

Westmoreland County Managed Print Services

Bid Specifications

October 2012

GENERAL INSTRUCTIONS TO BIDDERS

1. **General:** Separate and sealed bids for the **MANAGED PRINT SERVICES** will be received at the Office of the County Controller, 2 North Main Street, Suite 111, Greensburg, Pennsylvania 15601 until 2:00 P.M. on November 14th, 2012.

LATE BIDS WILL NOT BE ACCEPTED OR CONSIDERED

Bids will be opened and read aloud on November 14th, 2012 at approximately 2:15 P.M.

2. **Submission of Bids:** An original and two (2) copies of the Official Bid Form must be submitted in a sealed envelope, and addressed to the Westmoreland County Controller and clearly marked on the outside of the envelope with the Bidder's name and address and the designation:

"BID: **MANAGED PRINT SERVICES**"

No responsibility will be attached to any County representative for premature opening of a bid not properly addressed and identified.

3. **Bid Security:** Each bid must be accompanied by a certified, good faith check drawn upon a bank authorized to do business in the Commonwealth of Pennsylvania, cashier's check, or by a bid bond with corporate surety, in the amount of ten percent (10%) of the highest total bid price (whether it be option 1,2 or 3). Bid bonds must be signed by an authorized representative of both the bidder and the surety company, and accompanied by a power of attorney authorizing execution of the bond on behalf of the surety company, or the bid will be rejected.
4. **Performance bond:** The successful bidder will be required to furnish a bond guaranteeing performance of the contract, with sufficient surety in the amount of fifty percent (50%) of the amount of the contract within fifteen (15) days of the date of written notice of award of the contract.

NOTE: IF APPLICABLE FAILURE TO FURNISH SUCH BOND WITHIN THIS TIME PERIOD SHALL, AT THE OPTION OF THE COUNTY, CONSTITUTE GROUNDS TO REVOKE THE BID AWARD AND DECLARE THE BID SECURITY FORFEITED.

5. **Tax Exemptions:** The County is exempt from all Federal excise and transportation taxes, the provisions of the Fair Trade law, and the Pennsylvania sales and use tax for purchase of tangible personal property. The registration number with Internal Revenue Service is 25-6001046. No Exemption certificates are required and none will be issued. Nothing in this paragraph is meant to exempt a construction contractor from the payment of sales tax or use tax required to be paid with respect to its purchase or use of tangible personal property used or transferred in connection with the performance of a

construction contract. If the County is required by law to pay any excise tax and then seek a refund or credit, the contractor may add the amount of the tax to the bid price as a separate item.

6. IRS W-9 Form: The successful bidder will be required to complete an Internal Revenue Service Form (W-9) attached hereto as Attachment "D" providing the bidder's taxpayer identification number and, if applicable, certification regarding backup withholding and submit the completed (W-9) Form along with the executed contract.
7. Right to Accept or Reject Bids: The Westmoreland County Commissioners reserve the right to waive informalities for the best interest of the County, approve sufficiency of surety and reject any and all bids. Failure of the bidder to sign the bid or have the signature of an authorized agent or representative on the official bid form will be cause for rejection of the bid. Signature must be written in ink; typing or printing is not acceptable. Bidders must include all information required on the Official Bid Form. Failure to comply may be cause for rejection of the bid. Award of the contract will be made at the County's option to the lowest responsible bidder.
8. Approved Equal (Where Applicable): Whenever a product is defined in this invitation by trade name and catalogue number of a manufacturer or vendor, the term "or approved equal," if not inserted therewith shall be implied. Any reference to a particular manufacturer's product either by trade name or by limited description is solely for the purpose of more clearly indicating the minimum standard of quality desired, except where a no substitution is requested. When a "no substitute" is requested, the County will consider bids for the referenced item only. The term "or approved equal" is defined as meaning any other make which, in the sole opinion of the County, is of such character, quality and performance equivalence as to meet the standard of quality of items specified for which it is to be used equally as well as that specified. The bidder quoting on a commodity other than as specified shall furnish complete identification on the bid proposal of the product he is offering by trade name brand and/or model number. The bidder shall also furnish descriptive literature and date with respect to the alternative commodity he proposed to furnish. Bidders offering an alternate shall also indicate any known specification deviations from the referenced item.
9. Unit Prices: In the event Unit Prices are required, the County reserves the right, should there be any discrepancy, inconsistency or difference between the Unit Price(s) and Total Price(s), to choose the lowest of the prices listed and the vendor shall be bound to provide the goods and/or services in question at the lower cost.
10. Withdrawal of bids: Bids may be withdrawn at any time prior to the designated time of the opening of bids. All bids must be firm for thirty (30) days following the bid opening, and no bids will be permitted to be withdrawn during such period. Bids will be awarded or rejected within thirty (30) days from opening. In the event award of Bid cannot be made within thirty (30) days from date of Bid Opening, bidders will be afforded the opportunity to extend their bid for an additional thirty (30) days by completing and submitting to the County a Consent to Extension of Date for Bid Award Form, a copy of

which is attached hereto as Attachment "E."

11. Provisions Required by Law Deemed Inserted: Each and every Provision of law and clause required by law to be inserted in the Contract for this project will be deemed to be inserted therein and the Contract will be read and enforced as though it were included herein, and if through mistake or otherwise and such provision is not inserted, or is not correctly inserted, then upon the application of either party, the Contract shall forthwith be physically amended to make such insertion.

12. Insurance: During the term of this contract, the Contractor shall maintain in effect insurance policies covering the following:
 - 1) General Liability- \$500,000 per person, \$1,000,000 per occurrence of personal injury; \$500,000 per person, \$1,000,000 per occurrence of property damage.

 - 2) Automobile - \$500,000.

 - 3) Workmen's Compensation – In amounts required by law.

Proof of Insurance must be provided along with Performance Bond.

13. More Than One Bid: If more than one bid is offered by any one bidder, in his own name or in the name of his agent, partner, or other person, all bids submitted by such bidder shall be rejected.

14. Bid Exceptions: Please include **ANY** exceptions that you are making part of your bid. This includes but is not limited to overages, underages, billing, equipment not supported, etc.

15. Non-Discrimination Clause: The successful bidder will be required to comply with the terms of the attached Non-Discrimination Clause herein marked Attachment "F."

16. Contractor Integrity Clause: The successful bidder will be required to comply with the terms of the attached Contractor Integrity Clause herein marked Attachment "G."

17. Subcontractor: The County shall have the right to approve subcontractors prior to the commencement of their work. Any approved subcontractor does not relieve the bidder of full compliance with the specifications. The bidder will be responsible for all work performed under these specifications whether the Bidder performs the work himself or through a subcontractor.

18. Addenda to Specifications: During the bidding period the County may issue written Addenda to each person, firm or corporation which has secured a copy of these specifications, making changes or corrections to the specifications as issued. Such changes or corrections shall be included in the work and/or materials covered by the bid proposal, and such Addenda shall become part to the specifications and contract. Bidders who secure Bid Specifications via the internet are cautioned to verify if Addenda have been issued by the County prior to submission of bid. The County assumes no responsibility to notify any prospective bidder of Addenda to Bid Specifications that are secured via the internet.
19. Additional Work: No additional work shall be done unless agreed to in writing by the County.
20. Term of Agreement: Term of the Agreement shall begin on January 1, 2013 through December 31, 2014 with a mutual option to extend for one additional year at the same prices.
21. Payment: The County will make payment to the successful bidder, in accordance to usage, in quarterly installments, after invoices are submitted and approved.

All invoices are to be submitted to: **Westmoreland County Information Systems**

22. Cancellation: Westmoreland County reserves the right to cancel the contract at any time if the vendor's performance is, in the opinion of the county, deemed unsatisfactory. In such event, however, the county shall give written notice of the unsatisfactory performance and expected remedies along with the termination notice. The vendor shall be given thirty (30) days to remedy all situations for the county to withdraw the termination notice. If conditions do not meet with Westmoreland County's approval, the contract will be terminated on the 30th day.

Westmoreland County shall be obligated only for those services rendered and accepted prior to the date of Notice of Termination.

23. Vendor Repair Form: The County mandates that the Vendor Repair Form in Attachment C be completed to close every service call.
24. Contact Person: Any questions regarding this bid should be directed to Rick Svesnik 724.830.3166 rsvesnik@co.westmoreland.pa.us or David Ridilla 724.830.3871 dridilla@co.westmoreland.pa.us .
25. Working Hours: Work shall be done on this job between 8:00 AM and 4:00 PM, Monday through Friday excluding all county holidays.

26. In accordance with Pennsylvania's "Right to Know" Laws, (Act 3 of 2008; **65 PS 67.101 et seq**), the County may make available for viewing or provide copies of all bids received and all associated contract documents following awarding of same.
27. The submission of a Bid shall constitute and establish the Bidders intent to enter into a binding contract with Westmoreland County for the goods or services solicited. Additionally, should any bid submitted contain defect(s) that in the County's opinion, is of a non-material nature, the Bidder agrees that by the submission of a Bid, Bidder will correct any defect(s) upon request of the County.
28. Unit Prices: In the event Unit Prices are required, the County reserves the right, should there be any discrepancy, inconsistency or difference between the Unit Price(s) and Total Price(s), to choose the lowest of the prices listed and the vendor shall be bound to provide the goods and/or services in question at the lower cost. The County reserves the right to award contracts for individual items, groups or combined award as may be in the County's best interest.
29. The County reserves the sole & exclusive right to award this contract, whether it be option 1, 2, or 3, as may be in the County's best interest.

Section I - Overview

This bid document is an invitation to interested Manage Print Services vendors to prepare and submit bids to Westmoreland County for a Managed Print Services (MPS) solution. The goal is to select a partner with the ability to provide the most cost effective solution to maintain the Westmoreland County printer fleet. The successful bidder must provide a reliable print service that includes supplies (ink and toner), Break/fix service, replacement of non-repairable devices and any other value added service one might offer. The county is looking for a fixed cost per image solution.

1.1 Brief Project Overview

Westmoreland County currently has a contract for managed print services that expires 12/31/2012. We are looking for available vendors that are capable of maintaining the county's printer fleet and offer additional savings.

1.2 Current Print Environment

We own approximately 350 printers / small Multi-Function Printers (MFP) in 43 departments. We currently pay a blended per page rate of \$0.0187 (1.87 cents) to print about one million images a quarter of which about 3% are color images. 278 of our devices are on the network and 72 are locally attached to a PC. See Attachment A for a detailed list of devices and a full year's usage.

