



TOWN OF OLD SAYBROOK, CONNECTICUT
REQUEST FOR PROPOSAL

Copy – Print Maintenance and Supply Services
Addendum 1
April 24, 2019

1. Bidder's Conference

A Bidder's Conference and site walk-through is scheduled for 1:00 pm EST, May 3, in the Town Hall 1st Floor Conference Room.

2. Existing Copiers – Capabilities

Summary	1 st Floor	2 nd Floor	Assr	Clerk	P&R	Y&FS	Library
Color Copy/Print	Yes	Yes			Yes	Yes	
Color PIN Controlled	Yes	Yes			Yes	Yes	
Color Scan to eMail	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Duplex Print	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Staple	Yes	Yes			Yes	Yes	
Stapleless	Yes	Yes			Yes	Yes	Yes
Booklet Fold	Yes	Yes			Yes		
Booklet Staple	Yes	Yes			Yes		
Punch	Yes	Yes					

1st Floor – Ricoh C2504

- Duplex Print / Copy
- Color Print / Copy
- Color Print / Copy controlled via PIN
- Scan (Color, B/W) to SMTP email, folder
- Paper Sizes: Up to 11x17 (tabloid)
- Finisher
 - Duplex print
 - **Booklet: Magazine fold**
 - Stapler: Top left/right, 2 at left/top/right, **2 at center**
 - Stapleless: No
 - Punch: 3 or 2 at left/top/right

TOWN OF OLD SAYBROOK, CONNECTICUT
REQUEST FOR PROPOSAL

Copy – Print Maintenance and Supply Services
Addendum 1
April 24, 2019

2nd Floor – Ricoh C3504

- Duplex Print / Copy
- Color Print / Copy
- Color Print / Copy controlled via PIN
- Scan (Color, B/W) to SMTP email, folder
- Paper Sizes: Up to 11x17 (tabloid)
- Finisher
 - Stapler: Single Top, Left or Right; Double Left or Top or Right, **2 at center**
 - Stapleless: Top left/right slant
 - Booklet/Magazine Fold: Yes
 - Punch: 3 or 2 at left, top, right

Park & Rec – Ricoh C3003

- Duplex Print / Copy
- Color Print / Copy
- Color Print / Copy controlled via PIN
- Scan (Color, B/W) to SMTP email, folder
- Paper Sizes: Up to 11x17 (tabloid)
- Finisher
 - Stapler: Single Top, Left or Right, Double Left or Top or Right, **2 at center**
 - Stapleless: No
 - **Booklet/Magazine Fold: Yes**
 - Punch: No

Youth & Family Services – Ricoh C2503

- Duplex Print / Copy
- Color Print / Copy
- Color Print / Copy controlled via PIN
- Scan (Color, B/W) to SMTP email, folder
- Paper Sizes: Up to 11x17 (tabloid)
- Finisher
 - Stapler: Single Left, Top or Bottom, Double at Left or Top
 - Stapleless: No
 - Booklet/Magazine Fold: No
 - Punch: No

Assessor – Ricoh 2554

- Duplex Print / Copy
- NO Color Print / Copy
- Scan (Color, B/W) to SMTP email, folder
- Paper Sizes: Up to 11x17 (tabloid)
- Finisher: No

**TOWN OF OLD SAYBROOK, CONNECTICUT
REQUEST FOR PROPOSAL**

**Copy – Print Maintenance and Supply Services
Addendum 1
April 24, 2019**

Town Clerk – Ricoh 2554

- Duplex Print / Copy
- NO Color Print / Copy
- Scan (Color, B/W) to SMTP email, folder
- Paper Sizes: Up to 11x17 (tabloid)
- Finisher: No

Library – Ricoh 2852P

- Duplex Print / Copy
- NO Color Print / Copy
- Scan (Color, B/W) to SMTP email, folder
- Paper Sizes: Up to 11x17 (tabloid)
- Finisher: No

3. Future Copiers – Desired Features

Devices to be replaced by like finishing capable devices (staple, punch, booklet).

