



## **COCHISE COUNTY PROCUREMENT DEPARTMENT**

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25-10-ITD-01  
Scope of Work

### **OBJECTIVE**

“CONTRACTOR” shall provide all labor, materials, transportation, equipment, and technical expertise in order to maintain the Copiers (“COPIERS”) that will serve multiple purposes to the satisfaction of Cochise County (“COUNTY”).

The COUNTY wishes to start a Lease with maintenance plan for a sixty (60) month time period.

The CONTRACTOR shall be responsible for Maintenance of COPIERS which includes manufacturer recommended cleaning plan until the 60-month time period has ended. The CONTRACTOR will review and correct any issues found during these visits for repair. The COUNTY may reach out to CONTRACTOR to fix any issues for emergency/normal service calls.

The CONTRACTOR shall be responsible for and complete the installation, configuration, testing implementation and training for the following requirements throughout this document, the original solicitation and any of its attachments, as well as:

- Perform a complete system final check prior to COUNTY Information Technology Department’s final inspection on the CONTRACTOR installation.

### **1.0 REQUIREMENTS**

#### **1.1 General Requirements**

The CONTRACTOR will perform a broad range of services and activities in order to complete planning, installation, and maintenance of COPIERS. This shall include but not be limited to, purchase and installation of pre-approved equipment, computer hardware, software maintenance, migrating backup files and data, training, contractor support, warranty after purchase, data collection, and compatibility with existing equipment.

#### **1.2 System Requirements**

All systems and components shall have been thoroughly tested and proven in actual use. All equipment and materials used in this COPIERS system shall be standard components, regularly manufactured, and in general use, and shall not be modified specifically for the COUNTY.

- 1.2.1 The CONTRACTOR shall install all supplies and equipment that is compatible with current COUNTY system. See below for other County requirements.
- Customized Billing
    - One monthly invoice including any overage charges.
      - Machine by Cost Center
      - Machine by Department
      - Machine by Location
  - Unconditional guarantee on equipment during the life of lease.
  - All-inclusive covering: service, toner, and drums.
  - Complete Installation of Equipment
    - Provide at installation, a surge protection (including Data and Fax lines) device on each device at no additional charge.
    - Programming of all units- Address book, Speed Dials, Scan Locations, One-Touch.
    - Assist with Printer Driver Installation
    - Operator Training
    - Sanitize all Hard drives to DOD standards prior to installation and/or removal.
    - All setting/memory cleared prior to installation and/or removal.
  - Hard Disk Drive will be secured with industry standard encryption.
  - Remote Monitoring of All Critical Service Levels
    - Status Codes
    - Preventive Maintenance Intervals
    - Supplies and Consumables
  - Vendor will provide a list of all external connections (websites/software) and give the list to Cochise County IT department to allow/block those connections.
  - County will not pay for relocation moves of equipment during contract period.
  - County able to return up to 10% of initial agreed number of leased machines if no longer needed and will be removed from lease at no extra costs.
  - County is able to add a copier to the lease at initial contract price.
  - County IT department able to change administrator Passwords to copiers.
  - Leasing of 123 machines across the County.
  - Four (4) hours guaranteed average service response during normal business hours and selected copiers to be able to have extended services over weekend for an extra cost.
  - 95 Percent annual uptime (excluding preventative maintenance visits) guaranteed.

Vendor will coordinate the configurations with the CCIT department to verify all equipment is configured and meets Cochise County security requirements and industry best practices. (i.e., usernames, passwords, etc.)

## **2.0 Miscellaneous Requirements**

### **2.1 Training Requirements**

The Contractor shall provide on-site training that shall include at a minimum, but not be limited to:

- Maintenance of equipment
- Configuration of Settings such as scan to email, Scan to Server folder, Faxing, etc.
- Submitting support cases

## **3.0 Warranty**

The CONTRACTOR shall include unlimited warranty for parts and labor and honor the manufacturer's warranty on all equipment installed for life of lease. Additionally, the CONTRACTOR shall provide, at no cost to the COUNTY, the removal of all defective parts still covered under any such warranty.

## **4.0 Deliverables/Milestones**

The CONTRACTOR shall provide all deliverables outlined within this document to the COUNTY for approval. The COUNTY shall inspect all equipment and work performed and will provide in writing acceptance prior to final payment for implementation.

The CONTRACTOR shall provide to the COUNTY invoices for each sub-line item completed.

4.1 Provide MS Excel Spreadsheet of the following items.

4.1.1.1 Copier ID #, Model, S/N, Department, Address, City, IP Address, MAC Address, and if on County / State network.

4.2 System installation

4.2.1 Provide County Information Technology Department with all passwords and security details used during all installs.

4.2.2 Provide Weekly Progress reports during the installation process.

4.3 Provide User Training sessions on using the devices if needed.

4.4 Provide final Quality Check Reports on completion.

4.4.1 Provide a final report within 90 days of installation.