The vast majority of our devices are located at the Courthouse Complex and the South Greensburg Complex but the vendor is required to travel to any county operated facility located in Westmoreland County.

Attachment A does include 8 devices that are no longer in service (listed as recycled). These printers we included on the list just to maintain the integrity of our print volume. The attached list is as of June 30, 2012. Devices will be added and deleted during the 3rd and 4th quarter of 2012 before this contract is in effect on January 1, 2013.

If a printer needs supplies (Ink, Toner, Etc) a Westmoreland County employee who works in the department where the printer is located will call the vendor directly and order supplies.

When a device needs service, a Westmoreland County employee who works in the department where the printer is located will call the Information Systems Help Line and a technician will visit the device and determine the plan of action. If a service call needs to be placed, the Information Systems technician will place the service call. In the last 12 months, we had 139 service calls. A detailed list of service calls for the past 12 months is listed in Attachment B.

If you would like to receive an electronic copy of Attachment A or B, please email Rick Svesnik at rsvesnik@co.westmoreland.pa.us with a subject line of Managed Print Services Bid. Be sure to indicate Excel or PDF format.

Section II – Bid Format and Evaluation Process

The following items are requirements with which the successful bidder must comply:

- 2.1 Vendor Profile and Qualifications** – Successful bidder must be able to include vendor and executive information, including management team, and qualifications of key staff (Project Managers, etc) that would be assigned to the implementation and execution of satisfying the Bid.
- 2.2 Experience/References** – Successful bidder must be able to provide a description of Managed Print Service experience (current and/or previous customers) especially managed print services and projects similar in size to Westmoreland County.
- 2.3 Technicians and Service Support Personnel** – Successful bidder must employ sufficient qualified staff to service an organization of this size. The vendor must have the ability to service all 12 manufacturers included in Westmoreland County’s printer fleet. If there is a model currently in use at the County that is not supported by the vendor, the vendor has the right to replace the device with a similar model at no cost to the County.
- 2.4 Subcontract Support** – Any subcontracting must first be approved by the County.
- 2.5 Identify the Devices** – Successful bidder must provide a tag to each piece of equipment so that when the departments call for supplies or repairs, they only have to give an ID number.
- 2.6 Replenish Supplies** - To ensure the viability of our print network, the successful bidder must provide supplies in the following manner. By supplies, we are referring to Ink sticks, toner cartridges, ink cartridges, etc. and excludes only paper. All cost for replenishing supplies must be included in your proposal.
 - a) Two days is preferred and four days is the maximum acceptable wait time for delivery of supplies to the county.
 - b) Your organization does not have to supply OEM/refilled/refurbished products; however, in the event that the IT staff at Westmoreland County would deem your replacement products to be producing less than desirable output; OEM equipment will need to be used in this circumstance.

Westmoreland County will not be responsible for any defective supplies provided by the vendor. If a defective cartridge causes damage to the printer, the vendor will be responsible for the repair under all the terms of the service agreement. If a defective cartridge causes damage to any county or personal property, the vendor will be responsible for cleanup / replacement of damaged property. Once supplies are delivered to the county, they become the property of and are owned by the county.

- 2.7 Preventive Maintenance:** Printer maintenance must be done in accordance with the manufacturer’s guidelines at the beginning of the service start date and shall include all repairs, parts, and labor.

2.8 Printer Maintenance Request (Service Calls) – To ensure the viability of our print network, service calls must be handled in the following manner. By service calls, we are referring to break/fix, maintenance kits, poor image quality, etc. All cost for maintenance must be included in your bid price.

The following criteria must be met in order to be eligible for bid:

- a) A 4 hour response time is preferred and before 1:00 PM the next business day is the maximum acceptable to the county. A functional device must be in place on the 3rd business day from the date the call was placed.
- b) Our IT staff must be able to check the status of a call placed with your organization.
- c) You must have a method to record service level response's to make sure they are meeting the expectations on Westmoreland County.

Vendor has the option to replace, rather than repair, a printer if it is deemed more cost effective. Replacement device must be within the same specs as the device it is replacing. Westmoreland County will determine if print quality is acceptable.

2.9 Software Description – The successful bidder must include print management software to be able to read print counts of network devices to eliminate the need to visit every device for quarterly print counts. The County's local devices will still need to be visited for print counts, and will be done so with an employee of the bidding vendor as well as an IT employee from the County.

2.10 Adding Devices – The County reserves the right to add additional devices to the contract as needed. If the devices are "similar" (meaning same manufacturer and similar in size and model) to what we currently have, we will give the information to the vendor to have the device added. If the device is not similar, we will contact the vendor for approval before adding the device to the agreement. Vendor must provide the necessary supplies, service, and maintenance in accordance with this agreement.

2.11 Total Cost – Section III contains the Bid Calculation Form followed by the Official Bid Form. There are three (3) options and you **must** complete all three (3).

The image quantities in options 1 and 2 are estimates based on the last 12 months.

Section III - Bid Calculation Form

Option 1 – Fixed Cost Per Image

In this option, you are being asked to present a cost per image solution for all devices in our printer fleet. You multiply your proposed cost per image for local and networked devices by our expected yearly volume. If you are proposing a blended rate (same cost per image for monochrome & color) you can simply enter the same cost per image amount on both lines (1a & 1b). With this option, we will have to visit all locally attached devices each quarter to obtain printer counts.

1a. Enter your cost per **monochrome** image _____ x 3,709,082 = _____

1b. Enter your cost per **color** image _____ x 113,211 = _____

1c. Add the totals from 1a and 1b to obtain your **Option 1 Total Bid** = _____

Option 2 – Fixed Cost per Image for Network Devices and Fixed Cost per Device for Local Printers

In this option, you are being asked to present a cost per image solution for all networked devices and a fixed yearly cost for each locally attached device. You multiply your proposed cost per image for networked devices by our expected yearly volume. If you are proposing a blended rate, you can simply enter the same cost per image amount on both lines (2a & 2b). You then add your yearly cost for each locally attached device to obtain your total bid. With this option, we will **NOT** have to visit all locally attached devices each quarter to obtain printer counts. In this option, all printing to local devices is unmetered.

2a. Enter your cost per Network **monochrome** image _____ x 3,265,736 = _____

2b. Enter your cost per Network **color** image _____ x 112,608 = _____

2c. Enter your **Yearly** cost per **Local Device** _____ x 72 = _____

2d. Add the totals from 2a, 2b and 2c to obtain your **Option 2 Total Bid** = _____

Option 3 – Fixed Cost per Devices

In this option, you are being asked to present a cost per device solution for all local and networked devices. You multiply your proposed cost per device by the number of devices in our printer fleet. If you are proposing a blended rate (same cost per device for monochrome & color) you can simply enter the same cost per device amount on both lines (3a & 3b). With this option, we will **NOT** have to obtain counts from any printers and all printing to all devices is unmetered.

3a. Enter your **Yearly** cost per **monochrome** device _____ x 308 = _____

3b. Enter your **Yearly** cost per **color** device _____ x 42 = _____

3c. Add the totals from 3a and 3b to obtain your **Option 3 Total Bid** = _____

You MUST copy all Three Total Bids from 1c, 2d, and 3c to the official bid form on the next page.

OFFICIAL BID FORM

The undersigned bidder agrees, if awarded a contract by the County of Westmoreland, to provide **Managed Print Services** in accordance with the foregoing Bid Specifications for the price specified below.

TOTAL BID PRICE \$ _____ \$ _____ \$ _____
 Option 1 Option 2 Option 3

Does your bid contain any exceptions: Yes No

If your bid contains exceptions, explain them in detail on the Bid Exceptions Page

NAME OF BIDDER (Type or print)

ADDRESS

AUTHORIZED SIGNATURE

AFFIX CORPORATE
SEAL HERE
(if bidder is
a corporation)

PRINT NAME AND TITLE OF SIGNER

AREA CODE & TELEPHONE

FAX NUMBER

Bidder is a (check one):

_____ Corporation incorporated in the State of _____

_____ General Partnership

_____ Limited Partnership

_____ Limited Liability Company

_____ Sole Proprietorship

_____ Other (specify) _____

Attachment A

This attachment contains a detailed device report along with a full year (4 quarters) of usage.

This attachment contains 7 pages and is available in Microsoft Excel format as explained above.