General Features

1. Web based user interface with lockout of administrative setup functions.
2. PCL5, PCL6 and Postscript Level 3 drivers for Windows 32 and 64bit operating systems. Updated drivers shall be available online for download.
3. Configuration export / import and clone via network.
4. Secure print where jobs are stored on the copier until called up through entry of a security code at the front panel
5. Scan to email (SMTP), USB or network file folder in PDF, JPG or TIFF format.
6. Walk up feature lockout based on user identification/security.
7. Scan in color regardless of the device's output capabilities.

Desired features

1. Windows Active Directory (LDAP) integration
 - a. Control Color Print access
 - b. Scan to personal network folder
 - c. Usage report by AD username
2. RFID FOB (HID) integration
 - a. Control Color Copy access
 - b. Facilitate scan to personal network folder
 - c. Stored job print

**TOWN OF OLD SAYBROOK, CONNECTICUT
REQUEST FOR PROPOSAL**

**Copy – Print Maintenance and Supply Services
Addendum 1
April 24, 2019**

4. Existing Copiers – Costs to Buy Out / Return

Ricoh MP C3003 (Parks & Rec), Wells Fargo monthly lease term deadline 28th of each month, \$250 restocking fee, packaging and shipping at Lessee expense.

Ricoh MP 2852SP (Library), De Lage Landen, 60-day lease termination notification, no restocking fee, packaging and shipping at Lessee expense.

Please include any packaging and shipping and list in RFP response.

See attached notifications from leasing companies for other (not end of lease) copiers.

5. Other Inquiries

- a. Is there a previous contract for this equipment?

Yes.

Copiers: ACT Group, Cromwell, CT.

Desktop Printers: CT Business Systems, Wethersfield, CT.

- b. Who is the vendor currently servicing the equipment?

Yes. See answer to question (a).

- c. What was the cost of the last year's contract and is this the same equipment as last year's contract?

For cost estimates of current contracts refer to Response Form B (Sample) tab of the Response Form B spreadsheet available on the Town web site.

- d. Is the contract available for viewing?

Terms and Conditions for CBS and ACT are attached below.

For pricing refer to the answer to question (c).

- e. Is there a service history available?

No.

- f. Is all the equipment up and running?

Yes. All equipment is currently under contract with either CBS or ACT. No devices have been flagged as “requiring reconditioning” or “beyond useful life”.

Full Buyout with Equipment Purchase

Quote Effective Date: April 19, 2019

To:
 ADVANCED COPY TECHNOLOGIES INC
 20 COMMERCE DR
 ID B5886
 CROMWELL, CT 06416-1167

From: Diana Berger
 DE LAGE LANDEN FINANCIAL SERVICES, INC.
 1111 OLD EAGLE SCHOOL RD
 WAYNE, PA 19087-1453

Customer Information

TOWN OF OLD SAYBROOK
 ATTN AP
 302 MAIN ST
 OLD SAYBROOK, CT 06475-2369

Contract: 25430290
 Account Number: 207464
 Equipment: SEE ATTACHED
 Quote Number: 11084466

Per your request, the Net Full Buyout with Equipment Purchase payment due on the above contract is:

Net Buyout with equipment purchase payment Due Lessor

\$6,954.86

This Buyout payment is due upon receipt of this invoice. Ownership to the equipment will pass upon our receipt of the Buyout amount. This Buyout quote is void if payment is not received by May 19, 2019.

Please include the lower portion of this invoice with your remittance. Your check should be made payable to DE LAGE LANDEN FINANCIAL SERVICES, INC. and mailed to PO BOX 824018 PHILADELPHIA, PA 19182-4018. If you have any questions, please call Diana Berger at +1 (610) 386-5000 x1010.

Thank you for allowing us to serve you.

