"/> Additional Multipurpose Tray (Adding a Tray 2)
			<input type="checkbox"/> Additional Multipurpose Tray (Adding a Tray 3)
			<input type="checkbox"/> Cabinet Stand with Storage and Casters
<input type="checkbox"/>	<b>VERSALINK C505</b> Color Multifunction Printer, Print/Copy/Scan/Fax Letter/Legal, Up to 45ppm, 2-Sided Print, USB/Ethernet, 550-Sheet Tray, 150 Bypass Tray, 100-Sheet DSPF, 110V, EIP, Metered	<b>Monthly Allowance</b> Black – 1,500 Color – 500	<input type="checkbox"/> Additional Multipurpose Tray (Adding a Tray 2)
			<input type="checkbox"/> Additional Multipurpose Tray (Adding a Tray 3)
			<input type="checkbox"/> Cabinet Stand with Storage and Casters

## REQUESTED COPIER MODEL: A3 Printer Models

<input type="checkbox"/>	<b>VERSALINK C7025</b>				
	VersaLink C7025 <b>Color</b> Multifunction Printer with 4 Tray Module (4x520 sheets), 100 Sheet Bypass tray, 110 Sheet Multi-Pass DADF, OCT, EIP, Security (Disk Encryption and Image Overwrite), Searchable PDF, Network Accounting, STD Output Tray, Left Side Tray, Initialization Kit, 1 Additional Waste Toner Container, Postscript				
	<i>Monthly Allowance</i> 1,500 – Monochrome      500 – Color		<i>Overage Cost</i> \$.005 – Monochrome      \$.04 – Color *only applicable if State Maximizes State Wide Printing Pool.		
<input type="checkbox"/> Single Fax Line	<input type="checkbox"/> 3-Line Fax	<input type="checkbox"/> Envelope Tray		<input type="checkbox"/> Card Reader	<input type="checkbox"/> High Capacity Feeder
<input type="checkbox"/> 3-Hole Punch	<input type="checkbox"/> No Finisher	<input type="checkbox"/> Integrated Finisher		<input type="checkbox"/> Office Finisher	<input type="checkbox"/> Convenience Tray

<input type="checkbox"/>	<b>VERSALINK B7035</b>				
	VersaLink B7035 <b>Monochrome</b> Multifunction Printer with 4 Tray Module (4x520 sheets), 100 Sheet Bypass tray, 110 Sheet Multi-Pass DADF, OCT, EIP, Security (Disk Encryption and Image Overwrite), Searchable PDF, Network Accounting, STD Output Tray, Left Side Tray, Initialization Kit, 1 Additional Waste Toner Container, Postscript				
	<i>Monthly Allowance</i> 1,500 – Monochrome      NA – Color		<i>Overage Cost</i> \$.005 – Monochrome      NA – Color *only applicable if State Maximizes State Wide Printing Pool.		
<input type="checkbox"/> Single Fax	<input type="checkbox"/> 3-Line Fax	<input type="checkbox"/> Envelope Tray		<input type="checkbox"/> Card Reader	<input type="checkbox"/> High Capacity Feeder
<input type="checkbox"/> 3-Hole Punch	<input type="checkbox"/> No Finisher	<input type="checkbox"/> Integrated Finisher		<input type="checkbox"/> Office Finisher	<input type="checkbox"/> Convenience Tray

<input type="checkbox"/>	<b>ALTALINK C8135</b>				
	AltaLink C8135 <b>Color</b> Multifunction Printer (35/35 PPM) with 130 Sheet Single-Pass DADF, 3 Tray Module (3x520 sheets), 100 Sheet Bypass Tray, Dual OCT (2x250), EIP, PostScript, Data Security, McAfee Embedded Security, Network Accounting, Scan-to / Print-from USB, NFC, Initialization Kit, 1 Additional Waste Toner Container, Billing Impression Mode enabled.				
	<i>Monthly Allowance</i> 2,312 – Monochrome      925 – Color		<i>Overage Cost</i> \$.005 – Monochrome      \$.04 – Color *only applicable if State Maximizes State Wide Printing Pool.		
<input type="checkbox"/> Single Fax Line	<input type="checkbox"/> Dual Line Fax	<input type="checkbox"/> Envelope Tray		<input type="checkbox"/> Card Reader	<input type="checkbox"/> High Capacity Feeder
<input type="checkbox"/> 3-Hole Punch	<input type="checkbox"/> No Finisher	<input type="checkbox"/> Integrated Finisher		<input type="checkbox"/> Office Finisher	<input type="checkbox"/> Convenience Tray
<input type="checkbox"/> Fiery Network Server		<input type="checkbox"/> C/Z Folding Unit		<input type="checkbox"/> Booklet Maker	

<input type="checkbox"/>	<b>ALTALINK B8145</b>				
	AltaLink B8145 <b>Monochrome</b> Multifunction Printer (45/45 PPM) with 130 Sheet Single-Pass DADF, high capacity tandem tray (2 trays x 520 sheets, trays 3 & 4 = 2,000 sheets), 100 Sheet Bypass Tray, Dual OCT (2x250), EIP, PostScript, Data Security, McAfee Embedded Security, Network Accounting, Scan-to / Print-from USB, NFC, Initialization Kit, 1 Additional Waste Toner Container,				
	<i>Monthly Allowance</i> 3,000 – Monochrome      NA – Color		<i>Overage Cost</i> \$.005 – Monochrome      NA – Color *only applicable if State Maximizes State Wide Printing Pool.		
<input type="checkbox"/> Single Fax Line	<input type="checkbox"/> Dual Line Fax	<input type="checkbox"/> Envelope Tray		<input type="checkbox"/> Card Reader	<input type="checkbox"/> High Capacity Feeder
<input type="checkbox"/> 3-Hole Punch	<input type="checkbox"/> No Finisher	<input type="checkbox"/> Integrated Finisher		<input type="checkbox"/> Office Finisher	<input type="checkbox"/> Convenience Tray
<input type="checkbox"/> Fiery Network Server		<input type="checkbox"/> C/Z Folding Unit		<input type="checkbox"/> Booklet Maker	