County ID	Type	Make	Model	Serial Number	Description	Building	2011 3rd Quarter	2011 4th Quarter	2012 1st Quarter	2012 2nd Quarter	Total Monochrome	Total Color	Grand Total
35133	NETWORK	EPSON	B500DN	L3YE000194	COLOR PRINTER	CRTHSE			7,526	104	6,983	647	7,630
29783	NETWORK	LEXMARK	4069-01N	UIAU797	OPTRA T610N LASER PRINTER 15PPM B&W	RECYCLED	-	-	405	183	588		588
29787	NETWORK	LEXMARK	4069-01N	41Y7970	OPTRA T610N LASER PRINTER 15PPM B&W	MAP	1,306	1,405	1,404	1,444	5,559		5,559
29800	NETWORK	LEXMARK	4069-01N	41BM717	OPTRA T610N LASER PRINTER 15PPM B&W	CRTHSE	1,649	2,608	1,801	2,349	8,407		8,407
29801	NETWORK	LEXMARK	4069-01N	41BM382	OPTRA T610N LASER PRINTER 15PPM B&W	CRTHSE	157	503	658	598	1,916		1,916
29802	NETWORK	LEXMARK	4069-01N	41BM360	OPTRA T610N LASER PRINTER 15PPM B&W	CRTHSE	249	493	776	729	2,247		2,247
29803	NETWORK	LEXMARK	4069-01N	41BM405	OPTRA T610N LASER PRINTER 15PPM B&W	ANNEX	4,243	3,433	3,985	2,544	14,205		14,205
29804	NETWORK	LEXMARK	4069-01N	41BM410	OPTRA T610N LASER PRINTER 15PPM B&W	CRTHSE	2,050	2,769	4,559	2,975	12,353		12,353
29805	NETWORK	LEXMARK	4069-01N	41BM743	OPTRA T610N LASER PRINTER 15PPM B&W	CRTHSE	16,175	18,905	674	117	35,871		35,871
29806	NETWORK	LEXMARK	4069-01N	41BM395	OPTRA T610N LASER PRINTER 15PPM B&W	ANNEX	-	408	1,002	646	2,056		2,056
29203	NETWORK	LEXMARK	4069-21N	4115097	OPTRA T612N NETWORK LASER PRINTER, 16MB B&W	ANNEX	3,885	2,200	4,096	7,356	17,537		17,537
29204	LOCAL	LEXMARK	4069-21N	4114689	OPTRA T612N NETWORK LASER PRINTER, 16MB B&W	CRTHSE	3,293	5,491	4,968	3,976	17,728		17,728
29256	NETWORK	LEXMARK	4069-21N	11CZTH5	OPTRA T612N NETWORK LASER PRINTER, 16MB B&W	ANNEX	855	706	1,419	1,340	4,320		4,320
29496	NETWORK	LEXMARK	4069-21N	4161715	OPTRA T612N NETWORK LASER PRINTER, 16MB B&W	ANNEX	1,270	740	656	820	3,486		3,486
29548	LOCAL	LEXMARK	4069-21N	4172632	OPTRA T612N NETWORK LASER PRINTER, 16MB B&W	PRISON	523	581	657	433	2,194		2,194
29607	LOCAL	LEXMARK	4069-21N	41B7913	OPTRA T612N NETWORK LASER PRINTER, 16MB B&W	JUVNLE	1	71	73	425	570		570
29608	NETWORK	LEXMARK	4069-21N	4185555	OPTRA T612N NETWORK LASER PRINTER, 16MB B&W	ANNEX	416	436	717	621	2,190		2,190
29731	LOCAL	LEXMARK	4069-21N	41F8561	OPTRA T612N NETWORK LASER PRINTER, 16MB B&W	JUVNLE	1,585	1,739	1,969	1,583	6,876		6,876
29732	NETWORK	LEXMARK	4069-21N	4155233	OPTRA T612N NETWORK LASER PRINTER, 16MB B&W	JUVNLE	69	101	145	53	368		368
30810	NETWORK	LEXMARK	4069-52N	41AW402	OPTRA T620N LASER PRINTER 30PPM, 32MB RAM B&W	CRTHSE	5,792	4,216	7,478	21,568	39,054		39,054
29068	NETWORK	LEXMARK	4069-61N	4131208	OPTRA T616N NETWORK PRINTER 35PPM B&W	CRTEXT	1,931	1,552	1,411	7,275	12,169		12,169
30075	NETWORK	LEXMARK	4069-72N	41ML338	OPTRA T622N LASER 350MHZ 40PPM, 32MB RAM B&W	ANNEX	6,666	7,690			14,356		14,356
30870	NETWORK	LEXMARK	4500-003	8906B8L	LEXMARK E322N LASERPRINTER 133MHZ 16PPM, 16MB RAM	ANNEX	2	-	-		2		2
31804	LOCAL	LEXMARK	4505-200	3801FK9	LEXMARK 232T LASER PRINTER 22PPM B&W	PBWRKS	682	379	496	289	1,846		1,846
+0273	LOCAL	LEXMARK	4510-001	1015342	E210 PRINTER 12PPM B&W	CRTEXT	249	557	711	723	2,240		2,240
30532	LOCAL	LEXMARK	4520-001	9905N4K	LEXMARK T520 LASERPRINTER 20PPM B&W	CRTEXT	-	-			-		-
30082	NETWORK	LEXMARK	4520-002	99012RC	OPTRA T520DN LASER PRINTER 200MHZ 20PPM, 16MB RAM	ANNEX	1,130	1,199	1,329	1,158	4,816		4,816
30539	LOCAL	LEXMARK	4520-220	G016474	OPTRA T522N LASER PRINTER 250MHZ 25PPM, 32MB RAM	CRTHSE	1,759	2,220	2,845	2,645	9,469		9,469
31133	NETWORK	LEXMARK	4520-220	990CHL1	OPTRA T522N LASER PRINTER 250MHZ 25PPM, 32MB RAM	CRTHSE	1,864	1,978	2,348	2,804	8,994		8,994
31136	NETWORK	LEXMARK	4520-220	990DHGV	OPTRA T522N LASER PRINTER 250MHZ 25PPM, 32MB RAM	PRISON	466	544	629	631	2,270		2,270
31289	NETWORK	LEXMARK	4520-220	990F4LL	OPTRA T522N LASER PRINTER 250MHZ 25PPM, 32MB RAM	CRTEXT	6,095	6,827	7,973	8,311	29,206		29,206
31290	NETWORK	LEXMARK	4520-220	990CPOR	OPTRA T522N LASER PRINTER 250MHZ 25PPM, 32MB RAM	CRTEXT	957	2,038	1,694	532	5,221		5,221
31291	NETWORK	LEXMARK	4520-220	990F4WW	OPTRA T522N LASER PRINTER 250MHZ 25PPM, 32MB RAM	CRTEXT	7,927	10,572	11,648	11,755	41,902		41,902
33718	NETWORK	OKIDATA	B6300	602A2152184	ELECTION RESULTS B6300 LASER PRINTER	ANNEX	2,762	4,021	4,583	2,828	14,194		14,194
33719	NETWORK	OKIDATA	B6300	602A2152478	ELECTION RESULTS B6300 LASER PRINTER	ANNEX	2,528	38	2,087	2,304	6,957		6,957
901668	NETWORK	RICOH	C312DN	Q9398700147	AFICIO SP C312DN COLOR PRINTER	CRTHSE	1,096	3,382	5,198	6,150	1,560	14,266	15,826
901172	NETWORK	TEKTRONIX	8200DP	LTH133154	PHASER 8200 DUPLEX COLOR 128MB	ANNEX	2,757	575	427	159	443	3,475	3,918
27451	NETWORK	TEKTRONIX	Z750	J13UUCO	PHASER 750N COLOR PRINTER WITH 1200 X 600 DPI	ANNEX	3	5	-	1	9	-	9
33924	NETWORK	XEROX	4150	L99026583	WORKCENTRE 4150 LASER PRINTER 45PPM B&W	ANNEX	339	286	1,124	899	2,648		2,648
37977	NETWORK	XEROX	4150	L99026523	WORKCENTRE 4150 LASER PRINTER 45PPM B&W	ANNEX				824	824		824
34969	NETWORK	XEROX	4250	MAC581397	WORKCENTRE 4250 PRINTER/COPY/SCAN/FAX	ANNEX	73	116	891	1,297	2,377		2,377
35198	NETWORK	XEROX	4510	ART359533	WORKCENTRE 4250 PRINTER/COPY/SCAN/FAX	ANNEX	1,639	651	1,000	1,186	4,476		4,476
PLAI47	NETWORK	XEROX	3450B	PMY000516	PHASER 3450B LASER PRINTER - 32MB	CRTEXT	65	38	59	47	209		209
33925	NETWORK	XEROX	4400N	LDT020640	PHASER 4400N LASER PRINTER 26PPM B&W	CRTHSE	392	519	544	614	2,069		2,069
901168	NETWORK	XEROX	4400N	LDT020641	PHASER 4400N LASER PRINTER 26PPM B&W	PBSAFE	674	937	813	410	2,834		2,834
901174	NETWORK	XEROX	4400N	LDT020729	PHASER 4400N LASER PRINTER 26PPM B&W	ANNEX	973	844	1,403	725	3,945		3,945
900364	NETWORK	XEROX	4500N	PMT286628	PHASER 4500N LASER PRINTER 36PPM B&W	ANNEX	-	6	-		6		6
900389	NETWORK	XEROX	4500N	PMT295678	PHASER 4500N LASER PRINTER 36PPM B&W	ANNEX	1,810	2,231	3,328	3,515	10,884		10,884
901171	NETWORK	XEROX	4500N	PMT288052	PHASER 4500N LASER PRINTER 36PPM B&W	ANNEX	682	651	502	738	2,573		2,573
901814	NETWORK	XEROX	4510N	ART359639	WORKCENTRE 4510 PRINTER 45PPM B&W	ANNEX				341	341		341
31509	NETWORK	XEROX	6250DP	PWG463594	PHASER 6250DP COLOR 256MB	ANNEX	2,316	2,571	2,631	1,985	6,709	2,794	9,503
36226	NETWORK	XEROX	6280DN	NKA160543F	PHASER 6280DN COLOR LASER PRINTER 256MB	ANNEX	198	81	1,857	901	1,283	1,754	3,037
36227	NETWORK	XEROX	6280DN	NKA160485F	PHASER 6280DN COLOR LASER PRINTER 256MB	ANNEX	228	151	254	135	587	181	768
36228	NETWORK	XEROX	6280DN	NKA160208F	PHASER 6280DN COLOR LASER PRINTER 256MB	ANNEX	102	134	198	181	521	94	615
31705	NETWORK	XEROX	8400DP	RPC075891	XEROX PHASER 8400DP COLOR LASER PRINTER	JUVNLE	1,813	76	586	128	1,405	1,198	2,603