Keep upper portion for your records - Please return the lower part with your payment



TOWN OF OLD SAYBROOK
 ATTN AP
 302 MAIN ST
 OLD SAYBROOK, CT 06475-2369

Remittance Section

Quote No.	Contract Number	Due Date
11084466	25430290	05/19/2019
Total Due		Amount Enclosed
\$6,954.86		\$

Please make check payable to
 DE LAGE LANDEN FINANCIAL SERVICES, INC.
 PO BOX 824018
 PHILADELPHIA, PA 19182-4018



1st Floor Copier

dLL financial solutions
partner
PO BOX 824018
PHILADELPHIA, PA 19182-4018

Equipment Schedule for the Full Buyout with Equipment Purchase

To:
TOWN OF OLD SAYBROOK
ATTN AP
302 MAIN ST
OLD SAYBROOK, CT 06475-2369

From:
DE LAGE LANDEN FINANCIAL SERVICES, INC.
1111 OLD EAGLE SCHOOL RD
WAYNE, PA 19087-1453

The Buyout in the amount of \$6,954.86 dated April 19, 2019 for Contract Number 25430290 with TOWN OF OLD SAYBROOK only applies to the equipment listed below:

Make	Model	Serial Number
RICOH	MPC2504	G756RB10283

2nd Floor Copier

dLL financial solutions
partner
PO BOX 824018
PHILADELPHIA, PA 19182-4018

Full Buyout with Equipment Purchase

Quote Effective Date: April 19, 2019

To:
ADVANCED COPY TECHNOLOGIES
20 COMMERCE DR
ID Y845
CROMWELL, CT 06416-1167

From: Diana Berger
DE LAGE LANDEN FINANCIAL SERVICES, INC.
1111 OLD EAGLE SCHOOL RD
WAYNE, PA 19087-1453

Customer Information

TOWN OF OLD SAYBROOK
ATTN AP
302 MAIN ST
OLD SAYBROOK, CT 06475-2369

Contract: 25430301
Account Number: 207464
Equipment: SEE ATTACHED
Quote Number: 11084482

Per your request, the Net Full Buyout with Equipment Purchase payment due on the above contract is:

Net Buyout with equipment purchase payment Due Lessor

\$10,766.02

This Buyout payment is due upon receipt of this invoice. Ownership to the equipment will pass upon our receipt of the Buyout amount. This Buyout quote is void if payment is not received by May 19, 2019.

Please include the lower portion of this invoice with your remittance. Your check should be made payable to DE LAGE LANDEN FINANCIAL SERVICES, INC. and mailed to PO BOX 824018 PHILADELPHIA, PA 19182-4018. If you have any questions, please call Diana Berger at +1 (610) 386-5000 x1010.

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dLL financial solutions
partner

TOWN OF OLD SAYBROOK
ATTN AP
302 MAIN ST
OLD SAYBROOK, CT 06475-2369

Remittance Section

Quote No.	Contract Number	Due Date
11084482	25430301	05/19/2019
Total Due		Amount Enclosed
\$10,766.02		\$

Please make check payable to
DE LAGE LANDEN FINANCIAL SERVICES, INC.
PO BOX 824018
PHILADELPHIA, PA 19182-4018



2nd Floor Copier

dLL financial solutions
partner
PO BOX 824018
PHILADELPHIA, PA 19182-4018

Equipment Schedule for the Full Buyout with Equipment Purchase

To:
TOWN OF OLD SAYBROOK
ATTN AP
302 MAIN ST
OLD SAYBROOK, CT 06475-2369

From:
DE LAGE LANDEN FINANCIAL SERVICES, INC.
1111 OLD EAGLE SCHOOL RD
WAYNE, PA 19087-1453

The Buyout in the amount of \$10,766.02 dated April 19, 2019 for Contract Number 25430301 with TOWN OF OLD SAYBROOK only applies to the equipment listed below:

