

EXHIBIT B
AUTHORIZATION OF CHANGE IN SERVICE

CONTRACT NUMBER / CONTRACT NAME:	219-270 Printer Maintenance Services	
CITY REPRESENTATIVE:	Tanee Young/I.T.	
CONTRACTOR:	Knight Office Solutions	
CONTRACT EFFECTIVE DATE:	9/20/19 thru 9/19/20 4 (1) year renewal Options	
THIS AUTHORIZATION DATE:		AUTHORIZATION NO.: 1

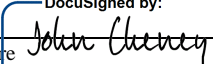
DESCRIPTION OF WORK TO BE ADDED TO OR DELETED FROM SCOPE OF SERVICES:

Pursuant to the terms of the contract the City of San Marcos chooses to extend this contract for the first renewal option. This one (1) year renewal begins September 20, 2020 and continues through September 19, 2021 at the annual cost of \$100,550.00. All remaining terms and conditions of the original contract will remain in full force and effect for the duration of this agreement.

Knight Office Solutions agrees to maintain insurance for the duration of the renewal period in compliance with the requirements of the original contract. Please email a current Certificate of Insurance to email address to CSingleton@sanmarcostx.gov to complete renewal process.

Original Contract Amount:	100,550	Original Term 9-20-19 to 9-19-20
Previous Increases/Decreases in Contact Amount:	0.00	
This Increase/Decrease in Contract Amount:	100,550	Renew 1 st term 9-20-20 to 9-19-21
Revised Contract Amount:	201,100	

CONTRACTOR: Knight Office Solutions

DocuSigned by:
 Signature 
 John Cheney 82C15B910A7444C... Co-President
 Print Full Name / Title (if not in individual capacity)

Date 7/6/2020

CITY:

Signature _____

Date _____

Bert Lumbreras
 Print Name

City Manager
 Title

City Department Use Only Below This Line (PM, etc.).

Account Number(s):	Amount	Date
10001280 52395	\$33,516.66	
22006335 52395	\$33,516.66	
21006322 52395	\$33,516.66	



**THE CITY OF SAN MARCOS
SERVICES CONTRACT
PRINTER MAINTENANCE
219-270**

This **Agreement** (this "**Agreement**") is entered into by and between THE CITY OF SAN MARCOS, a municipality in the State of Texas ("**CITY**"), and **Knight Office Solutions**, whose address is 12961 Park Central, Suite 1470, San Antonio, Texas ("**CONTRACTOR**"), through the U.S. Communities Government Purchasing Alliance contract # 400003732 and is effective for all purposes as of the date of the last signature to this Agreement ("**Effective Date**").

City and Contractor agree as follows:

1. **Services.** Contractor will perform the Services ("**Services**" or "**Project**") and provide deliverables ("**Deliverables**") set forth in Exhibit A, attached and incorporated for all purposes, to the satisfaction of City.
2. **Term.** The term ("**Term**") of this Agreement will commence on the Effective Date, and will continue for one (1) year term, unless sooner terminated as provided herein. The contract may be extended for four (4) additional one (1) year periods, provided all terms and conditions remain in full force and effect except for the contract period being extended or any price redetermination. This option, if exercised, is to be executed in the form of an Authorization of Change in Services, to be issued no sooner than ninety days (90) prior to expiration of this contract, nor later than the final day of the contract period. This option to extend requires the mutual agreement of both parties. Refusal by either party to exercise this option to extend will cause the contract to expire on the original or mutually agreed upon date. The total period of the contract, including all extensions as a result of exercising this option, will not exceed a maximum combined period of five (5) years.
3. **Compensation.** Contractor's fees for the Services are set forth in Exhibit A, attached and incorporated for all purposes for an estimated amount of one hundred thousand, five hundred and fifty dollars (\$100,550.00) per year, for an anticipated amount of five hundred and two thousand, seven hundred and fifty dollars (\$502,750.00) for the full five (5) year term of the Agreement. City will pay to Contractor compensation for performance of the Services within thirty (30) days after receipt of an appropriate invoice ("**Invoice**") and City's approval of Services. Payment will be made in accordance with the Texas Prompt Payment Act, currently codified in Chapter 2251, *Texas Government Code*. Payment for delivery of Services, and rendered will not be unreasonably withheld or delayed. If City disapproves any amount submitted for payment by Contractor, City will give Contractor specific reasons for disapproval in writing within a reasonable time. Upon resolution of any disputed charges, Contractor will re-invoice such remaining charges to City.