County ID	Type	Make	Model	Serial Number	Description	Building	2011 3rd Quarter	2011 4th Quarter	2012 1st Quarter	2012 2nd Quarter	Total Monochrome	Total Color	Grand Total
35133	NETWORK	EPSON	B500DN	L3YE000194	COLOR PRINTER	CRTHSE			7,526	104	6,983	647	7,630
31706	NETWORK	XEROX	8400DP	RPC079692	XEROX PHASER 8400DP COLOR LASER PRINTER	JUVNLE	1,018	911	2,091	1,034	3,479	1,575	5,054
31764	NETWORK	XEROX	8400DP	RPC085146	XEROX PHASER 8400DP COLOR LASER PRINTER	PBSAFE	929	557	570	459	1,219	1,296	2,515
35790	NETWORK	XEROX	8500DN	WYN334130	PHASER 8500DN LASER PRINTER	CRTEXT	445	556	445	537	12	1,971	1,983
901166	LOCAL	XEROX	8500DN	WYN334133	PHASER 8500DN LASER PRINTER	ANNEX	-	162	232	153	-	547	547
901169	NETWORK	XEROX	8500DN	WYN334312	PHASER 8500DN LASER PRINTER	ANNEX	120	116	180	104	2	518	520
901170	NETWORK	XEROX	8500DN	WYN334306	PHASER 8500DN LASER PRINTER	ANNEX	933	182	123	166	476	928	1,404
34303	NETWORK	XEROX	8560DN	FBT073349F	PHASER 8560DN COLOR PRINTER 30PPM 256MB	JUVNLE	4,397	5,185	5,501	5,278	4,414	15,947	20,361
35046	NETWORK	XEROX	8560DN	FBT292434	PHASER 8560DN COLOR PRINTER 30PPM 256MB	ANNEX	266	222	461	1,507	1,741	715	2,456
35047	NETWORK	XEROX	8560DN	FBT292433	PHASER 8560DN COLOR PRINTER 30PPM 256MB	CRTHSE	280	325	175	482	672	590	1,262
35145	NETWORK	XEROX	8560DN	FBT292411	PHASER 8560DN COLOR PRINTER 30PPM 256MB	ANNEX	596	831	391	491	782	1,527	2,309
35946	NETWORK	XEROX	8560DN	FBT202146F	PHASER 8560DN COLOR PRINTER 30PPM 256MB	CRTEXT	24	63	171	185	78	365	443
35961	NETWORK	XEROX	8560DN	FBT173119	PHASER 8560DN COLOR PRINTER 30PPM 256MB	CRTEXT	2,731	5,008	3,532	4,762	2,892	13,141	16,033
36056	NETWORK	XEROX	8560DN	FBT245157	PHASER 8560DN COLOR PRINTER 30PPM 256MB	JUVNLE	1,182	1,064	1,468	1,277	2,455	2,536	4,991
36092	NETWORK	XEROX	8560DN	FBT253177	PHASER 8560DN COLOR PRINTER 30PPM 256MB	PBWRKS	1,581	849	1,246	1,539	223	4,992	5,215
36737	NETWORK	XEROX	8560DN	FBT270314	PHASER 8560DN COLOR PRINTER 30PPM 256MB	CRTEXT	2,358	1,428	2,781	3,006	436	9,137	9,573
36271	NETWORK	XEROX	8560DT	FBT263235G	PHASER COLOR PRINTER	ANNEX	2,421	1,189	1,371	3,235	7,607	609	8,216
36706	NETWORK	XEROX	8560DT	100S1253	PHASER COLOR PRINTER	JUVNLE	2,629	2,702	3,141	2,379	9,881	970	10,851
37635	NETWORK	XEROX	8560MFP	CXF354463	XEROX COLOR MULTIFUNCTION PRINTER	JUVNLE		3,520	2,906	3,208	3,424	6,210	9,634
29014	NETWORK	XEROX	XN17B	W9G108755	DOCUPRINT N17B MONO LASER 17PPM 16MB POSTSCRIPT	ANNEX	2,173	1,900	2,586	2,304	8,963		8,963
29015	NETWORK	XEROX	XN17B	W9G109927	DOCUPRINT N17B MONO LASER 17PPM 16MB POSTSCRIPT	RECYCLED	1,126	459	758		2,343		2,343
29018	NETWORK	XEROX	XN17B	W9G109562	DOCUPRINT N17B MONO LASER 17PPM 16MB POSTSCRIPT	PRISON	1,738	1,415	2,010	2,545	7,708		7,708
29019	NETWORK	XEROX	XN17B	W9G108607	DOCUPRINT N17B MONO LASER 17PPM 16MB POSTSCRIPT	ANNEX	-				-		-
29021	NETWORK	XEROX	XN17B	W9G109921	DOCUPRINT N17B MONO LASER 17PPM 16MB POSTSCRIPT	CRTEXT	1,821	1,796	2,446	1,698	7,761		7,761
29023	NETWORK	XEROX	XN17B	W9G109555	DOCUPRINT N17B MONO LASER 17PPM 16MB POSTSCRIPT	CRTHSE	-	-	-		-		-
29024	NETWORK	XEROX	XN17B	W9G108702	DOCUPRINT N17B MONO LASER 17PPM 16MB POSTSCRIPT	MANOR	1,623	718	1,478	1,843	5,662		5,662
							930,642	955,038	998,341	938,272	3,702,099	112,564	3,814,663

Attachment B

This attachment contains a detailed list of Service Calls for the last 12 months.

This attachment contains 3 pages.

<u>Call Number</u>	<u>Call Date</u>	<u>Make</u>	<u>Model</u>	<u>Serial Number</u>	<u>Description of Problem</u>	<u>Resolution</u>
1	06/28/12	LEXMARK	4520220	990F4LL	KEEPS JAMMING-CRINKLING PAPER	REPLACED EXIT PAPER GUIDE, REAR PANEL AND SYSTEM CONTROL PCB.
2	06/25/12	LEXMARK	4061210	790M62B	CANNOT PULL PAPER FROM MULTIPURPOSE TRAY	RESEATED BYPASS FEED TRAY CLEANED AND TESTED.
3	06/19/12	XEROX	4150	L99026523	COPIES BLANK PAGES	REPLACED SCANNER UNIT AND POWER SUPPLY.
4	06/19/12	LEXMARK	4061410	790DNHY	SPOTS ON PAPER. CARTRIDGE RECENTLY CHANGED.	REPLACED TONER CARTRIDGE.
5	06/13/12	LEXMARK	4049RN0	11GYMO1	935 SERVICE PRINTHEAD ERROR	REPLACED PRINT HEAD CLEANED AND TESTED.
6	06/13/12	LEXMARK	4061010	7903KHW	DISPLAYING READY-MAINTENANCE	REPLACED MAINTENANCE KIT FUSER AND FEED ROLLS.
7	06/05/12	LEXMARK	4061410	79052P8	TRAY 4 IS NOT FEEDING PAPER.	REPLACED PAPER FEED UNIT CLEANED AND TESTED OK.
8	05/29/12	PANOLOGIC	UUUPANOPAC	1062945A96	STILL HAVING DRAWER ISSUES	ADJUSTED PAPER SIZE IN TRAY 1 SIZED.
9	05/24/12	LEXMARK	406921N	41B7913	PRINTER NEEDS A NEW LCD SCREEN	REPLACED DISPLAY PANEL CLEANED AND TESTED.
10	05/23/12	RICOH	C312DN	Q9398700147	ERROR ON PRINTER.	REPLACED BAD TONER CARTRIDGE.
11	05/21/12	LEXMARK	4059185	11FLZ77	KEEPS JAMMING	CALL CLOSED OUT BY VENDOR
12	05/18/12	LEXMARK	4061410	79052PH	KEEPS JAMMING	REPLACED PAPER FEED ROLLER-REMOVED PAPPER CLIPS.
13	05/17/12	RICOH	C312DN	Q9398700147	PRINTER DISPLAYING MESSAGE MISFEED-PLEASE CHECK	RESEATED PAPER IN CASSETTE AND ORDERED MAGENTA CARTRIDGE.
14	05/15/12	LEXMARK	4061410	79052P8	MAKING SQUEALING NOISES.	REPLACED CUSTOMERS TONER CLEANED AND TESTED.
15	05/15/12	LEXMARK	4061410	79052PH	MAKING SQUEALING NOISE.	CLEANED AND LUBED ALL AND TESTED OK.
16	05/14/12	LEXMARK	4059160	1162921	MAJOR PAPER JAM	REPLACED FUSER AND TRANSFER ROLL
17	05/10/12	HEWLETT PACKARD	C8050A	USBK04113	GRINDING NOISE,SMEARING PRINT AND RIPPING PAPER.	REPLACED FUSER CLEANED AND TESTED.
18	05/10/12	LEXMARK	4059185	11FLZ77	KEEPS JAMMING.	REPLACED FUSER AND REAR DOOR.
19	05/10/12	KYOCERA	FS4020DN	XVK9805248	ENVELOPES ARE JAMMING	REPLACED FUSER UNIT. CLEANED PAPER CONVEYANCE ROLLS AND TESTED
20	05/09/12	GESTETNER	DSM620D	K8366542190	JAMS EVERY TIME SHE MAKES A COPY	TESTED PAPER FEED CLEANED OK.
21	05/08/12	LEXMARK	406921N	4115097	PRINTER DRAWER ISSUES.	REPLACED PAPER FEED DRIVE UNIT REPLACED FEED ROLLS AND TESTED OK
22	05/04/12	LEXMARK	4060010	9912LKW	WILL NOT PICK UP PAPER-KEEPS JAMMING	REPLACED PAPER FEED ROLLS AND TESTED.
23	05/03/12	XEROX	8560DT	FBT263235G	NEEDS A MAINTENANCE KIT.	REPLACED MAINTENANCE KIT CLEANED AND TESTED OK.
24	04/30/12	LEXMARK	4049RN0	11CTZ68	STILL LEAVING INK ALL OVER PAPER-CHANGED CARTRIDGE	REPLACED WITH NEW PRINTER
25	04/27/12	LEXMARK	4061010	7903KHW	NEEDS CLEANED	CLEANED AND ORDERED NEW TONER CARTRIDGE.
26	04/27/12	KYOCERA	FS3920DN	XVJ0812410	PRINTING A LINE TO THE RIGHT VERTICALLY DOWN PAPER	CLEANED CHARGE ROLL AND OUTSIDE.
27	04/26/12	LEXMARK	4059185	11HTR64	DISPLAYING PAPER JAM-CANNOT FIND	RESEATED PAPER SIZE IN CASSETTE CLEANED AND TESTED.
28	04/25/12	LEXMARK	4060010	991V6KY	GETTING 920 SERVICE FUSER ERROR	REPLACED FUSER UNIT CLEANED.
29	04/25/12	LEXMARK	4049RN0	11CTZ68	PRINTOUTS COMING OUT WITH INK ALL OVER THEM	REPLACING TONER CARTRIDGE CLEANED AND TESTED.
30	04/23/12	LEXMARK	4060010	9922PD4	PRINTING LIGHT AGAIN-COULD BE DRUM	REPLACED CHARGE ROLL AND ORDERED NEW TONER.
31	04/20/12	LEXMARK	406901N	41BM395	SENSOR WILL NOT READ CORRECT PAPER SIZE	ADJUSTED PAPER TRAY AND SENSORS REPLACED PAPER TRAY FEED ROLLS AND TESTED
32	04/18/12	HEWLETT PACKARD	C4215A	USJG008079	PRINT SMEARING ON SIDE OF PAPER	REPLACED FUSER & TONER CARTRIDGE - CLEANED AND TESTED.
33	04/13/12	HEWLETT PACKARD	C4266A	JPDLR42524	FUSER REPLACED-CLEANED BY VENDOR STILL SAME ISSUE	REPLACED TONER UNIT CLEANED AND TESTED.
34	04/13/12	LEXMARK	4059160	11X1754	NEEDS A NEW DISPLAY.	REPLACED DISPLAY AND TESTED OK.
35	04/13/12	LEXMARK	406961N	4131208	NEEDS A NEW DISPLAY.	REPLACED DISPLAY CLEANED AND LUBED FOR NOISE AND TESTED OK.
36	04/12/12	LEXMARK	4060010	9912LL0	KEEPS JAMMING AGAIN	REPLACED PAPER FEED ROLLS CLEANED AND TESTED.
37	04/12/12	HEWLETT PACKARD	C4118A	USMB184999	PRINTER OFFLINE-81 0180 EIO 1 ERROR	REPLACED JET DIRECT CARD. CLEANED AND TESTED.
38	04/11/12	LEXMARK	4060210	9919R91	KEEPS DISPLAYING SCHEDULED MAINTENANCE	REPLACED PAPER FEED ROLLS CLEANED AND RESET MAINTENANCE CODE
39	04/11/12	HEWLETT PACKARD	C4266A	JPDLR42524	PRINTING DARK EDGES-TRIED DIFFERENT CARTRIDGE	REPLACED FUSER CLEANED AND TESTED.
40	04/11/12	LEXMARK	4059160	11B9167	PRINTING DARK EDGES-ALSO NEEDS CLEANED	REPLACED FUSER
41	04/10/12	LEXMARK	4061210	792VFBB	MAKING SQUEAKING NOISE-NEEDS OILED	CLEANED & LUBED MOVING PARTS.
42	03/29/12	LEXMARK	4059185	11ZK029	CUTTING OFF PRINT ON THE RIGHT SIDE.	RESEATED CASSETTE TO CORRECT PAPER SIZE. RESET NETWORK CABLE AND TESTED.
43	03/27/12	XEROX LEASED	XN17B	W9G109921	PRINTING BLACK LINE DOWN PAGE	REPLACED TONER CARTRIDGE CLEANED AND TESTED.
44	03/27/12	XEROX	8500DN	WYN334130	LEAVING LIGHT LINES ON PAGES	REPLACED PRINT HEAD CLEANED AND TESTED.
45	03/22/12	XEROX	8560MFP	CXF354463	DOCUMENT FEEDER DISCONNECTED-MAINTENANCE KIT?	REPLACED ENTIRE FEEDER UNIT
46	03/21/12	IBM	403910D	11X2957	NOT PULLING PAPER.	CLEANED PAPER FEED ROLLS CLEANED OUTSIDE AND TESTED.
47	03/20/12	LEXMARK	4060010	9912LL0	PRINTER SAYING JAMMED BUT CANNOT FIND IT.	REPLACED PAPER CONVEYANCE.
48	03/15/12	LEXMARK	4049RN0	11GYMO1	NEEDS HELP WITH PRINTER CARTRIDGE	REPLACED TONER CARTRIDGE CLEANED AND TESTED.