<input type="checkbox"/>	<b>ALTALINK C8145</b>				
	AltaLink C8145 <b>Color</b> Multifunction Printer (45/45 PPM) with 130 Sheet Single-Pass DADF, high capacity tandem tray (2 trays x 520 sheets, trays 3 & 4 = 2,000 sheets), 100 Sheet Bypass Tray, Dual OCT (2x250), EIP, PostScript, Data Security, McAfee Embedded Security, Network Accounting, Scan-to / Print-from USB, NFC, Initialization Kit, 1 Additional Waste Toner Container,				
	<i>Monthly Allowance</i> 4,158 – Monochrome      2,128 – Color			<i>Overage Cost</i> \$.005 – Monochrome      \$.04 – Color <i>*only applicable if State Maximizes State Wide Printing Pool.</i>	
	<input type="checkbox"/> Single Fax Line	<input type="checkbox"/> Dual Line Fax	<input type="checkbox"/> Envelope Tray	<input type="checkbox"/> Card Reader	<input type="checkbox"/> High Capacity Feeder
	<input type="checkbox"/> 3-Hole Punch	<input type="checkbox"/> No Finisher	<input type="checkbox"/> Integrated Finisher	<input type="checkbox"/> Office Finisher	<input type="checkbox"/> Convenience Tray
<input type="checkbox"/> Fiery Network Server		<input type="checkbox"/> C/Z Folding Unit		<input type="checkbox"/> Booklet Maker	

<input type="checkbox"/>	<b>ALTALINK B8170</b>				
	AltaLink B8170 <b>Monochrome</b> Multifunction Printer (70/70 PPM) with w/High Capacity Tandem Tray Module (HHZ) with speed kit (KAQ) - 250 sheet Single Pass Document Handler (SPDH) (2 x 520 sheet Trays, Trays 3&4 = 2000 sheets [LT/A4], 100 Sheet Bypass, Automatic Duplex, Two x 250 OCTs, 100 sheet face up tray, Exit 2 Inner tray), 128GB SSD*, US standard 120V power cord, in-box neutral toner cartridges, drum cartridge installed. 120V / 20amp, * GSA market code configured with 500GB HDD				
	<i>Monthly Allowance</i> 4,000 – Monochrome      NA – Color			<i>Overage Cost</i> \$.005 – Monochrome      NA – Color <i>*only applicable if State Maximizes State Wide Printing Pool.</i>	
	<input type="checkbox"/> Single Fax Line	<input type="checkbox"/> Dual Line Fax	<input type="checkbox"/> Envelope Tray	<input type="checkbox"/> Card Reader	<input type="checkbox"/> High Capacity Feeder
	<input type="checkbox"/> 3-Hole Punch	<input type="checkbox"/> No Finisher	<input type="checkbox"/> Integrated Finisher	<input type="checkbox"/> Business Finisher	<input type="checkbox"/> Convenience Tray
<input type="checkbox"/> Fiery Network Server		<input type="checkbox"/> C/Z Folding Unit		<input type="checkbox"/> Booklet Maker	

<input type="checkbox"/>	<b>ALTALINK C8170</b>				
	AltaLink C8170 <b>Color</b> Multifunction Printer (70/70 PPM) with 130 Sheet Single-Pass DADF, high capacity tandem tray (2 trays x 520 sheets, trays 3 & 4 = 2,000 sheets), 100 Sheet Bypass Tray, Dual OCT (2x250), EIP, PostScript, Data Refuge, McAfee Embedded Security, Network Accounting, Scan-to / Print-from USB, NFC, Initialization Kit, 1 Additional Waste Toner Container, Billing Impression Mode enabled				
	<i>Monthly Allowance</i> 6,084 – Monochrome      3,520 – Color			<i>Overage Cost</i> \$.005 – Monochrome      \$.04 – Color <i>*only applicable if State Maximizes State Wide Printing Pool.</i>	
	<input type="checkbox"/> Single Fax Line	<input type="checkbox"/> Dual Line Fax	<input type="checkbox"/> Envelope Tray	<input type="checkbox"/> Card Reader	<input type="checkbox"/> High Capacity Feeder
	<input type="checkbox"/> 3-Hole Punch	<input type="checkbox"/> No Finisher	<input type="checkbox"/> Integrated Finisher	<input type="checkbox"/> Business Finisher	<input type="checkbox"/> Convenience Tray
<input type="checkbox"/> Fiery Network Server		<input type="checkbox"/> C/Z Folding Unit		<input type="checkbox"/> Booklet Maker	

Monthly Lease Base Cost based Copier Configuration Above	\$
Xerox Connector Fee	\$18.00
<input type="checkbox"/> SOPE Administrative Fee with Paper <u>or</u>	\$54.00
<input type="checkbox"/> SOPE Administrative Fee without Paper	\$41.00
Monthly Lease Cost	\$