WARRANTIES, TERMS, AND REPRESENTATIONS.

4. **Compliance with Laws and Policy.** Contractor warrants and agrees that Contractor will perform the Services and conduct all operations in conformity with all applicable federal, state, and local laws, rules, regulations, and ordinances. For any Service performed on premises owned or controlled by City, Contractor warrants and agrees that Contractor will perform the Services in compliance with all City's Rules and "**Standard Terms and Conditions**," when not in conflict with the terms of this Agreement, found at www.sanmarcostx.gov/termsandconditions, including but not limited to, prohibitions related to tobacco use, alcohol, and other drugs.
 - 4.1 Contractor will obtain, at its own cost, any and all approvals, licenses, filings, registrations and permits required by federal, state or local laws, regulations or ordinances, required for the performance of the Services.
5. **Performance.** Contractor represents that Contractor has the personnel, experience, and knowledge necessary to qualify Contractor for the particular duties to be performed under this Agreement. Contractor warrants that all services performed under this Agreement will be performed consistent with generally prevailing professional or industry standards.
6. **Authority.** Contractor represents and agrees that this Agreement reflects Contractor's full and correct name and that Contractor is entering into this Agreement in an individual capacity/with authorization on behalf of the named entity.
7. **Conflict of Interest.** Contractor represents, and agrees that Contractor presently has no interest and will not acquire any interest, direct or indirect, that would conflict in any manner or degree with Contractor's performance of the Services hereunder. Contractor further warrants that no relationship or affiliation exists between Contractor and City that could be construed as a conflict of interest with regard to this Agreement.

8. **Deliverables and use of Documents.** All drawings, specifications, plans, computations, data, photographs, records, models, statements, reports, and other deliverables or materials prepared or produced by Contractor in connection with the Services (collectively, "Service Deliverables"), whether or not accepted or rejected by City, are the property of City and for its exclusive use and re-use at any time without further compensation and without any restrictions. Contractor will not sell, disclose, or obtain any other compensation for the Service Deliverables. Contractor will not use Service Deliverables in any manner for any other purpose without the express written consent of City.
9. **Assignment.** Contractor's interest in this Agreement (including Contractor's duties and obligations under this Agreement, and the fees due to Contractor under this Agreement) may not be subcontracted, assigned, delegated, or otherwise transferred to a third party, in whole or in part, without the express written consent of City. The benefits and burdens of this Agreement are assignable by City.
10. **Order of Precedence.** This Agreement includes by reference, the provisions of the solicitation documents, Contractor's response to the solicitation, the exhibits or attachments to this Agreement. In case of any conflict among the provisions of this Agreement, the following descending order of precedence will be observed:
- 10.1 This Agreement and Standard Terms and Conditions;
 - 10.2 Exhibit A;
 - 10.3 Solicitation Documents
 - 10.4 Contractor's Response to Solicitation
 - 10.5 Other exhibits and attachments to this Agreement

In the event of any conflict between the Agreement and the provisions of any exhibits or attachments to this Agreement, this Agreement will govern and control.

11. **Insurance and Liability:** During the period of the resulting contract, the Contractor will maintain, at its expense, insurance with limits not less than those prescribed below. Insurance underwriters will be acceptable to the City. With respect to required insurance, the Contractor will:

- 11.1 Name the City of San Marcos, Purchasing and Contracting Division, 630 East Hopkins Street, San Marcos, Texas 78666 as an additional insured.
- 11.2 Provide the City with a thirty (30) days' written notice to the Certificate Holder prior to cancellation or material change of any insurance referred to in the certificate.
- 11.3 Failure of Certificate Holder to demand a certificate or other evidence of full compliance with these insurance requirements or failure of Certificate Holder to identify a deficiency from evidence that is provided will not be construed as a waiver of Insured's obligation to maintain such insurance.
- 11.4 Provide the City of San Marcos Purchasing and Contracting Division, 630 East Hopkins Street, San Marcos, Texas 78666, a Certificate of Insurance evidencing required coverage before execution of contract.
- 11.5 Submit a Certificate of Insurance reflecting coverage as follows:

