

Office Support Service

Scope of Work

Reviewed By: _____

Approved By: _____

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BACKGROUND

The Office support Integrated Service Provider's program will provide superior on-site equipment, service, product technology, application expertise, process knowledge, overall process excellence and cost control in support of THE OWNER's mission to be a world class manufacturer of automotive engines

SCOPE OF WORK

- Provide and maintain on site all of the office equipment identified in the attached Exhibit "A".
- The Integrated Service Provider must provide free delivery, installation and set up of equipment.
- The Integrated Service Provider must be responsible for payment of any and all property taxes (excluding state sales tax).
- The Integrated Service Provider must file all necessary UCC1 and other documentation at no charge.
- The Integrated Service Provider cannot charge late fines.
- The Integrated Service Provider must not require a security deposit.
- The Integrated Service Provider must bill in summary and in arrears
- The copy usage must be billed quarterly/semi-annually in arrears.
- The copy machines must be completely modular and able to add options such as printing and faxing at any time.
- The Integrated Service Provider must supply free software upgrades on the equipment to keep the customer in the newest technology.
- A Total Satisfaction Guarantee of the equipment must be for the lease term and the equipment must be able to be replaced at the customer's request, if it does not perform up to pre-defined, in writing, Integrated Service Provider specifications without charges or extending out the lease.
- At the end of the lease the equipment must be picked up at no charge to the customer, whether or not they stay with the same Integrated Service Provider.
- The Integrated Service Provider must not charge for copies that are unusable due to machine malfunction or are service technician related.
- The office equipment must have customer replaceable units for increased productivity. For example: drum, toner and fuser.
- Supplies for the equipment will be based on 100,000 copies per month and under an auto-replenishment program.

- All products must be in full compliance with applicable environmental government requirements.
- Service supplier will submit all service processes in writing to Owner
- Service Provider will label all machines with serial # and Service call # on front of machine
- Service provider will respond to all service calls within 12 hrs

Service Philosophy and Objectives

This service will result in worry free operation of all office support equipment such as copy machines, fax machines, shredders, printers, etc. identified in the scope of work exhibit.

Definitions

- *Office Integrated Service Provider Manager* shall be defined as the designated person who shall be responsible for administering the support program as described in this specification, and any addenda. He/She shall administer the program within the parameters of the THE OWNER operating systems.
- *Integrated Service Provider* shall be defined as the service provider awarded the contract to support the THE OWNER Dundee facility.
- *Buyer*, Facility System Service Provider (FSSP),
- *THE OWNER*, _____
- *Employee*, Employees of the Integrated Service Provider
- *FSSP* – Refers to Facility System Service Provider.

Customer Relations

- The interaction between THE OWNER and the service provider will be based on standard procedures to insure mutual benefit. The service provider will support all THE OWNER production activities as a full team member with the best interest of the facility in mind.
- The Office Integrated Service Provider will have designated Contact(s) from FSSP which shall manage the needs and requests of the THE OWNER Facility in regards to this SOW.

Physical Plant Information

A basic print of the facility showing locations and type of equipment to be provided by THE OWNER and inserted as Exhibit "A".

Service Requirements during Installation and Ramp-up Phase

This service will have little ramp-up activity and will be expected to be 100% implemented on the required date.

Equipment and Materials to Be Provided by THE OWNER

- There will be no equipment or materials provided by THE OWNER, unless over the 100,000 copy base per month.
- Space and utilities for copy machines and other identified office equipment will be identified and supplied by THE OWNER.

Equipment and Materials to Be Provided by Service Supplier

- The General Contracted Service Provider and or MRO Services Provider will provide all equipment, tooling, materials, two-way radios, pagers, and supplies to fulfill this SOW. All such equipment shall be clearly identified as Integrated Service Provider owned.
- Integrated Service Provider shall quote cost of equipment and tooling specific to the program specifications. All equipment will be owned by the Integrated Service Provider through out the term of the contract. All equipment will be operated and maintained by the Integrated Service Provider through out the term of the contract. The Integrated Service Provider will be responsible for all repairs and/or replacement of equipment without additional cost to PSSP/FSSP or THE OWNER, unless otherwise authorized by THE OWNER

REFERENCE DOCUMENTS

- Exhibit A - Office Support Equipment
- Exhibit B - Office Support Service Process Flow