Make	Model	Serial Number
RICOH	MPC3504	G706MB60745

Assessor Copier

dLL financial solutions
partner
PO BOX 824018
PHILADELPHIA, PA 19182-4018

Full Buyout with Equipment Purchase

Quote Effective Date: April 19, 2019

To:
ADVANCED COPY TECHNOLOGIES INC
20 COMMERCE DR
ID B5886
CROMWELL, CT 06416-1167

From: Diana Berger
DE LAGE LANDEN FINANCIAL SERVICES, INC.
1111 OLD EAGLE SCHOOL RD
WAYNE, PA 19087-1453

Customer Information

TOWN OF OLD SAYBROOK
ATTN: ACCTS PAYABLE
302 MAIN ST
OLD SAYBROOK, CT 06475-2369

Contract: 25346108
Account Number: 207464
Equipment: SEE ATTACHED
Quote Number: 11084470

Per your request, the Net Full Buyout with Equipment Purchase payment due on the above contract is:

Net Buyout with equipment purchase payment Due Lessor

\$3,235.54

This Buyout payment is due upon receipt of this invoice. Ownership to the equipment will pass upon our receipt of the Buyout amount. This Buyout quote is void if payment is not received by May 19, 2019.

Please include the lower portion of this invoice with your remittance. Your check should be made payable to DE LAGE LANDEN FINANCIAL SERVICES, INC. and mailed to PO BOX 824018 PHILADELPHIA, PA 19182-4018. If you have any questions, please call Diana Berger at +1 (610) 386-5000 x1010.

Thank you for allowing us to serve you.

Keep upper portion for your records - Please return the lower part with your payment

dLL financial solutions
partner

Remittance Section

Quote No.	Contract Number	Due Date
11084470	25346108	05/19/2019
Total Due		Amount Enclosed
\$3,235.54		\$

TOWN OF OLD SAYBROOK
ATTN: ACCTS PAYABLE
302 MAIN ST
OLD SAYBROOK, CT 06475-2369

Please make check payable to
DE LAGE LANDEN FINANCIAL SERVICES, INC.
PO BOX 824018
PHILADELPHIA, PA 19182-4018



Assessor Copier

dLL financial solutions
partner
PO BOX 824018
PHILADELPHIA, PA 19182-4018

Equipment Schedule for the Full Buyout with Equipment Purchase

To:
TOWN OF OLD SAYBROOK
ATTN: ACCTS PAYABLE
302 MAIN ST
OLD SAYBROOK, CT 06475-2369

From:
DE LAGE LANDEN FINANCIAL SERVICES, INC.
1111 OLD EAGLE SCHOOL RD
WAYNE, PA 19087-1453

The Buyout in the amount of \$3,235.54 dated April 19, 2019 for Contract Number 25346108 with TOWN OF OLD SAYBROOK only applies to the equipment listed below:

Make	Model	Serial Number
RICOH	MP2554	G145R401044

Town Clerk Copier

dLL financial solutions
partner
PO BOX 824018
PHILADELPHIA, PA 19182-4018

Full Buyout with Equipment Purchase

Quote Effective Date: April 19, 2019

To:
ADVANCED COPY TECHNOLOGIES
20 COMMERCE DR
ID Y845
CROMWELL, CT 06416-1167

From: Diana Berger
DE LAGE LANDEN FINANCIAL SERVICES, INC.
1111 OLD EAGLE SCHOOL RD
WAYNE, PA 19087-1453

Customer Information

TOWN OF OLD SAYBROOK
ATTN: ACCTS PAYABLE
302 MAIN ST
OLD SAYBROOK, CT 06475-2369

Contract: 25346114
Account Number: 207464
Equipment: SEE ATTACHED
Quote Number: 11084476

Per your request, the Net Full Buyout with Equipment Purchase payment due on the above contract is:

Net Buyout with equipment purchase payment Due Lessor

\$3,373.49

This Buyout payment is due upon receipt of this invoice. Ownership to the equipment will pass upon our receipt of the Buyout amount. This Buyout quote is void if payment is not received by May 19, 2019.