Automobile Liability:

Bodily Injury (Each person)	\$1,000,000.00
Bodily Injury (Each accident)	\$1,000,000.00
Property Damage.....	\$1,000,000.00

General Liability (Including Contractual Liability):

Bodily Injury.....	\$1,000,000.00
Property Damage.....	\$1,000,000.00

Workers' Compensation..... Statutory

12. **Additional Services/Change or Delay in Services.** The City may direct the Contractor to perform services outside of the scope of the Services. The Contractor will submit a written estimate of fees to the City and obtain the City's authorization before initiating any additional services. Each material change (deletion or addition) in the services to be provided by Contractor must be authorized by the City on the Authorization of Change in Services, **Exhibit B** to this Agreement. Compensation for additional services will be in addition to that specified for the Services. The approval of the City Council is necessary for all additional services the compensation for which exceeds \$50,000. No charge will be made by the Contractor for any hindrance or delay from any cause whatever during the progress of any portion of its work that can reasonably be contemplated by the scope of work, but the City may grant an extension of time for the completion of the work, provided it has satisfied that such delays or hindrances were due to extraordinary causes or to the acts of omission or commission by the City. Any such extension of time will be provided utilizing the City's Authorization of Change in Services form.

13. **Force Majeure.** Neither City nor Contractor will be liable for any delay in the performance of this Agreement, nor for any other breach, nor for any loss or damage arising from uncontrollable forces such as fire, theft, storm, war, or any other force majeure that could not have been reasonably avoided by exercise of due diligence.
14. **Termination.** City may terminate this Agreement in accordance with the Standard Terms and Conditions. Upon such termination, City will pay Contractor, at the rate set out in Exhibit A, for Services satisfactorily performed through the date of termination. Notwithstanding any provision in this Agreement to the contrary, City will not be required to pay or reimburse Contractor for any Services performed or for expenses incurred by Contractor after the date of the termination notice that could have been avoided or mitigated by Contractor.
15. **Notice.** Any notices required under this Agreement will be made in writing, postage prepaid to the following addresses, and will be deemed given up hand delivery, verified delivery by telecopy (followed by copy sent by United States Mail), or three days after deposit in the United States Mail:

CITY:

The City of San Marcos
Attn: City Manager's Office
630 East Hopkins Street
Marcos, TX 78666

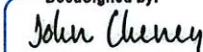
CITY:

The City of San Marcos
Attn: Purchasing Manager's Office
630 East Hopkins Street
San Marcos, TX 78666

CONTRACTOR:

Knight Office Solutions
John Cheney, President
12961 Park Central, Ste. 1470 San
San Antonio, TX 78216

IN WITNESS WHEREOF, the parties have executed this Agreement on the date(s) set forth opposite the signatures of their authorized representatives to be effective for all purposes on the Effective Date written above:

CONTRACTOR:

Signature

9/19/2019

Date

John Cheney Co-President

Print Full Name / Title (if not in individual capacity)

CITY:

Signature

09/20/19

Date

Bert Lumbreras

Print Name

City Manager

Title



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Exhibit A
Contract 219-270

TECHNOLOGY PROPOSAL AND INVESTMENT PLAN



Prepared For: Kayla McCaslin

Prepared By: Janice Edwards

Date: July 11, 2019

The content of this proposal contains confidential trade secret information and is intended for your use only. The contents herein may not be reproduced without the specific written permission of Knight Office Solutions. This is a proposal only and informative in nature; pricing in this proposal is good 60 days from date specified above. Actual contract terms and conditions, as well as final pricing, will be submitted upon your request.



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OUR OFFERINGS

Multifunction
Copiers and Printers

Managed Print
Services

Production Printing

Managed IT Services

Backup and Disaster
Recovery

Document
Management

12961 Park Central, Ste 1470
San Antonio, TX 78216

knightoffice.com

July 11, 2019

Dear Kayla,

We appreciate the opportunity to present to City of San Marcos a proposal for business technology that, based on our findings, should serve your organization in accomplishing your mission:

The mission of the City of San Marcos is to improve the quality of life of those who live, work or visit San Marcos by providing a safe family atmosphere that is rich and diverse in cultural and natural resources and promotes economic and educational opportunities.

