

Copier Maintenance Comparison

Company	Digital Office Systems (12 Month Contract)	Copy Data Valleywide (12 Month Contract)	Copy Grahics (12 Month Contract)
Equipment:	These will service two Copy/Printer Machines owned by Hidalgo County Community Service Agency.		
Cost:	67.80 Per month per machine	\$60.00 Per month per machine	Requested a \$225 inspection fee per machine in order to provide a quote.
Included Services:	All labor, parts, and service calls. Initial installation.	All labor, parts available, and service calls required. Includes setting up network print and scan features on computers	
Included Items:	Consumables-Drums, fuser roller kits, PM kits, lamps, power supply boards, gears, blades, toners	All toners, does not include paper.	
Page Limit:	6,000 Pages per Machine	6,000 Pages per Machine	
Overage Fees:	\$.0113 per copy	\$.01 per copy	

Recommendation: Based on the assessments conducted, HCCSA recommends continuing services with Digital Office Systems for copier maintenance. Digital Office Systems has demonstrated the ability to provide the necessary parts and technical support required to maintain the two copier machines purchased by the agency. Continuing this service agreement will help ensure the copiers remain in proper working condition, minimize downtime, and support the agency's daily operational needs.



Final Results from Scoring Grid for Copy/Printers and Maintenance Services

Date: 6/10/2026

Categories & Criteria	Final Results	Quote # 1- Digital Office Systems	Quote #2-Copy Data Valleywide	Quote # 3-Copy Graphics
1. Cost Efficiency (25 points) - Cost-effectiveness products and services are comprehensive for the price. 2. Service Quality (25 Points) - Explanation of product and service offers. 3. Customer Service (25 Points) - The technicians behave with courtesy and professionalism. Do they follow up on maintenance requests 4. Response Time/Maintenance (25 Points) -The amount of time taken to address and resolve maintenance requests	Evaluator #1	95	75	55
	Evaluator #2	100	85	60
	Evaluator #3	95	100	0
Total Scores		290	260	115



MFC Printer Maintenance Quotes Scoring Grid

Evaluator: **Evaluator #1**

Date:

5/22/2026

Categories	Criteria	Quote # 1- Digital Office Systems	Quote #2-Copy Data Valleywide	Quote # 3- Copy Graphics
Cost Efficiency (25 points)	Cost-effectiveness products and services are comprehensive for the price.	20	25	10
Service Quality (25 Points)	Explanation of product and service offers.	25	15	15
Customer Service (25 Points)	The technicians behave with courtesy and professionalism. Do they follow up on maintenance requests	25	15	15
Response Time/Maintenance (25 Points)	The amount of time taken to address and resolve maintenance requests	25	20	15
Total Score (100 Points)		95	75	55



MFC Printer Maintenance Quotes Scoring Grid

Evaluator 2

Evaluator:

Date:

5/27/2020

5/21/2026

Categories	Criteria	Quote # 1- Digital Office Systems	Quote #2-Copy Data Valleywide	Quote # 3- Copy Graphics
Cost Efficiency (25 points)	Cost-effectiveness products and services are comprehensive for the price.	20	25	15
Service Quality (25 Points)	Explanation of product and service offers.	25	20	15
Customer Service (25 Points)	The technicians behave with courtesy and professionalism. Do they follow up on maintenance requests	25	20	15
Response Time/Maintenance (25 Points)	The amount of time taken to address and resolve maintenance requests	25	20	15
Total Score (100 Points)		100 0	85 0	60 0



MFC Printer Maintenance Quotes Scoring Grid

Evaluator: **Evaluator3**

Date:

5/21/2026

Categories	Criteria	Quote # 1- Digital Office Systems	Quote #2-Copy Data Valleywide	Quote # 3- Copy Graphics
Cost Efficiency (25 points)	Cost-effectiveness products and services are comprehensive for the price.	20	25	0
Service Quality (25 Points)	Explanation of product and service offers.	25	25	0
Customer Service (25 Points)	The technicians behave with courtesy and professionalism. Do they follow up on maintenance requests	25	25	0
Response Time/Maintenance (25 Points)	The amount of time taken to address and resolve maintenance requests	25	25	0
Total Score (100 Points)		95 0	10 0	0 0



Digital Copiers • Networked Copiers • Facsimiles • Laser Printers • Color Copiers • Wide Format Copiers • Sales • Service • Supplies

May 19, 2026

Proposal Prepared For
Hidalgo County Community Service Agency
Attn: Hugo Moreno
KYOCERA MZ3200I

Location: Lobby Right Side
Equipment Id #07496
Equipment Serial Number #W645205818

SERVICE AGREEMENT

\$ 67.80 per Month

This service agreement covers FULL maintenance and replacement of any necessary parts and consumable supplies including Drum, Developer & Toner. The service agreement will exclude paper & staples only. The service agreement will cover up to 6,000 copies per month for the full term of the lease. Overages will bill monthly at \$.0113 per copy.

- > Plus, All Applicable Taxes
- > Proposal will be invalid after 15 days
- > Need purchase order
- > Need tax exempt form

Thank You,

Daniel Montaña
Vice President

Authorized Signature for approval of proposal as stated above

Date



Copy Data Valleywide

**6500 N. 10th St. Ste. D
McAllen, Texas 78504
(956) 686-2181 office (956) 686-3986 fax
www.copydata.us**

COPIER MAINTENANCE AGREEMENT PROPOSAL

Epecially Prepared for

Hidalgo County Community Service Agency

Equipment Included

**Kyocera MZ3200i SN W645205818
Kyocera MZ3200i SN W645205852**

MAINTENANCE AGREEMENT PRICING

Monthly Agreement

\$60.00 monthly each copier

***Includes 6,000 black & white copies/prints monthly.
All copies/prints over 6,000 to be billed at .01 per copy.***

Maintenance Agreement

Includes all service and toners.

Includes all labor, parts available, and service calls required. Includes setting up network print and scan features on computers. **Includes all toners.** Does not include paper.

Date of Proposal: April 17, 2026 Copy Data Representative: Vanessa Toney Smith, President

Authorized Signature for approval of agreement as stated above: _____

Date of Signature: _____

Serving the Rio Grande Valley since 1996



Hugo Moreno <hugo.moreno@co.hidalgo.tx.us>

Quote Request

Vanessa Perez <vanessa@copyg.com>
To: hugo.moreno@co.hidalgo.tx.us
Cc: Front Desk <frontdesk@copyg.com>, Henoc Macias <henocm@copyg.com>

Wed, May 13, 2026 at 3:24 PM

Hello Hugo,

In order for the units to be considered for service coverage, we would first need to perform an inspection to evaluate their overall condition and operation. The inspection is billed at a rate of \$225 per unit.

Following the initial inspection, we will be able to determine any prorated parts costs based on components required and provide a quote for the requested annual service billing based on your projected copy volumes.

Please advise if you would like to proceed and provide either approval or a PO so we can dispatch service accordingly.

Best Regards,

Vanessa Perez | Office Manager | vanessa@copyg.com

Phone 956-631-0205 • Text 956-261-5585 • Fax 956-630-2628 • www.copyg.com



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