Please include the lower portion of this invoice with your remittance. Your check should be made payable to DE LAGE LANDEN FINANCIAL SERVICES, INC. and mailed to PO BOX 824018 PHILADELPHIA, PA 19182-4018. If you have any questions, please call Diana Berger at +1 (610) 386-5000 x1010.

Thank you for allowing us to serve you.

Keep upper portion for your records - Please return the lower part with your payment

dLL financial solutions
partner

TOWN OF OLD SAYBROOK
ATTN: ACCTS PAYABLE
302 MAIN ST
OLD SAYBROOK, CT 06475-2369

Remittance Section

Quote No.	Contract Number	Due Date
11084476	25346114	05/19/2019
Total Due		Amount Enclosed
\$3,373.49		\$

Please make check payable to
DE LAGE LANDEN FINANCIAL SERVICES, INC.
PO BOX 824018
PHILADELPHIA, PA 19182-4018



Town Clerk Copier

dLL financial solutions
partner
PO BOX 824018
PHILADELPHIA, PA 19182-4018

Equipment Schedule for the Full Buyout with Equipment Purchase

To:
TOWN OF OLD SAYBROOK
ATTN: ACCTS PAYABLE
302 MAIN ST
OLD SAYBROOK, CT 06475-2369

From:
DE LAGE LANDEN FINANCIAL SERVICES, INC.
1111 OLD EAGLE SCHOOL RD
WAYNE, PA 19087-1453

The Buyout in the amount of \$3,373.49 dated April 19, 2019 for Contract Number 25346114 with TOWN OF OLD SAYBROOK only applies to the equipment listed below:

Make	Model	Serial Number
RICOH	MP2554	G14R401018

Full Buyout with Equipment Purchase

Quote Effective Date: April 19, 2019

To:
 ADVANCED COPY TECHNOLOGIES INC
 20 COMMERCE DR
 ID B5886
 CROMWELL, CT 06416-1167

From: Diana Berger
 DE LAGE LANDEN FINANCIAL SERVICES, INC.
 1111 OLD EAGLE SCHOOL RD
 WAYNE, PA 19087-1453

Customer Information

TOWN OF OLD SAYBROOK
 ATT: 1ST SELECTMANS OFFCE
 302 MAIN ST
 OLD SAYBROOK, CT 06475-2369

Contract: 25318402
 Account Number: 207464
 Equipment: SEE ATTACHED
 Quote Number: 11084471

Per your request, the Net Full Buyout with Equipment Purchase payment due on the above contract is:

Net Buyout with equipment purchase payment Due Lessor

\$3,956.66

This Buyout payment is due upon receipt of this invoice. Ownership to the equipment will pass upon our receipt of the Buyout amount. This Buyout quote is void if payment is not received by May 19, 2019.

Please include the lower portion of this invoice with your remittance. Your check should be made payable to DE LAGE LANDEN FINANCIAL SERVICES, INC. and mailed to PO BOX 824018 PHILADELPHIA, PA 19182-4018. If you have any questions, please call Diana Berger at +1 (610) 386-5000 x1010.

Thank you for allowing us to serve you.

Keep upper portion for your records - Please return the lower part with your payment



TOWN OF OLD SAYBROOK
 ATT: 1ST SELECTMANS OFFCE
 302 MAIN ST
 OLD SAYBROOK, CT 06475-2369

Remittance Section

Quote No.	Contract Number	Due Date
11084471	25318402	05/19/2019
Total Due		Amount Enclosed
\$3,956.66		\$

Please make check payable to
 DE LAGE LANDEN FINANCIAL SERVICES, INC.
 PO BOX 824018
 PHILADELPHIA, PA 19182-4018