<u>Call Number</u>	<u>Call Date</u>	<u>Make</u>	<u>Model</u>	<u>Serial Number</u>	<u>Description of Problem</u>	<u>Resolution</u>
49	03/09/12	LEXMARK	4520220	990CP0R	DRAWER 2 BROKEN	REPLACE CASSETTE
50	03/08/12	LEXMARK	4049RNO	11GYM30	PROBLEMS FEEDING ENVELOPES AND MAKING LOUD NOISE.	CLEANED FEED ROLL
51	03/07/12	HEWLETT PACKARD	C4251A	USBB343082	NEEDS NETWORK CARD	REPLACED NIC CARD CLEANED AND TESTED.
52	03/07/12	HEWLETT PACKARD	4050	USBB056759	NEEDS NETWORK CARD	REPLACED NIC CARD CLEANED AND TESTED.
53	03/07/12	LEXMARK	406921N	4172632	NEEDS NETWORK CARD	REPLACED NIC CARD & MAIN CONTROL PCB
54	03/07/12	XEROX	8400DP	RPC075891	BURNING SMELL.	REPLACED PROCESS MOTOR AND MAINTENANCE KIT.
55	03/07/12	OKIDATA	B6300	602A2152478	NOT PULLING PAPER.	CLEANED PAPER FEED ROLLS.
56	03/02/12	HEWLETT PACKARD	HP2100TN	USGW163017	NEEDS A NEW NIC CARD.	REPLACED NIC CARD.
57	02/22/12	LEXMARK	4061210	791C7DX	ERROR 929.00 SERVICE TONER SENSOR.WHEEL FELL OFF.	REPLACED DRIVE GEAR FOR TONER CARTRIDGE TESTED OK.
58	02/21/12	LEXMARK	4059160	11DF542	PRINTER WILL NOT POWER ON.	PRINTER WAS REPLACED WITH ANOTHER PRINTER
59	02/21/12	LEXMARK	406961N	4131208	MAKING LOUD NOISES.	TONER CARTRIDGE MAKING NOISE CUSTOMER WILL TAKE CARE OF.
60	02/15/12	HEWLETT PACKARD	Q5736A	MY83H51013	PRINTER IS JAMMED	VENDOR FIXED JAM AND OILED SHAFT
61	02/17/12	HEWLETT PACKARD	C4266A	JPDLR42524	PRINT IS TOO DARK.	REPLACED TONER CARTRIDGE CLEANED.
62	02/13/12	XEROX	8560DT	FBT263235G	KEEPS JAMMING	REPLACED FUSER SECTION CLEANED AND TESTED OK
63	02/10/12	LEXMARK	4061010	7907CWD	PRINTING BIG LINE DOWN SIDE OF PAPER-NOT CARTRIDGE	REPLACED UPPER AND LOWER TRANSFER ROLLS.
64	02/06/12	LEXMARK	4061410	79052P8	SERVICE ENGINE CODE 982.13	REPLACED CONTROL PCB AND RESET IP ADDRESS CLEANED AND TESTED.
65	02/06/12	KYOCERA	FS4000DN	XPK8833243	MAKING SMUDGES AND BLACK LINES ON PAGES	CLEANED CHARGES INSPECTED FUSER, CLEANED AND TESTED
66	02/06/12	KYOCERA	FS3920DN	XVJ0812109	PRINTING BLACK LINES IN MARGINS	CLEANED DRUM UNIT INSPECTED AND TESTED OK.
67	01/30/12	LEXMARK	4059160	11Y7121	WILL NOT PICK UP PAPER	REPLACED PAPER FEED ROLLS CLEANED AND TESTED
68	01/25/12	HEWLETT PACKARD	4050	USBB344160	MAKING LINES DOWN RIGHT SIDE OF PAGE WHEN PRINTING	VENDOR REPAIR. REPLACED TONER AND CLEANED FUSER
69	01/25/12	LEXMARK	4049RNO	11FXA16	MAKING LOUD NOISES.	CLEANED ANT LUBED MACHINE REPLACED TONER CARTRIDGE.
70	01/24/12	KYOCERA	FS4020DN	K9203775	KEEPS JAMMING	REPLACED FEED ROLLERS.
71	01/20/12	KYOCERA	FS4000DN	XPK8833391	KEEPS JAMMING	RESET PRINTER, CLEANED PAPER FEED AND TESTED.
72	01/12/12	GESTETNER	P7126N	P8427100596	PRINTER SAYING JAM AND CANNOT FIND ONE.	REPLACED FUSER UNIT AND TONER CARTRIDGE AND FEED ROLLS.
73	01/17/12	IBM	403910D	11DL944	KEEPS JAMMING AND MAKING GRINDING NOISE	REPLACED MACHINE WITH HP2100
74	01/17/12	TEKTRONIX	8200DP	LTH133154	PRINTER ERROR. SERVICE FAULT.	RESET FAULT CLEANED AND TESTED.
75	01/17/12	RICOH	C312DN	Q9398700147	ERROR SC542 CALL FOR SERVICE ERROR	UPDATED ALL SOFTWARE ON PRINTER TESTED.
76	01/10/12	KYOCERA	FS3920DN	XVJ0408211	ERROR ON PRINTER CONCERNING WASTE BIN.	CLEANED TONER WASTE BOTTLE AND SENSOR.
77	01/06/12	LANIER	LP131N	S2089305594	DOTS ON RIGHT SIDE OF PAPER.	REPLACING DRUM UNIT.
78	01/06/12	HEWLETT PACKARD	C4215A	USJG008079	JAMMING AND BURNING PAPER	RESEATED FUSER UNIT. CLEANED AND TESTED.
79	01/06/12	LEXMARK	406921N	4155233	NO DISPLAY.	REPLACED DISPLAY PANEL.
80	01/04/12	LEXMARK	4059185	11ZK029	NO DISPLAY ON PRINTER.	REPLACED DISPLAY CLEANED AND TESTED.
81	01/04/12	XEROX	8500DN	WYN334133	NO DISPLAY ON PRINTER.	REPLACED DISPLAY CLEANED AND TESTED.
82	01/03/12	LEXMARK	406901N	41Y7970	GETTING 935 SERVICE ERROR CANT PRINT	REPLACED LASER UNIT.
83	12/29/11	TEKTRONIX	8200DP	LTH133154	CANT PRINT ERROR REPORT FAULT	REPLACED DRUM CLUTCH AND TESTED.
84	12/29/11	LEXMARK	4061410	790RX9V	CRUSHING ENVELOPES WHEN PRINTING	REPLACED FUSER UNIT CLEANED AND TESTED.
85	12/28/11	KYOCERA	FS3920DN	XVJ0812218	LEAVING LINES ON PAGE AND TONER FALLING OUT	CLEANED DRUM UNIT CHARGE ROLL AND FEED ROLLS.
86	12/20/11	LEXMARK	4061010	790H2T1	ENVELOPES JAMMING.	CLEANED ENVELOPE ROLLS AND TESTED.
87	12/16/11	KYOCERA	FS4000DN	K8630374	LEAVING BLACK STREAKS ON PAPER - CHANGED CARTRIDGE	CLEANED DRUM UNIT, CHARGES AND PAPER FEED.
88	12/14/11	HEWLETT PACKARD	C4215A	USJG008079	PRINTER JAMMING/DESTROYING PAPER WHEN PRINTING	CLEANED CONVEYANCE ROLLS AND TESTED.
89	12/12/11	HEWLETT PACKARD	C4266A	JPDLR42870	JAMMING.	REPLACED TRAY 2 AND 3 FEED ROLLS.
90	12/09/11	KYOCERA	FS4020DN	K9203775	NOT FEEDING PROPERLY-AND PRINTS BLACK LINE ON SIDE	REPLACED DRUM
91	12/09/11	LEXMARK	4045001	0065518	NEEDS NETWORK CARD.	REPLACED NIC CARD
92	12/07/11	IBM	403910D	11DL927	POWER SWITCH BROKEN.	REPLACED POWER SWITCH
93	12/07/11	LEXMARK	406952N	41AW402	929 SERVICE TONER SENSOR ERROR.	REPLACED BAD DRUM
94	11/21/11	HEWLETT PACKARD	C9661A	JPCKC36710	SERVICE ERROR 49.FF04	DRIVER ERROR
95	11/23/11	OKIDATA	B6300	602A2152184	DRUM ERROR-TRIED REPLACING TONER CARTRIDGE	REPLACED DRUM UNIT, REPLACED LASER UNIT, CLEANED FUSER AND TESTED.
96	11/22/11	LEXMARK	4061210	791C7DX	TRAY 2 HAVING TROUBLE FEEDING PAPER.	VENDOR REPAIRED.
97	11/22/11	LEXMARK	406901N	41BM410	NETWORK PORT BAD NO LIGHTS.	PUT A ADD-IN NETWORK CARD INTO THE PRINTER.

