

Requisition

Req # 00190271

PO #

Date: 02/16/11

*Consent
25335
2/22/11*

Bill To: x
x

Vendor: 223751
IKON OFFICE SOLUTIONS, INC.
P.O. BOX 660342
DALLAS TX 75266-0342
FAX (478)471-2311

Ship To: HIDALGO CO. PCT 1
1902 Joe Stephens Ave
WESLACO TX 78596

Contact: SANTIAGO / NOE
956-968-8733

Contract No: TASB BUYBOARD 29

Special Instructions:
P49

| QUANTITY | UOM | DESCRIPTION | UNIT PRICE | AMOUNT |
|----------|-------|---|--|-----------------|
| 10.00 | MONTH | <p>*****PRECINCT 1-DELTA LAKE PARK***** AS PER TASB BUYBOARD CATALOG 299-08 DO NOT DUPLICATE ORDER</p> <p>CO OPEN P.O FOR COPIER RENTAL AT DELTA LAKE PARK @ \$114.00 PER LEASE MONTH (RICOH MP 2851) MAINTENANCE-1,500 B&W IMAGES \$18.15/MONTH</p> <p>Account No _____</p> <p><i>LIT pending / attached</i></p> <p>REPORT ROAD HAZARDS 1-866-HCR-SAFE OR 1-866-427-7233</p> | <p>132.15</p> <p><u>Encumbrance</u></p> <p>Freight .00</p> <p>Total 1,321.50</p> | <p>1,321.50</p> |

Authorized By: _____

AI-25359

4.0.0.

2011- Pct#1 Pks. (1100)

CC CONSENT

Date: 02/22/2011
 Submitted By: Jorge Flores, COMM. PCT. #1
 Department: COMM. PCT. #1
 Agenda Category: 2011 Intradep.(line-item) Transfers

Information

CAPTION

2011- Pct#1 Pks. (1100)

BACKGROUND

Fiscal Impact

Attachments

Link: [LIT](#)

Form Routing/Status

| Route Seq | Inbox | Approved By | Date | Status |
|-------------------------------|---------------------|---------------------------------|---------------------|---------|
| | | Jorge Flores | 02/16/2011 08:14 AM | CREATED |
| 1 | Budget & Management | | | PEND |
| 2 | Veronica Ortiz | | | NEW |
| 3 | Auditor's Office | | | |
| Form Started By: Jorge Flores | | Started On: 02/16/2011 08:14 AM | | |

Proposal for Hidalgo County Pct. 1 - Parks



PREPARED BY:

Aissa Garcia – Account Executive
Mobile: (956) 607-6465
Email: aigarcia@ikon.com

PREPARED FOR:

Hidalgo County Pct. 1 – Parks

Date Submitted: February 11, 2011

190271



Aissa Garcia
Account Executive
IKON Office Solutions, Inc.
809-A Savannah, Suite 311
McAllen, TX 78503
(956) 607-6465
aigarcia@IKON.com



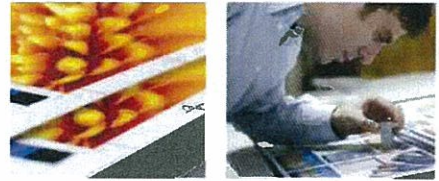
Reservation of Rights—In response to your request, we have reviewed and are responding to the terms and conditions in your RFP or invitation. Based on our review of the information provided by you, IKON is confident that contracts acceptable to us may be reached promptly following any award. Specifically, we recognize your right to negotiate and approve the terms and conditions of any contract following award and respectfully reserve the same right. We acknowledge that all contract terms and conditions must be mutually agreed upon by both of us. Our proposal represents our commitment with respect to pricing, equipment specifications and our proposed solution. Following bid award, we contemplate that we will both negotiate and sign, in the exercise of good faith, customary definitive agreement(s) to govern our relationship, and provide reasonable assurances of our authority to enter into such agreements. In an effort to expedite the finalization of our agreements, we have noted the following topics for our discussion, which are either not addressed in your request or for which we request further clarification:

- To the extent you lease from us or IKON Financial Services, customary terms and conditions related to equipment financing, subject to customary non-appropriation rights;
- Mutually acceptable terms related to the measurement and calculation of service levels, including customary terms related to reporting requirements and remedies;
- Standard industry service termination and default, rights and remedies, including reasonable written notice requirements and cure periods;
- Risk of loss and insurance requirements during possession of provided equipment;
- Assignment rights subject to prior credit approval;
- Standard industry warranties for service and support and the transfer of applicable manufacturer product warranties, as well as customary limitations of implied warranties;
- Mutual indemnification for third party claims arising from acts of misconduct in connection with the performance of services; and
- Mutual liability protections for consequential and similar damages.