YFS Copier

dLL financial solutions
partner
PO BOX 824018
PHILADELPHIA, PA 19182-4018

Equipment Schedule for the Full Buyout with Equipment Purchase

To:
TOWN OF OLD SAYBROOK
ATT: 1ST SELECTMANS OFFCE
302 MAIN ST
OLD SAYBROOK, CT 06475-2369

From:
DE LAGE LANDEN FINANCIAL SERVICES, INC.
1111 OLD EAGLE SCHOOL RD
WAYNE, PA 19087-1453

The Buyout in the amount of \$3,956.66 dated April 19, 2019 for Contract Number 25318402 with TOWN OF OLD SAYBROOK only applies to the equipment listed below:

Make	Model	Serial Number
RICOH	MPC2503	E214MA61289

ACT (Copiers) Terms and Conditions

*SUPPLY YIELDS:

Black Toner _____

Color Toner (Cyan, Yellow, Magenta) _____

Developer _____

TERMS & CONDITIONS

Acceptance

Acceptance of this Agreement by Advanced Copy "to be stated as ACT" is contingent upon (1) a satisfactory credit report on the Customer with regard to the dollar amounts stated herein, and (2) the absence of any mathematical error or deviation from ACT's standard prices unless advised to the contrary within fifteen days, the Customer may consider this Agreement to have been accepted by ACT as written. This Agreement may not be assigned by Customer without the prior written consent of ACT.

Charges

The customer agrees to pay all charges due hereunder. ACT will render initial Annual Maintenance Charge billing in advance upon receipt of a signed copy of this Agreement. Terms are net ten days. Alterations, attachments or specification changes may require an increase in maintenance charges.

Taxes

There shall be added to all charges (including any zone charges) amounts equal to any taxes, however designated, levied or based on such charges or on this Agreement or the services rendered or parts supplied pursuant hereto, including state and local privilege or excise taxes based on gross revenue, and any taxes or amounts in lieu thereof paid or payable by ACT in respect of the foregoing, exclusive, however, of taxes based on net income.

Default

If the Customer does not pay the amount due hereunder or any other monies due ACT, or the customer moves the location of the equipment without the prior written consent of ACT, or if the Customer uses non ACT-approved or non manufacturer-authorized supplies, parts, attachments, or devices: (1) ACT may (a) refuse to continue to service the equipment without being liable for the return of any part of the fee paid hereunder or (b) furnish service only on a C.O.D. "Per Call" basis; and (2) the Customer agrees to pay ACT's costs and expenses of collection, including the maximum attorney's fee permitted by law with respect to any amount due hereunder or any other monies due ACT. Customer and all guarantors acknowledge that this is a commercial transaction and hereby waive their rights to notice and hearing under Chapter 903a of the Connecticut General Statutes, Chapter 246 of the Massachusetts General Laws, as the case may be, or as otherwise allowed by any state or federal law with respect to any prejudgment remedy that Advanced Copy may desire to use.

Maintenance

The maintenance charge specified on the reverse side hereof is based upon Customer's declaration of the number of eight hour shifts during which the equipment is normally used.

NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL APPLY TO SERVICE OR PARTS.

Use and Care of the Equipment

The customer shall adhere to manufacturer's specification and/or operating manuals in operating the equipment. The customer will be responsible for cleaning and daily care of the equipment; including cleaning of top glass, dusting, restocking supplies and clearing jams.

Reconditioning

When in ACT's opinion a shop reconditioning is necessary because normal repair and parts replacement cannot keep a unit of equipment in satisfactory operating condition, ACT will submit a cost estimate of needed repairs which will be in addition to the maintenance charges. If the Customer does not authorize such work, ACT may refuse to renew this Agreement for the unit.