<u>Call Number</u>	<u>Call Date</u>	<u>Make</u>	<u>Model</u>	<u>Serial Number</u>	<u>Description of Problem</u>	<u>Resolution</u>
98	11/22/11	LEXMARK	406901N	41BM360	BOOTS TO 54 STD NETWORK SOFTWARE ERROR.	REPLACED MAIN BOARD.
99	11/22/11	HEWLETT PACKARD	Q2426A	CNDX601689	NETWORK SETTINGS MISSING FROM MENU.	INSTALLED NETWORK ADD-IN CARD.
100	11/21/11	HEWLETT PACKARD	C4266A	JPDLR42870	KEEPS JAMMING	REPLACED MAINTENANCE KIT CLEANED AND TESTED.
101	11/18/11	LEXMARK	4061010	7907CWD	MAKING LINES ON PAGE SMEARING PAGE	REPLACED FUSER CLEANED AND TESTED
102	11/04/11	LEXMARK	4061000	790PNRG	ROLLERS MAKING NOISE WHEN PRINTING	CLEANED AND LUBED PAPERFEED AND FUSER UNIT
103	11/03/11	KYOCERA	FS3920DN	XVJ0812109	MAKES LINES ON PAGE HAS CHANGED CARTRIDGE	CLEANED DRUM AND TRANSFER ROLLS.
104	11/03/11	HEWLETT PACKARD	HP4200	CNBX142864	HAS AN ERROR ON PRINTER-WILL NOT CLEAR	REPLACED NETWORK CARD
105	10/31/11	LEXMARK	4060010	9922PD8	CUTTING OFF PRINT ON SIDE.	RESET SIZE TRAY FOR TRAY 1 AND 2 AND TESTED.
106	10/26/11	HEWLETT PACKARD	C4118A	USMC003086	JAMS AND PRINTER LIGHTS ARE ALL ON WHEN PRINTING	ADJUSTED PAPER SIZE.
107	10/25/11	LEXMARK	4061010	7907CWD	BLACK LINE DOWN PAPER-CARTRIDGE WAS REPLACED	REPLACED BAD CARTRIDGE
108	10/25/11	XEROX	6250DP	PWG463594	KEEPS JAMMING	REPLACED PAPER FEED ROLLS AND FUSER UNIT.
109	10/24/11	LEXMARK	4059160	11DD465	PRINTER KEEPS SAYING PAPER JAM WHEN THERE IS NONE.	JAMMING REPLACED TRAY 2 FEED ROLLS AND TESTED.
110	10/21/11	HEWLETT PACKARD	C4266A	JPDLR42870	KEEPS JAMMING.	REPLACED TRAY 2 FEED ROLLS AND REST TRAY PAPER GUIDES.
111	10/19/11	LEXMARK	4059160	11DD465	MAKING LOUD NOISE.	CLEANED AND LUBED TRAY 2 PAPER FEED UNIT.
112	10/17/11	KYOCERA	FS3920DN	XVJ0408211	GETTING MESSAGE TO CLEAN PRINTER	EMPTIED TONER WASTE BOTTLE CLEANED INSIDE AND OUT WITH SOAP AND WATER
113	10/17/11	LEXMARK	4060010	99258KH	KEEPS JAMMING	CLEANED PAPER FEED AND DF ROLLS AND TESTED
114	10/13/11	LEXMARK	4061010	7922DHP	KEEPS JAMMING.	REPLACED TRAY 1 PAPER FEED ROLLS.
115	10/12/11	HEWLETT PACKARD	C3952A	JPHK050642	STILL DISPLAYING PAPER JAM-CANNOT CLEAR MSG	REPLACED PREVENTATIVE MAINTENANCE PICKUP ASSEMBLY
116	10/07/11	LEXMARK	406921N	4115097	PRINTER LOST SPRING.REDIRECT CASE CATALYST PRINTNG	FIXED LIFT SPRING ON PAPERFEED
117	12/06/11	HEWLETT PACKARD	C4215A	USJG008079	PRINTER NOT WORKING.	REPLACED FUSER
118	09/29/11	LEXMARK	4060210	99108CG	KEEPS JAMMING-BLACK LINE DOWN PAGE-HAS INDENT	REPLACED FUSER
119	09/28/11	LEXMARK	4060010	9922PDG	WILL NOT FEED ENVELOPES AND MAKING LOUD NOISE.	REPLACED DRIVE GEARS IN ENVELOPE FEEDER.
120	09/26/11	OKIDATA	B6300	602A2152478	KEEPS JAMMING.	RESEATED TRAY 2 FEED ROLLS CLEANED AND TESTED.
121	09/26/11	KYOCERA	FS4000DN	XPK8833391	KEEPS JAMMING.	REPLACED DRUM UNIT AND TESTED
122	09/23/11	LEXMARK	4059160	1162913	GRABBING EXTRA PAPER AND MAKING NOISE.	REPLACED TRAY 1 & 2 PAPER FEED ROLLS.
123	09/21/11	LANIER	LP131N	S4609300009	NOT GRABBING PAPER.	CLEANED FEED ROLLS AND REPLACED DOUBLE FEED PAD.
124	09/20/11	TEKTRONIX	8200DP	LTH133154	PRINTER MAKING TAPPING NOISE ON STARTUP	REPLACED PAPER EXIT CLUTCH
125	09/19/11	LEXMARK	4049RA1	N11-FFX08	SERVICE USER ERROR 920-ALSO IT IS SMOKING	REPLACED WITH HP LASER JET 2100
126	09/13/11	LEXMARK	4059185	11FLZ77	931 SERVICE PRINTER HEAD ERROR	REPLACED LASER
127	09/12/11	IBM	4029020	11AT961	NOT PULLING PAPER.	CLEANED FEED ROLLS AND TESTED
128	09/06/11	HEWLETT PACKARD	C4170A	USCC015752	CANT PRINT SAYING OUT OF PAPER HAS TURNED OFF/ON	REMOVED PAPER JAM
129	08/31/11	KYOCERA	FSC5100DN	XVE0X03873	NO LONGER PRINTING IN COLOR.	RECALIBRATED MACHINE CLEAN AND TEST
130	08/24/11	XEROX	8500N	WYN330627	WHITE STRIP DOWN MIDDLE - NEW CARTRIDGE.	REPLACED MACHINE WITH NEW RICOH C312DN
131	08/04/11	LEXMARK	4060010	9922PD4	PAPER JAM.	REPLACED FUSER UNIT CLEANED AND TESTED.
132	07/27/11	KYOCERA	FS3920DN	XVJ0812218	LEAVING BLACK MARKS-DUSTY LOOKING	REPLACED DRUM CLEANED AND TESTED.
133	07/20/11	LEXMARK	406901N	41BM382	DOUBLE FEEDING	REPLACED TRAY 2 PAPER FEED UNIT.
134	07/19/11	LEXMARK	4059160	11B9167	NEEDS NEW SCREEN	REPLACED DISPLAY CLEANED AND TESTED.
135	07/19/11	LEXMARK	4059160	11L2635	NEEDS SCREEN REPLACED	REPLACED DISPLAY SCREEN CLEANED AND TESTED
136	07/19/11	XEROX	8500DN	WYN334306	KEEPS JAMMING	REPLACED PAPER FEED ROLLS CLEANED AND TESTED.
137	07/19/11	LEXMARK	406972N	41ML338	MAKES A GRINDING SOUND WHEN PRINTING	CLEANED AND VACUMED DRUM UNIT AND REPLACED TONER CARTRIDGE AND TRAY 2 FEED ROLLS.
138	07/12/11	GESTETNER	DSM416	M0169405666	NOT FEEDING PAPER AGAIN.	CLEANED PAPER FEED ROLL AND FEEDER ROLLS AND TESTED
139	07/07/11	LEXMARK	4061210	7902GV3	KEEPS JAMMING	CLEANED UNIT

Attachment C

County Help Call #: _____/_____/_____ - _____

Date Closed: _____/_____/_____ Time Closed: _____

Vendor Technician: _____ Vendor Ref#: _____

Work Done: _____

County Tech _____ needs to complete call

Manufacturer: Old _____ New _____

Model Old _____ New _____

Serial # Old _____ New _____

County ID # _____

Attachment D

This attachment contains the IRS W-9 form which is the
Request for Taxpayer Identification Number and Certification

With the instructions, this attachment is 4 pages long.

Request for Taxpayer Identification Number and Certification

**Give Form to the
requester. Do not
send to the IRS.**

Print or type See Specific Instructions on page 2.	Name (as shown on your income tax return)	
	Business name/disregarded entity name, if different from above	
	Check appropriate box for federal tax classification: <input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ <input type="checkbox"/> Other (see instructions) ▶ _____	
	<input type="checkbox"/> Exempt payee	
	Address (number, street, and apt. or suite no.)	Requester's name and address (optional)
City, state, and ZIP code		
List account number(s) here (optional)		

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number									

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Employer identification number									

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here	Signature of U.S. person ▶	Date ▶
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,
- The U.S. grantor or other owner of a grantor trust and not the trust, and
- The U.S. trust (other than a grantor trust) and not the beneficiaries of the trust.