As is customary for transactions of this type, any acknowledgements made by each of us are qualified by the right to negotiate mutually acceptable terms. Our proposal is based upon the information provided by you, and the assumptions made by us in preparing our response. Any changes to information or assumptions may, if material, require modification. Upon award, we will be pleased to work with you to promptly finalize mutually acceptable contract terms and, if applicable, provide copies of appropriate contract forms for that purpose.

Proprietary and Confidential Statement—The enclosed materials are proprietary to IKON Office Solutions, Inc. ("IKON"), and IKON reserves all right, title, and interest in and to such materials. The terms, conditions, and information set forth herein are confidential to IKON and may not be disclosed in any manner to any person other than the addressee, together with its officers, employees, and agents who are directly responsible for evaluating the contents of these materials for the limited purpose intended. These materials may not be used in any manner other than for such limited purpose. Any unauthorized disclosure, use, reproduction, or transmission is expressly prohibited without the prior written consent of IKON. These materials summarize a proposed equipment and/or services solution. They are intended for informational purposes only to assist you in your evaluation of IKON as a potential business partner. These materials do not represent an offer or a binding agreement.

Ricoh MP 2851



The Ricoh MP 2851 delivers exceptional results to businesses seeking versatile digital copying, productive network scanning and printing. Featuring professional image quality and a space-saving design, these models incorporate an array of impressive features that will substantially increase user productivity.

Key Features of the Ricoh MP 2851

- 28 PPM monochrome output speed, Low cost per page output
- 1,100-sheet paper capacity
- 500-sheet finisher and cabinet stand
- Device is fax, print and scan enabled - providing both black & white and color scanning functionality
- Warm up time of 22 seconds and 4.5 seconds monochrome first print speed
- ESP Power Filter
- Energy Star® compliant
- Warm up time less than 45 seconds



Financial Considerations

Investment Details: Ricoh MP 2851



Current Situation:

Parks - Canon IR2230 – 1,500 copies

\$120.00 Monthly (48 mths)

Financial Considerations for 48 Months

| Equipment Breakdown | TASB Purchase Pricing | 48 mo Pricing |
|---|-----------------------|-----------------|
| 1. Ricoh Aficio MP 2851 | \$3,202.00 | \$78.00 |
| ARDR DF3030 (50 Sheet) | \$676.00 | \$16.00 |
| FAC 38 Cabinet | \$111.00 | \$3.00 |
| Digital QC 120/15 Network Powerfilter-Surge Protector | \$115.00 | \$3.00 |
| Fax Option Type 3351 | \$578.00 | \$14.00 |
| Equipment Total | | \$114.00 |
| Service – (1,500 B/W images per month with overages @ \$0.0095) | | \$18.15 |
| | Grand Total | \$132.15 |

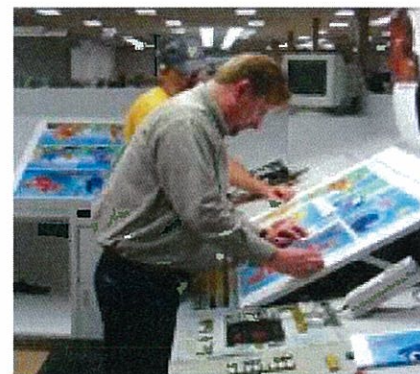
48 Month Lease Option MP 2851- Grand Total - **\$132.15**

(Please see attached TASB Pricing Sheet for further break downs of each machine and service)

Pricing Components Include: Equipment, Delivery, Installation, Operator Training, Maintenance, Toner, Staples and Service performed by IKON Customer Service Technicians (You will incur no additional charges for parts or labor)

**NOTE: All rates are Property Tax Inclusive and based off of the TASB BuyBoard Contract #: 299-08
Complete Lease Forgiveness on current lease Contract # 429301-1008606A5

www.ikon.com



A RICOH COMPANY

Proprietary and Confidential Statement—The enclosed materials are proprietary to IKON Office Solutions, Inc., a Ricoh company ("IKON"), and IKON reserves all right, title, and interest in and to such materials. The terms, conditions, and information set forth herein are confidential to IKON and may not be disclosed in any manner to any person other than the addressee, together with its officers, employees, and agents who are directly responsible for evaluating the contents of these materials for the limited purpose intended. These materials may not be used in any manner other than for such limited purpose. Any unauthorized disclosure, use, reproduction, or transmission is expressly prohibited without the prior written consent of IKON. These materials summarize a proposed equipment and/or services solution. They are intended for informational purposes only to assist you in your evaluation of IKON as a potential business partner. These materials do not represent an offer or a binding agreement.