This proposed technology solution will assist the entire City of San Marcos team to first and foremost allow them to do their jobs with greater operational efficiency. In addition to updated technology, other areas important to the process include efficient implementation, training to leverage the full capability of the technology, and responsive and effective ongoing support through the life of the proposed agreement.

At Knight Office Solutions, we are committed to hiring employees who can deliver on our promises to you, and to developing a culture who values loyal customers. You can be confident that we are fully committed and have the resources to deliver on everything that has been proposed.

We are excited for the opportunity to continue to work with City of San Marcos.

Sincerely,

Account Manager
(210) 340-8909



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ABOUT US

Knight Office Solutions is a technology company focused on delivering outstanding service. "Who we are" is best conveyed through our Mission Statement. It is a reflection of what we are here to do, what it is we deliver to our customers, and how we must carry ourselves as an organization to be successful.

Our Mission Statement

We help our customers reach their business goals
by providing client-focused technology solutions with the
highest level of support and ethical standards.

Our company was founded as "Knight Laser Recharge" with a mission to reduce client's expenses related to operating laser printers. As we have evolved into the technology company we are today, we have grown to over 85 employees with offices in San Antonio and Austin. We focus on creating trusted business relationships and work toward developing committed, loyal employees. KOS has been and is currently a San Antonio "Top Work Places."

History Highlights

1990 – Company founded as a printer support company
2001 – Began initiative to support both printers and MFP's
2003 – KOS launches MFP division
2004 – KOS moves to MDS, MPS model
2006 – KOS Austin office opens
2010 – Move to new facility at 12961 Park Central, Ste. 1470
2010 – SA business journal recognizes company growth
2012/3 – Managed IT Services added to offerings

At Knight, our products don't determine your solution, your needs do. As a locally owned, independent dealer, we offer objectivity. We are an authorized dealer for the best products in the industry but our solutions may not always require the purchase of new equipment if maximizing your existing assets makes better sense.





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CUSTOMER SATISFACTION

At Knight Office Solutions (KOS), we are committed to the highest level of customer satisfaction and the best technology in the market today. To support this commitment KOS offers the following guarantees for equipment within our service area:

Equipment Performance* "Lemon Policy"

If the performance of your new system does not meet the Manufacture published specifications, KOS will replace the equipment at your request with a machine having comparable features and capabilities. This guarantee shall be for the term of the agreement and there will be no additional cost to the client.

Guaranteed Response Time

KOS guarantees an average four hour response from the time your call is placed until a KOS trained technician is on site. If KOS does not fulfill this response time guarantee, KOS will credit one month's paid usage for that device on the next maintenance billing.

After your equipment is delivered, users will be trained and supported. Key operator training will be scheduled within two business days from the time of complete system installation. There are no costs associated with new equipment training.

Service situations are disruptive to business operations and having to wait for a technician to arrive can be costly to your organization. KOS offers a **Help Desk** service and many times can solve issues remotely, saving you time and money. Help Desk technicians are available to answer all product-related questions to help maximize full utilization and operation of your system.

Should you need a technician to service your equipment, you can be assured of the following:

The Complete Call

With the complete call a KOS trained technician will not only address the immediate need, but also perform a comprehensive inspection of the entire system. The complete call helps to reduce down time and enhance productivity.

Technical Updates

The latest technical modifications to improve the overall performance of your system will be installed at no additional cost.

Parts Availability

KOS maintains a local parts and supplies inventory in order to effectively service our customers. In addition, all KOS technicians maintain a sufficient part inventory in their car stock which is replenished regularly.

* These KOS guarantees apply to equipment acquired by you from KOS and continually maintained by a KOS service contract.



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PROPOSED SOLUTION

The current equipment of the City of San Marcos is listed on the next few pages. I have combined all printers into one cost per page for Black pages and Color pages. The only exception is the HP LaserJet M477 printers. I have separated this group of printers into their own tables. The cost per page for Black pages and Color pages is listed below the table of equipment and locations. The HP Designjet T2300 is a parts and labor contract only that is renewed annually.