General

This Agreement does not cover: (1) service or parts required by causes other than normal use or necessitated by the installation of or malfunction of non manufacturer-authorized or non ACT-approved supplies, parts, attachments or devices and (2) expendable supply items such as paper, toner, developer, drums, rollers or lamps (unless noted on contract), and (3) labor charges required on equipment that has to be returned to ACT for maintenance. ACT shall not be liable for incidental or consequential damages. ACT shall not be responsible for failure to render service due to strikes, fire, floods, and causes beyond its control. This Agreement will not apply to repairs made necessary by accident, misuse, abuse, neglect, theft, vandalism, fire, water, casualty, acts of God. Electrical power failures, electrical surges, and lightning damage will not be covered. This Agreement will not cover broken external panels, covers, trays. This Agreement does not cover any network connected devices, only covers equipment specified on the contract. This agreement does not cover the movement of any equipment. This Agreement is noncancellable by the Customer.

Upon the expiration of the initial term hereof, this Agreement shall be automatically renewed for successive terms at ACT's current rates in effect on the first day of each such renewal, unless the Customer has elected not to renew this Agreement by written notice to ACT postmarked no later than the earlier of the attainment of the number of copies specified under "Special Provisions" on the face of this Agreement or thirty (30) days prior to the expiration of the initial or any successive term of this agreement then in effect.

THIS AGREEMENT CONSTITUTES THE FINAL AND COMPLETE CONTRACT BETWEEN ADVANCED COPY AND THE CUSTOMER WITH RESPECT TO SERVICE OF THE EQUIPMENT COVERED BY THIS AGREEMENT AND NO REPRESENTATION, PROMISE, OR WARRANTY NOT EXPRESSED HEREIN SHALL BE BINDING ON ADVANCED COPY. THE TERMS AND CONDITIONS HEREIN SHALL PREVAIL NOTWITHSTANDING ANY VARIANCE WITH THE TERMS AND CONDITIONS OF ANY ORDER SUBMITTED BY THE CUSTOMER WITH RESPECT TO MAINTENANCE SERVICE.

CBS (Desktop Printers) Terms and Conditions

MAINTENANCE TERMS AND CONDITIONS

Customer agrees to purchase and Connecticut Business Systems, LLC (CBS) agrees to provide maintenance service for the equipment identified on the previous page in accordance with the terms and conditions of the agreement.

No terms and conditions expressed or implied are authorized unless they appear on the original document. NO CHANGE, ALTERATION OR AMENDMENT OF THE TERMS AND CONDITIONS OF THIS AGREEMENT ARE AUTHORIZED OR EFFECTIVE UNLESS AN AGREEMENT HAS BEEN MADE IN WRITING BY AN OFFICER OF CBS.

1. GENERAL SCOPE OF COVERAGE

This agreement covers the labor and the material for adjustments, repairs and/or replacement of parts necessary, which may be new, reprocessed or recovered, due to normal use of the equipment. Damage to the equipment or its parts arising out of misuse, negligence, attachment of unauthorized components, accessories or parts, use of substandard supplies or other causes beyond CBS's control are not covered. Customer may be subject to a surcharge or cancellation of the agreement. In addition, CBS may terminate this agreement in the event the equipment is modified, damaged, altered or serviced by personnel other than those employed by CBS, or if parts, accessories, or components not authorized by CBS are fitted to the equipment.