| Product Description | Vendor Part Number | MSRP | TLGC Selling Price | 24 Mo | 36 Mo | 48 Mo | 60 Mo |
|---|--------------------|---------|--------------------|-------|-------|-------------------------|-----------------|
| Ricoh Aficio MP2851SP | | | | | | | |
| BASE UNIT | | | | | | | |
| Ricoh Aficio MP2851SP | MP2851SP | \$7,600 | 3,202 | 135 | 97 | 78 | 67 |
| COPIER ACCESSORIES | | | | | | | |
| ARDF DF3030 (50 Sheet) | 414143 | \$1,330 | 676 | 29 | 20 | 16 | 14 |
| Platen Cover Type 3800C | 412551 | \$95 | 52 | 2 | 2 | 1 | 1 |
| 1 Bin Tray BN3030 | 414127 | \$325 | 161 | 7 | 5 | 4 | 3 |
| Finisher SR3050 (500 Sheet) | 414130 | \$1,045 | 514 | 22 | 16 | 13 | 11 |
| 1,000 Sheet Finisher SR790 | 412730 | \$1,480 | 764 | 32 | 23 | 19 | 16 |
| Booklet Finisher SR3000 1,000 Sheet Finisher | 412851 | \$3,150 | 1,578 | 67 | 48 | 38 | 33 |
| Bridge Unit BU3020 | 414125 | \$240 | 130 | 5 | 4 | 3 | 3 |
| Punch Unit Kit PU3000 | 412855 | \$765 | 389 | 16 | 12 | 9 | 8 |
| Internal Shift Tray SH3010 | 414140 | \$325 | 165 | 7 | 5 | 4 | 3 |
| PS500 Large Capacity Tray | 410958 | \$1,470 | 772 | 33 | 23 | 19 | 16 |
| Paper Feed Unit Type PB 3030 | 413673 | \$1,313 | 641 | 27 | 19 | 16 | 13 |
| FAC 38 Cabinet | 414520 | \$207 | 111 | 5 | 3 | 3 | 2 |
| Key Counter Bracket Type H | 412552 | \$100 | 50 | 2 | 2 | 1 | 1 |
| Optional Counter Interface Unit Type A | 413012 | \$62 | 32 | 1 | 1 | 1 | 1 |
| ESP Digital QC 120/15 Network - (Powerfilter) | D5133NT | \$170 | 115 | 5 | 3 | 3 | 2 |
| FAX OPTION ACCESSORIES | | | | | | | |
| Fax Option Type 3351 | 415285 | \$1,100 | 578 | 24 | 18 | 14 | 12 |
| 32MB Memory Unit Type B | 001342MIU | \$195 | 94 | 4 | 3 | 2 | 2 |
| G3 Interface Unit Type 3350 | 414084 | \$680 | 348 | 15 | 11 | 8 | 7 |
| Handset Type 1018 | 410781 | \$68 | 36 | 2 | 1 | 1 | 1 |
| PRINT/SCAN OPTION | | | | | | | |
| PostScript 3 Unit Type 3350 | 414120 | \$570 | 290 | 12 | 9 | 7 | 6 |
| IEEE802.11a/b/g Wireless Interface Type J | 414008 | \$565 | 303 | 13 | 9 | 7 | 6 |
| IEEE1284 Interface Board Type A | 411699 | \$105 | 53 | 2 | 2 | 1 | 1 |
| Bluetooth Interface Unit Type 3245 | 412866 | \$378 | 233 | 10 | 7 | 6 | 5 |
| Gigabit Ethernet Board Type A | 402547 | \$340 | 220 | 9 | 7 | 5 | 5 |
| File Format Converter Type E | 414007 | \$605 | 318 | 13 | 10 | 8 | 7 |
| 3L68-19 USB Keyboard MP2550/MP3350 | 100256FNG | \$449 | 428 | 18 | 13 | 10 | 9 |
| SECURITY OPTIONS | | | | | | | |
| Data Overwrite Security Unit Type I | 413955 | \$420 | 210 | 9 | 6 | 5 | 4 |
| HDD Encryption Unit Type A | 414021 | \$390 | 207 | 9 | 6 | 5 | 4 |
| | | | | | | TOTAL FOR MP2851 | \$114.00 |
| SUPPLIES | | | | | | | |
| TONER TYPE 2120D/25335627 | 841337 | \$231 | | | | | |
| STAPLES TYPE K 5000/CTG | 410801 | \$44 | | | | | |
| STAPLES TYPE K REFILL | 410802 | \$78 | | | | | |
| Staple Type S for SR3000 (Saddle Stitch) (Uses Type K Refill) | 412874 | \$50 | | | | | |
| Marker Type 30 | 334049 | \$31 | | | | | |