Foreign person. If you are a foreign person, do not use Form W-9. Instead, use the appropriate Form W-8 (see Publication 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a “saving clause.” Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the payee has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items:

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
4. The type and amount of income that qualifies for the exemption from tax.
5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

Example. Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity not subject to backup withholding, give the requester the appropriate completed Form W-8.

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS a percentage of such payments. This is called “backup withholding.” Payments that may be subject to backup withholding include interest, tax-exempt interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester,
2. You do not certify your TIN when required (see the Part II instructions on page 3 for details),
3. The IRS tells the requester that you furnished an incorrect TIN,
4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or
5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See the instructions below and the separate Instructions for the Requester of Form W-9.

Also see *Special rules for partnerships* on page 1.

Updating Your Information

You must provide updated information to any person to whom you claimed to be an exempt payee if you are no longer an exempt payee and anticipate receiving reportable payments in the future from this person. For example, you may need to provide updated information if you are a C corporation that elects to be an S corporation, or if you no longer are tax exempt. In addition, you must furnish a new Form W-9 if the name or TIN changes for the account, for example, if the grantor of a grantor trust dies.

Penalties

Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

Criminal penalty for falsifying information. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs. If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

Specific Instructions

Name

If you are an individual, you must generally enter the name shown on your income tax return. However, if you have changed your last name, for instance, due to marriage without informing the Social Security Administration of the name change, enter your first name, the last name shown on your social security card, and your new last name.

If the account is in joint names, list first, and then circle, the name of the person or entity whose number you entered in Part I of the form.

Sole proprietor. Enter your individual name as shown on your income tax return on the “Name” line. You may enter your business, trade, or “doing business as (DBA)” name on the “Business name/disregarded entity name” line.

Partnership, C Corporation, or S Corporation. Enter the entity's name on the “Name” line and any business, trade, or “doing business as (DBA) name” on the “Business name/disregarded entity name” line.

Disregarded entity. Enter the owner's name on the “Name” line. The name of the entity entered on the “Name” line should never be a disregarded entity. The name on the “Name” line must be the name shown on the income tax return on which the income will be reported. For example, if a foreign LLC that is treated as a disregarded entity for U.S. federal tax purposes has a domestic owner, the domestic owner's name is required to be provided on the “Name” line. If the direct owner of the entity is also a disregarded entity, enter the first owner that is not disregarded for federal tax purposes. Enter the disregarded entity's name on the “Business name/disregarded entity name” line. If the owner of the disregarded entity is a foreign person, you must complete an appropriate Form W-8.

Note. Check the appropriate box for the federal tax classification of the person whose name is entered on the “Name” line (Individual/sole proprietor, Partnership, C Corporation, S Corporation, Trust/estate).

Limited Liability Company (LLC). If the person identified on the “Name” line is an LLC, check the “Limited liability company” box only and enter the appropriate code for the tax classification in the space provided. If you are an LLC that is treated as a partnership for federal tax purposes, enter “P” for partnership. If you are an LLC that has filed a Form 8832 or a Form 2553 to be taxed as a corporation, enter “C” for C corporation or “S” for S corporation. If you are an LLC that is disregarded as an entity separate from its owner under Regulation section 301.7701-3 (except for employment and excise tax), do not check the LLC box unless the owner of the LLC (required to be identified on the “Name” line) is another LLC that is not disregarded for federal tax purposes. If the LLC is disregarded as an entity separate from its owner, enter the appropriate tax classification of the owner identified on the “Name” line.

Other entities. Enter your business name as shown on required federal tax documents on the "Name" line. This name should match the name shown on the charter or other legal document creating the entity. You may enter any business, trade, or DBA name on the "Business name/disregarded entity name" line.

Exempt Payee

If you are exempt from backup withholding, enter your name as described above and check the appropriate box for your status, then check the "Exempt payee" box in the line following the "Business name/disregarded entity name," sign and date the form.

Generally, individuals (including sole proprietors) are not exempt from backup withholding. Corporations are exempt from backup withholding for certain payments, such as interest and dividends.

Note. If you are exempt from backup withholding, you should still complete this form to avoid possible erroneous backup withholding.

The following payees are exempt from backup withholding:

1. An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2),
 2. The United States or any of its agencies or instrumentalities,
 3. A state, the District of Columbia, a possession of the United States, or any of their political subdivisions or instrumentalities,
 4. A foreign government or any of its political subdivisions, agencies, or instrumentalities, or
 5. An international organization or any of its agencies or instrumentalities.
- Other payees that may be exempt from backup withholding include:
6. A corporation,
 7. A foreign central bank of issue,
 8. A dealer in securities or commodities required to register in the United States, the District of Columbia, or a possession of the United States,
 9. A futures commission merchant registered with the Commodity Futures Trading Commission,
 10. A real estate investment trust,
 11. An entity registered at all times during the tax year under the Investment Company Act of 1940,
 12. A common trust fund operated by a bank under section 584(a),
 13. A financial institution,
 14. A middleman known in the investment community as a nominee or custodian, or
 15. A trust exempt from tax under section 664 or described in section 4947.

The following chart shows types of payments that may be exempt from backup withholding. The chart applies to the exempt payees listed above, 1 through 15.

IF the payment is for . . .	THEN the payment is exempt for . . .
Interest and dividend payments	All exempt payees except for 9
Broker transactions	Exempt payees 1 through 5 and 7 through 13. Also, C corporations.
Barter exchange transactions and patronage dividends	Exempt payees 1 through 5
Payments over \$600 required to be reported and direct sales over \$5,000 ¹	Generally, exempt payees 1 through 7 ²

¹ See Form 1099-MISC, Miscellaneous Income, and its instructions.

² However, the following payments made to a corporation and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees, gross proceeds paid to an attorney, and payments for services paid by a federal executive agency.

Part I. Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. If you are a resident alien and you do not have and are not eligible to get an SSN, your TIN is your IRS individual taxpayer identification number (ITIN). Enter it in the social security number box. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN. However, the IRS prefers that you use your SSN.

If you are a single-member LLC that is disregarded as an entity separate from its owner (see *Limited Liability Company (LLC)* on page 2), enter the owner's SSN (or EIN, if the owner has one). Do not enter the disregarded entity's EIN. If the LLC is classified as a corporation or partnership, enter the entity's EIN.

Note. See the chart on page 4 for further clarification of name and TIN combinations.

How to get a TIN. If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local Social Security Administration office or get this form online at www.ssa.gov. You may also get this form by calling 1-800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at www.irs.gov/businesses and clicking on Employer Identification Number (EIN) under Starting a Business. You can get Forms W-7 and SS-4 from the IRS by visiting IRS.gov or by calling 1-800-TAX-FORM (1-800-829-3676).

If you are asked to complete Form W-9 but do not have a TIN, write "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, generally you will have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

Note. Entering "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon.

Caution: A disregarded domestic entity that has a foreign owner must use the appropriate Form W-8.

Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if item 1, below, and items 4 and 5 on page 4 indicate otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). In the case of a disregarded entity, the person identified on the "Name" line must sign. Exempt payees, see *Exempt Payee* on page 3.

Signature requirements. Complete the certification as indicated in items 1 through 3, below, and items 4 and 5 on page 4.

1. Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983. You must give your correct TIN, but you do not have to sign the certification.

2. Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983. You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.

3. Real estate transactions. You must sign the certification. You may cross out item 2 of the certification.

4. Other payments. You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).

5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions. You must give your correct TIN, but you do not have to sign the certification.

What Name and Number To Give the Requester

For this type of account:	Give name and SSN of:
1. Individual	The individual
2. Two or more individuals (joint account)	The actual owner of the account or, if combined funds, the first individual on the account ¹
3. Custodian account of a minor (Uniform Gift to Minors Act)	The minor ²
4. a. The usual revocable savings trust (grantor is also trustee) b. So-called trust account that is not a legal or valid trust under state law	The grantor-trustee ¹ The actual owner ¹
5. Sole proprietorship or disregarded entity owned by an individual	The owner ³
6. Grantor trust filing under Optional Form 1099 Filing Method 1 (see Regulation section 1.671-4(b)(2)(i)(A))	The grantor*
For this type of account:	Give name and EIN of:
7. Disregarded entity not owned by an individual	The owner
8. A valid trust, estate, or pension trust	Legal entity ⁴
9. Corporation or LLC electing corporate status on Form 8832 or Form 2553	The corporation
10. Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
11. Partnership or multi-member LLC	The partnership
12. A broker or registered nominee	The broker or nominee
13. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments	The public entity
14. Grantor trust filing under the Form 1041 Filing Method or the Optional Form 1099 Filing Method 2 (see Regulation section 1.671-4(b)(2)(i)(B))	The trust

¹ List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

² Circle the minor's name and furnish the minor's SSN.

³ You must show your individual name and you may also enter your business or "DBA" name on the "Business name/disregarded entity" name line. You may use either your SSN or EIN (if you have one), but the IRS encourages you to use your SSN.

⁴ List first and circle the name of the trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.) Also see *Special rules for partnerships* on page 1.

*Note. Grantor also must provide a Form W-9 to trustee of trust.

Note. If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

Secure Your Tax Records from Identity Theft

Identity theft occurs when someone uses your personal information such as your name, social security number (SSN), or other identifying information, without your permission, to commit fraud or other crimes. An identity thief may use your SSN to get a job or may file a tax return using your SSN to receive a refund.

To reduce your risk:

- Protect your SSN,
- Ensure your employer is protecting your SSN, and
- Be careful when choosing a tax preparer.

If your tax records are affected by identity theft and you receive a notice from the IRS, respond right away to the name and phone number printed on the IRS notice or letter.

If your tax records are not currently affected by identity theft but you think you are at risk due to a lost or stolen purse or wallet, questionable credit card activity or credit report, contact the IRS Identity Theft Hotline at 1-800-908-4490 or submit Form 14039.

For more information, see Publication 4535, Identity Theft Prevention and Victim Assistance.

Victims of identity theft who are experiencing economic harm or a system problem, or are seeking help in resolving tax problems that have not been resolved through normal channels, may be eligible for Taxpayer Advocate Service (TAS) assistance. You can reach TAS by calling the TAS toll-free case intake line at 1-877-777-4778 or TTY/TDD 1-800-829-4059.