US Communities—Contract #4400003732



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CURRENT EQUIPMENT

Serial Number	Make & Model	Location
CNRC66Q12T	HP 1320tn	SMEU Christine's Office
CNGKK88651	HP 2420dn	Fire Station 5-Rick's Offices
CNDJB41321	HP 2420dn	Fire Station 5-Karl's Office
CNGKJ66021	HP 2420dn	Fire Station 5-Captin's Office
JPDGR08985	HP 2420dn	City Hall - HR-Linda's Office-HR
CNGKC46558	HP 2420dn	Fire Station 5-Chief's Office
JPGGR14789	HP 2420dn	Parks-Jimmy's Barn
USQC067377	HP 4050N	Municipal Court
USGNX00821	HP 4200DTN	OLD MUNICIPAL HR TRAINING ROOM
USDNM00780	HP 4200N	HUMAN RESOURCES-City Hall Building
CNDY603758	HP 4300DTN	Old Muni Court Bldg
CNBXB16873	HP 5200dtn	Public Works/Transportation
JPFK001733	HP 5500HDN	CITY MANAGERS-Storage
CNGCG4J04Z	HP CP5225N	Parks - Discovery Center
VNB3N08343	HP M254DW	Public Works/Transportation Sign Shop (Main Office)
CNDCB370LF	HP M4345MFP	SMEU-Behind Call Takers
CNDF320814	HP M451DN	City manager's office
VNB3M69301	HP M452DN	SMEU Tom's Office
VNB3M69301	HP M452DN	Lloyd's Office



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CURRENT EQUIPMENT

Serial Number	Make & Model	Location
CNB8D3NS4P	HP M475D	Police Department
JPBCJ470F6	HP M553N	Library-CIRC Desk
JPBCHCR16N	HP M553N	City Manager's Office
JPBCJ8J16C	HP M553N	Fire Station 5 -Jana's Office
CN59FD21M4	HP M570DN	City Hall Bldg - Legal Department
CNB9GBYFF1	HP M570DN	Animal Shelter-Steven's Office
CNB9H5FKCK	HP M570DN	Planning- Upstairs (Printer Alley)
CNDCG8Y0HH	HP M602N	Library-By Kay's Desk
CNCCF6L01X	HP M602X	Library - Tech Area
CNCCF811KF	HP M602X	municipal court-unit 2233
CNB9960083	HP P2055	Utility Billing Front Office Front Window
CNB9938021	HP P2055	Parks - Grant Harris Jr. Bldg.
CNBJ600943	HP P2055	Parks - Grant Harris -Drew Well's Office
CNB9N65300	HP P2055	Old Muni Court Building Finance (Robert's Office)
VND3716716	HP P3015	Water/Waste Warehouse (Esther's Office)
CNDY238634	HP P4015N	Library-Diane's Office
CNDYB53131	HP P4015N	Library - CIRC Desk
NQX2X04906	KYOCERA FS1035MFP/DP	Police Department-Dispatch Office
NQX2Z05958	KYOCERA FS1035MFP/DP	SMEU-Main Office



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CURRENT EQUIPMENT

Serial Number	Make & Model	Location
NQX3X08659	KYOCERA FS1035MFP/DP	Parks & Rec- Hwy 21-Softball Complex (USB)
NQX3306941	KYOCERA FS1035MFP/DP	City Hall Building Assistance Director's Office
NQX3306953	KYOCERA FS1035MFP/DP	Main Street Printer -Police Dept.
LVK3Z00786	KYOCERA P2135D	100 Carlson Cir.- Fire Station #5
LVK3Z00776	KYOCERA P2135D	SMEU Inventory Area
VM37101474	KYOCERA P3045DN	Police-Admin Office
3128MC00842	LANIER IMC4500	Back Utility Office
3128MC00881	LANIER IMC4500	Main Office
V4498902113	LANIER LD117	POLICE DEPT-CID OFFICE
S7225300025	LANIER LD130C	City Hall Building -Main Area
V7905200116	LANIER LD140SP	Old Muni Court Bldg Finance - Main Area
V2495400565	LANIER LD525C	Planning-Upstairs (Printer Alley)
S9339200381	LANIER LP137CN	Planning Department Upstairs (Printer Alley)
S9349300588	LANIER LP137CN	Public Works/Transportation Front Office
S3888700714	LANIER LP331CN	SMEU Behind Call Takers
S3888600254	LANIER LP331CN	Old Muni Court Bldg Finance - Ismael's Office
S3899101503	LANIER LP331CN	Planning
Q8067000537	LANIER LP440Cdt1	SMEU Robin's Office
S4916500043	LANIER LP540C	Fire Station 5 Reception Area