TASB

IKON Office Solutions GTX IMP

CANON / RICOH DIGITAL BLACK&WHITE, COLOR AND PROFESSIONAL SERVICES

| TERM | SEG 1 | SEG 2 | SEG 3 | SEG 4a | SEG 4b | SEG 5a | SEG 5b | SEG 6 |
|-----------------------|---|-------------|--------------|---------------|---------------|---------------|---------------|----------|
| | Per Copy | Per Copy | Per Copy | Per Copy | Per Copy | Per Copy | Per Copy | Per Copy |
| 12 MONTH | 0.0149 | 0.011 | 0.0085 | 0.0066 | 0.0064 | 0.0058 | 0.0056 | 0.0051 |
| 36 MONTH RATE | 0.0156 | 0.0115 | 0.0089 | 0.0068 | 0.0066 | 0.006 | 0.0058 | 0.0053 |
| 48 MONTH RATE | 0.0163 | 0.0121 | 0.0093 | 0.0071 | 0.0068 | 0.0063 | 0.006 | 0.0055 |
| 60 MONTH RATE | 0.0171 | 0.0127 | 0.0098 | 0.0075 | 0.0072 | 0.0066 | 0.0062 | 0.0057 |
| OVERAGES | 0.0145 | 0.0095 | 0.0086 | 0.0062 | 0.0060 | 0.0055 | 0.0054 | 0.0050 |
| MONTHLY VOLUME | 1,000-2,500 | 2,500-5,000 | 5,000-10,000 | 10,000-20,000 | 20,000-30,000 | 30,000-40,000 | 40,000-75,000 | 75,000 + |
| | B/W Service for MP 2851SP: 1,500 B/W images per month = 1,500 x \$0.0121 = \$18.15 (overages @ .0095) | | | | | | | |

Price included Service Parts/Labor, Black Toner and Staples. Excluded Connectivity Support.

* **Required Minimum Volume**

| TERM | C1100/IPC-1 | CLC4/5100 | MPC2000/2500 | MPC3500/4500 | C2550/3080/3480 | C4080/4580/5185 | C508U/5068U | CPP550/650/C7000/016 |
|-----------------------------|-------------|-----------|----------------|----------------|-----------------|-----------------|----------------|----------------------|
| | Color* | Color* | B/W or Color** | B/W or Color** | B/W or Color** | B/W or Color** | B/W or Color** | 000VP/6000 |
| 12 MONTH | 0.1200 | 0.0680 | 0.0750 | 0.0750 | 0.0660 | 0.0660 | 0.0830 | 0.0520 |
| 36 MONTH RATE | 0.1250 | 0.0700 | 0.0770 | 0.0770 | 0.0679 | 0.0679 | 0.0850 | 0.0540 |
| 48 MONTH RATE | 0.1313 | 0.0720 | 0.0790 | 0.0790 | 0.0712 | 0.0712 | 0.0870 | 0.0560 |
| 60 MONTH RATE | 0.1378 | 0.0740 | 0.0810 | 0.0810 | 0.0748 | 0.0748 | 0.0890 | 0.0580 |
| OVERAGES COLOR | 0.1100 | 0.0660 | 0.0720 | 0.0720 | 0.0640 | 0.0640 | 0.0810 | 0.0500 |
| BLACK/WHITE CPC | 0.0200 | 0.0130 | 0.0110 | 0.0090 | 0.0110 | 0.0100 | 0.0120 | 0.0120 |
| MONTHLY VOLUME COLOR | 1,000-2,500 | 10,000 + | 2,500 + | 5,000 + | 2,500 + | 5,000 + | 5,000 + | 10,000 + |

| RIP Fees | \$45/month | \$50/month | \$30/month | \$30/month | \$30/month | \$30/month | \$50/month |
|-----------------------------|------------|------------|------------|------------|------------|------------|------------|
| No charge for Embedded RIPs | | | | | | | |

| | |
|---|---------|
| SERVICE TOTALS 1,500 B/W images per month @ \$0.0121 = | \$18.15 |
| TOTAL MONTHLY SERVICE FEE | \$18.15 |
| Overages @ \$0.0095 | |

Managed Printer Fleet Pricing

All LaserJet Printe BuyBoard Pricing
 B/W Printer .03/impression*
 Color .25/impression*
 * Only Laser Jets

*All Printers need to have Director of Service approval

Price included Service Parts/Labor, Toners and Staples. Excluded Connectivity Support.

* **Required Minimum COLOR Volume.** ** **Select either Black/White or Color as minimum.**



STATE AND LOCAL GOVERNMENT
Product Schedule



Product Schedule Number: _____

State and Local Government Master Agreement Number: _____

This Image Management Plus Product Schedule ("Schedule") is made part of the State and Local Government Master Agreement ("Master Agreement") identified on this Schedule between IKON Office Solutions, Inc. ("we" or "us") and HIDALGO, COUNTY OF, as Customer ("Customer" or "you"). All terms and conditions of the Master Agreement are incorporated into this Schedule and made a part hereof. It is the intent of the parties that this Schedule be separately enforceable as a complete and independent agreement, independent of all other Schedules to the Master Agreement.