2. SERVICES

Service calls under this agreement will be made during normal business hours, Monday through Friday between the hours of 8:00AM and 5:00PM ET, and only at the installation address provided by the customer on the reverse side of this agreement. This agreement covers both the labor and materials for adjustments, repairs, and replacement of parts necessitated by normal use of the equipment listed on the face of this agreement. Services does not include the following: (a) repairs due to misuse, neglect, or abuse including, without limitation, improper voltage or use of supplies that do not conform to the manufacturers' specifications; (b) use of options, accessories or products not provided by CBS; (c) non-CBS alterations, relocation, service or supplies; (d) loss or damage resulting from accidents, fire, or theft; (e) maintenance requested outside of CBS's normal business hours; (f) thermal heads, process units, and fuser units for facsimile machines; (g) thermal heads and MICR toner for laser printers and parts and labor for all non-laser printers and/or (h) parts for scanners; (i) network services after initial set up of the equipment. Supplies provided by CBS are in accordance with the copy volumes set forth on the face of the agreement and within the manufacturer's stated yields. Supplies are to be used exclusively for the equipment and remain CBS property until consumed. You will return, or allow CBS to retrieve any unused supplies at the termination/expiration of this agreement. You are responsible for the cost of excess supplies. You authorize your equipment to be connected to an automatic meter reading device or, if we otherwise request, you will provide us with accurate meter readings for each item of equipment when and by such means as we request. You shall provide adequate space and electrical service for the operation of the equipment in accordance with U/L and/or manufacturer's specifications. Supplies will be via UPS Ground All shipping methods, including but not limited to, UPS Ground, Overnight, and/or Messenger Service, will be billed to the customer. Special processing fees may be included for any method other than UPS Ground. Service provided outside CBS' normal business hours will be at CBS hourly rates in effect at the time of service. If at any time during the term of this agreement the customer upgrades, modifies, or adds equipment, you shall promptly notify CBS. CBS maintains the right to inspect any upgrades and modifications to equipment and/or additional equipment and, in sole discretion, determine whether equipment is eligible for service. If approved, the agreement will be amended to include such changes, including pricing modifications. Unless otherwise agreed to in writing, the customer remains solely responsible for any and all customer data stored within the equipment and the removal of such data upon termination of this agreement.

3. TERMS

This agreement shall become effective upon receipt of payment by CBS of the maintenance charges provided on the reverse side of this document. Coverage shall be continuous for either the time frame or number of copies allowed as specified on the reverse side, whichever occurs first. Unless otherwise stated within this agreement, the billing cycle defaults to monthly billing of base charges and quarterly billing of overage charges. This agreement shall be automatically renewed for successive similar periods or copy allowances subject to the receipt by CBS, of the maintenance charges in effect at the renewal date, provided that the customer is not in default on their payment.

No credit will be applied toward unused copy allowances or print allowances. Unused copies are forfeited.

This agreement with CBS will be contemporaneous with the lease of equipment listed on the reverse side of this agreement.

Addition of Equipment – Customer is required to immediately notify CBS of any additional equipment at the customer's site capable of using CBS supplied toner cartridges. This will include any equipment not included on the original contract due to errors or omissions. In the event such equipment is discovered, it will automatically be added to this agreement with the meter at the time of the discovery being used at the start for meter coverage, or be added to the current flat-fee rate. Such equipment shall be considered the "equipment" for all purposes under this agreement.

4. CHARGES

The initial annual charge for systems support and maintenance under this agreement shall be the amount set forth on the reverse side of this agreement. The annual support and maintenance charge, with respect to any renewal term, will be the charge in effect at the time of renewal. Customer agrees to pay total of all charges for systems support and maintenance during initial term and any renewal term upon receipt of your CBS invoice. Customer understands that alterations, attachments, specification changes, or use of substandard supplies that cause excessive service calls may require an increase in maintenance charges and/or additional charges outside of the maintenance contract billing.

If specialized billing format is required in place of the standard billing format, there will be a fee based on the extent of the detail required.

5. BREACH OR DEFAULT

If the customer does not pay all charges for system support and maintenance or parts as provided upon receipt of the invoice, CBS may (a) refuse to service the equipment or, (b) furnish service on a C.O.D. "per call" basis at published rates. The customer agrees to pay CBS's costs and expenses of collection including the maximum attorney's fee permitted by law.

6. NO WARRANTY

Other than the obligations set forth within this agreement, CBS disclaims all warranties, expressed or implied, including any implied warranties of merchantability, fitness for use, or fitness for a particular purpose. CBS shall not be responsible for incidental or consequential damages, including but not limited to damages arising out of the use or performance of the equipment of the loss of use of the equipment.

7. MISCELLANEOUS

This agreement shall be governed by the laws of the State of Connecticut. It constitutes the entire agreement between the parties and may not be modified except in writing, signed by duly authorized officers of CBS and the customer.