Protect yourself from suspicious emails or phishing schemes.

Phishing is the creation and use of email and websites designed to mimic legitimate business emails and websites. The most common act is sending an email to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft.

The IRS does not initiate contacts with taxpayers via emails. Also, the IRS does not request personal detailed information through email or ask taxpayers for the PIN numbers, passwords, or similar secret access information for their credit card, bank, or other financial accounts.

If you receive an unsolicited email claiming to be from the IRS, forward this message to phishing@irs.gov. You may also report misuse of the IRS name, logo, or other IRS property to the Treasury Inspector General for Tax Administration at 1-800-366-4484. You can forward suspicious emails to the Federal Trade Commission at: spam@uce.gov or contact them at www.ftc.gov/idtheft or 1-877-IDTHEFT (1-877-438-4338).

Visit IRS.gov to learn more about identity theft and how to reduce your risk.

Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons (including federal agencies) who are required to file information returns with the IRS to report interest, dividends, or certain other income paid to you; mortgage interest you paid; the acquisition or abandonment of secured property; the cancellation of debt; or contributions you made to an IRA, Archer MSA, or HSA. The person collecting this form uses the information on the form to file information returns with the IRS, reporting the above information. Routine uses of this information include giving it to the Department of Justice for civil and criminal litigation and to cities, states, the District of Columbia, and U.S. possessions for use in administering their laws. The information also may be disclosed to other countries under a treaty, to federal and state agencies to enforce civil and criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism. You must provide your TIN whether or not you are required to file a tax return. Under section 3406, payers must generally withhold a percentage of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to the payer. Certain penalties may also apply for providing false or fraudulent information.

Attachment E

CONSENT TO EXTENSION OF DATE FOR BID AWARD

BID TITLE/PROJECT: _____
BID OPENING DATE: _____
BIDDER'S NAME: _____
BIDDER'S ADDRESS: _____

CURRENT CONTRACT AWARD DEADLINE: _____

EXTENDED CONTRACT AWARD DEADLINE: _____

The Board of Commissioners of Westmoreland County, Pennsylvania, hereby requests the undersigned Bidder to consent to a thirty (30) day extension of the date for the award of a contract for the above bid/project.

According to Section 1802 (e) of the County Code, the contract must be awarded or all bids rejected within thirty (30) days of the opening of the bids, but thirty (30) day extensions of the date for the contract award may be made by mutual written consent of the Commissioners and any Bidder who wishes to remain under consideration for the award. By law, any Bidder who declines to consent to such extension of the date for contract award must be excused from consideration for the contract, and such Bidder's bid security must be released without penalty.

The undersigned Bidder wishes to remain under consideration for award of the above contract, and hereby consents to the Commissioners' request for a thirty (30) day extension of the date for the award of a contract for the above bid/project.

COUNTY OF WESTMORELAND
BOARD OF COMMISSIONERS

BIDDER:

Charles W. Anderson, Chairman Date

By: _____
Authorized Signature

R. Tyler Courtney Date

Print Name and Title

Ted Kopas Date

Date Signed by Bidder

Attachment F

NONDISCRIMINATION CLAUSE

During the term of this contract, the CONTRACTOR agrees as follows:

1) CONTRACTOR shall not discriminate against any employee, applicant for employment, independent contractor, or any other person because of race, color, religious creed, ancestry, national origin, age or sex. CONTRACTOR shall take affirmative action to insure that applicants are employed, and that employees or agents are treated during employment, without regard to their race, color, religious creed, ancestry, national origin, age or sex. Such affirmative action shall include, but is not limited to: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training. CONTRACTOR shall post in conspicuous places, available to all employees, agents, applicants for employment and other persons, a notice to be provided by the contracting agency setting forth the provisions of this nondiscrimination clause.

2) CONTRACTOR shall in advertisements or requests for employment placed by it or on its behalf state all qualified applicants will receive consideration for employment without regard to race, color, religious creed, ancestry, national origin, age or sex.

3) CONTRACTOR shall send each labor union or workers' representative with which it has a collective bargaining agreement or other contract or understanding, a notice advising said labor union or workers' representative of its commitment to this nondiscrimination clause. Similar notice shall be sent to every other source of recruitment regularly utilized by CONTRACTOR.

4) It shall be no defense to a finding of noncompliance with the Contract Compliance Regulations issued by the Pennsylvania Human Relations Commission or this nondiscrimination clause that CONTRACTOR had delegated some of its employment practices to any union, training program, or other source of recruitment which prevents it from meeting its obligations. However, if the evidence indicates that CONTRACTOR was not on notice of the third-party discrimination or made a good faith effort to correct it, such factor shall be considered in mitigation in determining appropriate sanctions.

5) Where the practices of a union or any training program or other source of recruitment will result in the exclusion of minority group persons, so that CONTRACTOR will be unable to meet its obligations under the Contract Compliance Regulations issued by the Pennsylvania Human Relations Commission or this nondiscrimination clause, CONTRACTOR shall then employ and fill vacancies through other nondiscriminatory employment procedures.

6) CONTRACTOR shall comply with the Contract Compliance Regulations of the Pennsylvania Human Relations Commission, 16 Pa. Code Chapter 49 and with all state and federal laws prohibiting discrimination in hiring or employment opportunities. In the event of CONTRACTOR's noncompliance with the nondiscrimination clause of this contract, or with any such laws, this contract may, after hearing and adjudication, be terminated or suspended, in whole

or in part, and CONTRACTOR may be declared temporarily ineligible for further County or Commonwealth contracts, and such other sanctions may be imposed and remedies invoked as provided by the Contract Compliance Regulations.

7) CONTRACTOR shall furnish all necessary employment documents and records to, and permit access to its books, records and accounts by, the contracting agency, the Office of Administration, Bureau of Affirmative Action, and the Human Relations Commission for purposes of investigation to ascertain compliance with the provisions of the Contract Compliance Regulations, pursuant to 16 Pa. Code §49.35 (relating to information concerning compliance by contractors). If CONTRACTOR does not possess documents or records reflecting the necessary information requested, it shall furnish such information on reporting forms supplied by the contracting agency, the Bureau of Affirmative Action or the Commission.

8) CONTRACTOR shall actively recruit minority subcontractors or subcontractors with substantial minority representation among their employees.

9) CONTRACTOR shall include the provisions of this nondiscrimination clause in every subcontract, so that such provisions will be binding upon each subcontractor.

10) The terms used in this nondiscrimination clause shall have the same meaning as in the Contract Compliance Regulations issued by the Pennsylvania Human Relations Commission, 16 Pa. Code Chapter 49.

11) CONTRACTOR's obligations under this clause are limited to CONTRACTOR's facilities within Pennsylvania, or where the contract is for purchase of goods manufactured outside of Pennsylvania, the facilities at which such goods are actually produced.

Source: 16 Pa.Code§49.101

Attachment G

CONTRACTOR INTEGRITY

A. Definitions:

1) "**Confidential information**" means information that is not public knowledge, or available to the public on request, disclosure of which would give an unfair, unethical, or illegal advantage to another desiring to contract with the Commonwealth of Pennsylvania or the County of Westmoreland.

2) "**Consent**" means written permission signed by a duly authorized officer or employee of the Commonwealth or the County, provided that where the material facts have been disclosed, in writing, by prequalification, bid, proposal, or contractual terms, the County shall be deemed to have consented by virtue of execution of this agreement.

3) "**Contractor**" means the individual or entity that has entered into this agreement with the County, including directors, officers, partners, managers, key employees, and owners of more than a 5% interest.

4) "**Financial Interest**" means:

- a. Ownership of more than 5% interest in any business; or
- b. Holding a position as an officer, director, trustee, partner, employee, or the like, or holding any position of management.

5) "**Gratuity**" means any payment of more than nominal monetary value in the form of cash, travel, entertainment, gifts, meals, lodging, loans, subscriptions, advances, deposits of money, services, employment, or contracts of any kind.

B. The Contractor shall maintain the highest standards of integrity in the performance of this agreement and shall take no action in violation of State or Federal laws, regulations, or other requirements that govern contracting with the Commonwealth of Pennsylvania and/or the County.

C. The Contractor shall not disclose to others any confidential information gained by virtue of this agreement.

D. The Contractor shall not, in connection with this or any other agreement with the County or the Commonwealth of Pennsylvania, directly or indirectly, offer, confer, or agree to confer any pecuniary benefit on anyone as consideration for the decision, opinion, recommendation, vote, other exercise of discretion, or violation of a known legal duty by any officer or employee of the County or the Commonwealth of Pennsylvania.

E. The Contractor, shall not, in connection with this or any other agreement with the County or the Commonwealth, directly or indirectly, offer, give, or agree or promise to give to anyone any gratuity for the benefit of or at the direction or request of any officer or employee of the County or the Commonwealth.

F. Except with the consent of the County and the Commonwealth, neither the Contractor nor anyone in privity with the Contractor shall accept or agree to accept from, or give or agree to give to, any person, any gratuity from any person in connection with the performance of work under this agreement except as provided therein.

G. Except with the consent of the County and the Commonwealth, the Contractor shall not have a financial interest in any other contractor, subcontractor, or supplier providing services, labor, or material on this project.

H. The Contractor, upon being informed that any violation of these provisions has occurred or may occur, shall immediately notify the County in writing.

I. The Contractor, by execution of this agreement and by the submission of any bills or invoices for payment pursuant thereto, certifies and represents that the Contractor has not violated any of these provisions.

J. The Contractor shall, upon request of the Office of State Inspector General or County Controller, reasonably and promptly make available to that office and its representatives, for inspection and copying, all business and financial records of the Contractor of, concerning, and referring to this agreement with the County or which are otherwise relevant to the enforcement of these provisions.

K. For violation of any of the above provisions, the County (or Commonwealth, if applicable) may terminate this and any other agreement with the Contractor, claim liquidated damages in an amount equal to the value of anything received in breach of these provisions, claim damages for all expenses incurred in obtaining another contractor to complete performance hereunder, and debar and suspend the Contractor from doing business with the County or Commonwealth. These rights and remedies are cumulative, and the use or nonuse of any one shall not preclude the use of all or any other. These rights and remedies are in addition to those the Commonwealth or the County may have under the law, statute, regulation, or otherwise.