CUSTOMER INFORMATION

| | | | | | | | |
|--|--------|-------|--|--|---|-------|-----|
| HIDALGO COUNTY - PARKS | | | | SANTIAGO ZAVALA | | | |
| Customer (Bill To) 28312 FM 88 | | | | Billing Contact Name 1902 JOE STEPHENS STE. 101 | | | |
| Product Location Address EDCOUCH HIDALGO TX 78538 | | | | Billing Address (if different from location address) WESLACO HIDALGO TX 78596 | | | |
| City | County | State | Zip | City | County | State | Zip |
| Billing Contact Telephone Number 956-282-6585 | | | Billing Contact Facsimile Number 956-262-9840 | | Billing Contact E-Mail Address NA@NA.COM | | |

PRODUCT DESCRIPTION ("Product")

| Qty | Product Description: Make & Model |
|-----|-----------------------------------|
| 1 | RICOH MP 2851 |
| | |
| | |
| | |
| | |
| | |
| | |

| Qty | Product Description: Make & Model |
|-----|-----------------------------------|
| | |
| | |
| | |
| | |
| | |
| | |
| | |

PAYMENT SCHEDULE

| |
|--|
| Minimum Term <i>(months)</i> |
| 48 |

| |
|--|
| Minimum Payment <i>(Without Tax)</i> |
| \$ 114.00 |

| |
|---|
| Minimum Payment Billing Frequency |
| <input checked="" type="checkbox"/> Monthly |
| <input type="checkbox"/> Quarterly |
| <input type="checkbox"/> Other: _____ |

| |
|---|
| Advance Payment |
| <input type="checkbox"/> 1 st Payment |
| <input type="checkbox"/> 1 st & Last Payment |
| <input type="checkbox"/> Other: _____ |

| Guaranteed Minimum Images* ^o | |
|---|-------|
| Black/White | Color |
| 1,500 | N/A |

| Cost of Additional Images ^o | |
|--|-------|
| Black/White | Color |
| \$.0095 | N/A |

| |
|---|
| Meter Reading/Billing Frequency |
| <input type="checkbox"/> Monthly |
| <input checked="" type="checkbox"/> Quarterly |
| <input type="checkbox"/> Other: _____ |

* Based upon Minimum Payment Billing Frequency
^o Based upon standard 8 1/2" x 11" paper size. Paper sizes greater than 8 1/2" x 11" may count as more than one image.

Sales Tax Exempt: YES (Attach Exemption Certificate) Customer Billing Reference Number (P.O. #, etc.) _____
 Addendum(s) attached: YES (check if yes and indicate total number of pages: _____)

TERMS AND CONDITIONS

- The first Payment will be due on the Effective Date.
- You, the undersigned Customer, have applied to us to use the above-described items ("Product") for lawful commercial (non-consumer) purposes. **THIS IS AN UNCONDITIONAL, NON-CANCELABLE AGREEMENT FOR THE MINIMUM TERM INDICATED ABOVE.** If we accept this Schedule, you agree to use the above Product on all the terms hereof, including the Terms and Conditions on the

Master Agreement. **THIS WILL ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTAND THIS SCHEDULE AND THE MASTER AGREEMENT AND HAVE RECEIVED A COPY OF THIS SCHEDULE AND THE MASTER AGREEMENT.**

3. **Image Charges/Meters:** In return for the Minimum Payment, you are entitled to use the number of Guaranteed Minimum Images as specified in the Payment Schedule of this Agreement. The Meter Reading/Billing Frequency is the period of time (monthly, quarterly, etc.) for which the number of images used will be reconciled. If you use more than the Guaranteed Minimum Images during the selected Meter Reading/Billing Frequency period, you will pay additional charges at the applicable Cost of Additional Images as specified in the Payment Schedule of this Schedule for images, black and white and/or color, which exceed the Guaranteed Minimum Images ("Additional Images"). The charge for Additional Images is calculated by multiplying the number of Additional Images times the applicable Cost of Additional Images. The Meter Reading/Billing Frequency may be different than the Minimum Payment Billing Frequency as specified in the Payment Schedule of this Schedule. You will provide us or our designee with the actual meter reading(s) by submitting meter reads electronically via an automated meter read program, or in any other reasonable manner requested by us or our designee from time to time. If such meter reading is not received within seven (7) days of either the end of the Meter Reading/Billing Frequency period or at our request, we may estimate the number of images used. Adjustments for estimated charges for Additional Images will be made upon receipt of actual meter reading(s). Notwithstanding any adjustment, you will never pay less than the Minimum Payment.
4. Additional Provisions (if any) are: _____

THE PERSON SIGNING THIS AGREEMENT ON BEHALF OF THE CUSTOMER REPRESENTS THAT HE/SHE HAS THE AUTHORITY TO DO SO.

| | |
|--|--|
| <p>By: X _____ Authorized Signer Signature</p> <p>Printed Name: _____</p> <p>Title: _____ Date: _____</p> | <p>Accepted by: IKON OFFICE SOLUTIONS, INC.</p> <p>By: _____ Authorized Signer Signature</p> <p>Printed Name: <i>Mike Johnson</i></p> <p>Title: <i>AVP</i> Date: <i>2/16/11</i></p> |
|--|--|

The below service commitments (collectively, the "Service Commitments") are brought to you by IKON Office Solutions, Inc., an Ohio corporation having its principal place of business at 70 Valley Stream Parkway, Malvern, PA 19355 ("IKON"), one of the largest distributors of office solutions in the world. The words "you" and "your" refer to you, our customer. You agree that IKON alone is the party to provide all of the services set forth below and is fully responsible to you, the customer, for all of the Service Commitments. The Service Commitments are only applicable to the equipment ("Equipment") described in the Image Management Plus Product Schedule to which these Service Commitments are attached, excluding facsimile machines, single-function and wide-format printers and production units. The Service Commitments are effective on the date the Equipment is accepted by you and apply during IKON's normal business hours, excluding weekends and IKON recognized holidays. They remain in effect for the Minimum Term so long as no ongoing default exists on your part.

TERM PRICE PROTECTION

The Image Management Minimum Payment and the Cost of Additional Images, as described on the Image Management Plus Product Schedule, will not increase in price during the Minimum Term of the Image Management Plus Product Schedule, unless agreed to in writing and signed by both parties.

EQUIPMENT SERVICE AND SUPPLIES

IKON will provide full coverage maintenance services, including replacement parts, drums, labor and all service calls, during Normal Business Hours. "Normal Business Hours" are between 8:00am and 5:00pm, Monday to Friday excluding public holidays. IKON will also provide the supplies required to produce images on the Equipment covered under the Image Management Plus Product Schedule (other than non-metered equipment and soft-metered Equipment). The supplies will be provided according to manufacturer's specifications. Optional supply items such as paper and transparencies are not included. **INCLUDES STAPLES X**

RESPONSE TIME COMMITMENT

IKON will provide a quarterly average response time of 2 to 6 business hours for all service calls located within a 30-mile radius of any IKON office, and 4 to 8 business hours for service calls located within a 31-60 mile radius for the term of the Image Management Plus Product Schedule. Response time is measured in aggregate for all Equipment covered by the Image Management Plus Product Schedule.

UPTIME PERFORMANCE COMMITMENT

IKON will service the Equipment to be Operational with a quarterly uptime average of 96% during Normal Business Hours, excluding preventative and interim maintenance time. Downtime will begin at the time you place a service call to IKON and will end when the Equipment is again Operational. You agree to make the Equipment available to IKON for scheduled preventative and interim maintenance. You further agree to give IKON advance notice of any critical and specific uptime needs you may have so that IKON can schedule with you interim and preventative maintenance in advance of such needs. As used in these Service Commitments "Operational" means substantial compliance with the manufacturer's specifications and/or performance standards and excludes customary end-user corrective actions.

IMAGE VOLUME FLEXIBILITY AND EQUIPMENT ADDITIONS

At any time after the expiration of the initial ninety day period of the original term of the Image Management Plus Product Schedule to which these Service Commitments relate, IKON will, upon your request, review your image volume. If the image volume has moved upward or downward in an amount sufficient for you to consider an alternative plan, IKON will, on a quarterly basis, present pricing options to conform to a new image volume. If you agree that additional equipment is required to satisfy your increased image volume requirements, IKON will include the equipment in the pricing options. The addition of equipment and/or increases/decreases to the Guaranteed Minimum Images requires an amendment ("Amendment") to the Image Management Plus Product Schedule that must be agreed to and signed by both you and IKON. The Amendment may not be less than the remaining term of the existing Image Management Plus Product Schedule but may be extended for a term up to 60 months. Adjustments to the Guaranteed Minimum Images commitment and/or the addition of equipment may result in a higher or lower minimum payment. Images decreases are limited to 25% of the Guaranteed Minimum Images in effect at the time of Amendment.

EQUIPMENT AND PROFESSIONAL SERVICES UPGRADE OPTION

At any time after the expiration of one-half of the original term of the Image Management Plus Product Schedule to which these Service Commitments relate, you may reconfigure the Equipment by adding, exchanging, or upgrading to an item of Equipment with additional features or enhanced technology. A new Image Management Plus Product Schedule or Amendment for not less than the remaining term of the existing Image Management Plus Product Schedule or Amendment, must be agreed to and signed by you and IKON. The Image Management Cost of Additional Images and the Minimum Payment of the new Image Management Plus Product Schedule or Amendment will be based on any obligations remaining on the Equipment, the added equipment and new image volume commitment. Your IKON Account Executive will be pleased to work with you on a Technology Refresh prior to the end of your Image Management Plus Product Schedule or Amendment.

PERFORMANCE COMMITMENT

IKON is committed to performing these Service Commitments and agrees to perform its services in a manner consistent with the applicable manufacturer's specifications. If IKON fails to meet any Service Commitments and in the unlikely event that IKON is not able to repair the Equipment in your office, IKON, at IKON's election, will provide to you either the delivery of a temporary loaner, for use while the Equipment is being repaired at IKON's service center, or IKON will replace such Equipment with comparable Equipment of equal or greater capability at no additional charge. These are the exclusive remedies available to you under the Image Management Plus Commitments Customer's exclusive remedy shall be for IKON to re-perform any Services not in compliance with this warranty and brought to IKON's attention in writing within a reasonable time, but in no event more than thirty (30) days after such Services are performed. If you are dissatisfied with IKON's performance, you must send a registered letter outlining your concerns to the address specified below in the "Quality Assurance" section. Please allow 30 days for resolution.

ACCOUNT MANAGEMENT

Your IKON sales professional will, upon your request, be pleased to review your equipment performance metrics on a quarterly basis and mutually convenient date and time. IKON will follow up within 8 business hours of a call or e-mail to one of our account management team members requesting a metrics review. IKON will, upon your request, be pleased to annually review your business environment and discuss ways in which we may improve efficiencies and reduce costs relating to your document management processes.

QUALITY ASSURANCE

Please send all correspondence relating to the Service Commitments via registered letter to the Quality Assurance Department located at: 3920 Arkwright Road, Macon, GA 31210. Attn: Quality Assurance. The Quality Assurance Department will coordinate resolution of any performance issues concerning the above Service Commitments with your local IKON office. If either of the Response Time or Uptime Performance Commitments is not met, a one-time credit equal to 3% of your Minimum Payment invoice total on the non-performing unit will be made available upon your request. Credit requests must be made in writing via registered letter to the address above. IKON is committed to responding to any questions regarding invoiced amounts for the use of the Equipment relating to the Product Schedule within a two (2) day timeframe. *To ensure the most timely response please call 1-888-ASK-IKON.*

MISCELLANEOUS

These Service Commitments do not cover repairs resulting from misuse (including without limitation improper voltage or environment or the use of supplies that do not conform to the manufacturer's specifications), subjective matters (such as color reproduction accuracy) or any other factor beyond the reasonable control of IKON. IKON and you each acknowledge that these Service Commitments represent the entire understanding of the parties with respect to the subject matter hereof and that your sole remedy for any Service Commitments not performed in accordance with the foregoing is as set forth under the section hereof entitled "Performance Commitment". The Service Commitments made herein are service and/or maintenance warranties and are not product warranties. Except as expressly set forth herein, IKON makes no warranties, express or implied, including any implied warranties of merchantability, fitness for use, or fitness for a particular purpose. Neither party hereto shall be liable to the other for any consequential, indirect, punitive or special damages. These Service Commitments shall be governed according to the laws of the Commonwealth of Pennsylvania without regard to its conflicts of law principles. These Service Commitments are not assignable by the Customer. Unless otherwise stated in your Implementation Schedule, your Equipment will ONLY be serviced by an "IKON Certified Technician". You acknowledge and agree that, in connection with its performance of its obligations under these Service Commitments, IKON may place automated meter reading units on imaging devices, including but not limited to the Equipment, at your location in order to facilitate the timely and efficient collection of accurate meter read data on a monthly, quarterly or annual basis. IKON agrees that such units will be used by IKON solely for such purpose. Once transmitted, all meter read data shall become the sole property of IKON and will be utilized for billing purposes.

IN WITNESS WHEREOF, each party has caused its duly authorized officer to execute these Image Management Plus Commitments as of _____, 20____.

By: _____
Name: _____
Title: _____
Date: _____

IKON OFFICE SOLUTIONS, INC.
By: _____
Name: *M. KE JOHNSON*
Title: *AVP*
Date: _____

Equipment Removal Authorization

Equipment Owned by Customer

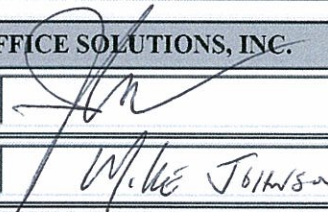
| CUSTOMER INFORMATION | | | |
|----------------------|------------------------|---------------|----------------------|
| Customer Name | HIDALGO COUNTY - PARKS | Date Prepared | 14 - FEBRUARY - 2010 |
| Contact Name | SANTIAGO ZAVALA | Phone | 956-262-6585 |
| E-mail Address | NA@NA.COM | Fax | 956-262-9640 |

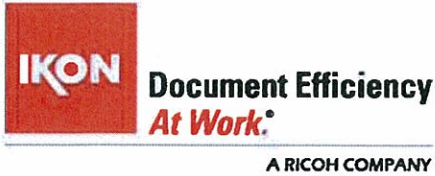
Check if Additional Product Description page(s) attached

| TERMS AND CONDITIONS |
|--|
| <p>This Authorization will confirm that you desire to engage IKON Office Solutions, Inc. ("IKON") to pick-up and remove certain items of equipment that are owned by you, and that you intend to issue written or electronic removal requests (whether such equipment is identified in this Authorization, in a purchase order, in a letter or other written form) to us from time to time. Such removal request will set forth the location, make, model and serial number of the equipment to be removed by IKON. By signing below, you confirm that, with respect to every removal request issued by you (1) IKON may rely on the request, (2) the request shall be governed by this Authorization, (3) you have good, valid and marketable title to such equipment and have satisfied all payment and other obligations relating to such equipment which may be owing to any third party under applicable lease, financing, sale or other agreements, (4) you have obtained any and all necessary consents and approvals required to authorize IKON to remove such items of equipment and to take title thereto, and (5) by this Authorization, you hereby transfer good and valuable title and ownership to IKON to the equipment, free and clear of any and all liens and encumbrances of any nature whatsoever and you will cause to be done, executed and delivered all such further instruments of conveyance as may be reasonably requested for the vesting of good title in IKON. IKON does not assume any obligation, payment or otherwise, under any lease, financing, sale or other agreements relating to any equipment. Such agreements shall remain your sole responsibility. As a material condition to the performance by IKON, you hereby release IKON from, and shall indemnify, defend and hold IKON harmless from and against, any and all claims, liabilities, costs, expenses and fees arising from or relating to any breach of your representations or obligations in this Authorization or of any obligation owing by you to any third party in respect of all equipment identified in the removal requests issued by you.</p> |

| EQUIPMENT INFORMATION | | | |
|----------------------------|-----------------------|---------|-------------------|
| Make, Model, Serial Number | CANON/IR2230/KVD00138 | Contact | SANTIAGO ZAVALA |
| Pick-up Address | 28312 FM 88 | Phone | 956-262-6585 |
| City | EDCOUCH | State | TX Zip Code 78538 |
| Make, Model, Serial Number | | Contact | |
| Pick-up Address | | Phone | |
| City | | State | Zip Code |
| Make, Model, Serial Number | | Contact | |
| Pick-up Address | | Phone | |
| City | | State | Zip Code |
| Make, Model, Serial Number | | Contact | |
| Pick-up Address | | Phone | |
| City | | State | Zip Code |

| CUSTOMER | |
|------------------------|--|
| Authorized Signature | |
| Signature Printed Name | |
| Title | |
| Date | |

| IKON OFFICE SOLUTIONS, INC. | |
|-----------------------------|---|
| Authorized Signature |  |
| Signature Printed Name | Mike Johnson |
| Title | A/P |
| Date | |



[TEXAS]

IKON Office Solutions, Inc.
70 Valley Stream Parkway
Malvern, PA 19355

ADDENDUM ("Addendum"), dated as of the 14 day of FEBRUARY, 2011, to that certain Master Agreement no. 1008606 ("Agreement"), dated as of the 14 day of FEBRUARY, 2011, between IKON Office Solutions, Inc. ("we" or "us") and Hidalgo, County of, as customer ("Customer" or "you").

The parties, intending to be legally bound, agree that the Agreement shall be modified as follows:

1. **Section 19-Non-Appropriation of Funds:** The caption/heading of Section 19 of the Agreement shall be and hereby is amended to read as follows: "19. Non-Appropriation"; and subsection (a) of Section 19 of the Agreement shall be deleted in its entirety and substituted with the following subsection (a) in lieu thereof:

"(a) You intend to remit all Payments and other charges due to us under any Schedule to this Master Agreement for the entire term of such Schedule if funds are legally available. In the event you are not granted an appropriation of funds at any time during the term for the Product subject to any Schedule to this Master Agreement and the non-appropriation did not result from an act or omission, then a "Non-Appropriation" shall be deemed to have occurred."

Clause (i) of subsection (b) of Section 19 is hereby deleted in its entirety and substituted with the following clause (i) in lieu thereof:

"(i) at least thirty (30) days prior to the end of your then current fiscal year, or, if Non-Appropriation has not occurred by such date, immediately upon Non-Appropriation, your chief executive officer (or legal counsel) shall certify in writing that (x) funds have not been appropriated for the fiscal period and (y) such non-appropriation did not result from any act or failure by you,"

2. Section 20 of the Agreement is hereby deleted in its entirety.

3. All capitalized terms used but not defined in this Addendum will have the meanings given to them in the Agreement. Except to the extent modified by this Addendum, the terms and conditions of the Agreement will remain unchanged and shall continue in full force and effect.

IN WITNESS WHEREOF, each party has caused its duly authorized officer to execute this Addendum, as of the date first written above.

CUSTOMER

X _____
Authorized Signature Date

Print Authorized Signer Name Title

IKON Office Solutions, Inc.

Authorized Signature Date
M. W. Jones *ALP*

Print Authorized Signer Name Title