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CURRENT EQUIPMENT

Serial Number	Make & Model	Location
C298R400579	LANIER MP2555SP	WIC-SM-LanierMP2555-BW
C298R500226	LANIER MP2555SP	WIC-NB-LanierMP2555-BW
C298R500155	LANIER MP2555SP	WIC- Seguin- LanierMP2555-BW
C298R500656	LANIER MP2555SP	WIC-Lockhart-LanierMP2555-BW
C298R400636	LANIER MP2555SP	WIC-Kyle-LanierMP2555-BW
G175R530463	LANIER MP4054	Police Department -Records Office
C338R300354	LANIER MP5055SP	POLICE DEPARTMENT-CID OFFICE
C767R611377	LANIER MPC2004EX	Marshal's Office- General Area
C778R610592	LANIER MPC2504EX	WIC-SM-LanierMPC2504EX-CLR
W793PA01975	LANIER MPC305SPF	Patrol Report Writing Department
W794P506909	LANIER MPC305SPF	COMMUNITY SERVICES NORTH HALLWAY
W794P700466	LANIER MPC305SPF	Animal Shelter Erin's Office
W794P700481	LANIER MPC305SPF	Animal Shelter Receiving Front Desk
W794P300018	LANIER MPC305SPF	Rio Vista Park Main Office
G446P703962	LANIER MPC306SPF	POLICE DEPT- CID OFFICE
C509P300308	LANIER MPC307	City Hall, Bldg #2, File Room
E174MC11487	LANIER MPC4503	Municipal Court
E175M860877	LANIER MPC4503	Water/Waste Water Quality Building
E175M610271	LANIER MPC4503	Fire Station 5 Copy Room



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CURRENT EQUIPMENT

Serial Number	Make & Model	Location
G716M661697	LANIER MPC4504	City Hall Building Main Area
G716M661398	LANIER MPC4504	City Hall Building - Legal Office Main Area
G716M760877	LANIER MPC4504	Capital Improvements Dept/2nd Fl Outside Laurie Moyer's Office
G716M762223	LANIER MPC4504	Old Permit Bldg - IT Dept - Server Room-Front Area
C737M440127	LANIER MPC4504EX	City of San Marcos Visitor's Bureau
C738M340931	LANIER MPC4504EX	Police-Admin Office
E245C200048	LANIER MPC8002SP	Planning Department Upstairs (Printer Alley)
C076C800091	LANIER MPC8003	City Clerk Office Next to City Council Side Door
T312Q900161	LANIER PS3510DN	Fire Station 5-John's Office
T585H300570	LANIER SP4520DN	Police Department Dispatch Office
T423M110002	LANIER SP8300DN	SMEU Behind Call Takers
X688P800546	LANIER SPC440DN	Finance
T364M300208	LANIER SPC830DN	Parks & Rec Department - Grant Harris Bldg
T364GC00247	LANIER SPC830DN	Old Muni Court Bldg Information Technology Dept
T365G600127	LANIER SPC830DN	Water/Waste Break Room
Y226MB10091	LANIER SPC840DN	Library Main Back Office
3129M401047	LANIER IM C4500	Purchasing
	HP LJ M452DN	Tyler Hjorth's Office

All Black Pages Billed at \$0.011

All Color Pages Billed at \$0.056



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CURRENT EQUIPMENT-HP M477

Serial Number	Make & Model	Location
VNB8J7KF59	HP M477F	Behind Planning Dept Dalinda's Office
VNB8J60MD3	HP M477F	Public Works/Transportation Sign Shop (Rachel's Office)
VNB8J33BMZ	HP M477F	CVB
VNB8J796V0	HP M477F	Old Permit Building Behind IT Dept Side Office
VNB8JDNFCY	HP M477F	Patrol Hays County Jail
VNB8K3D3H7	HP M477F	Public Works/Transportation Bull Pen (next to Animal Shelter)
VNBKK584Q5	HP M477F	Municipal Court
VNBKK5830F	HP M477F	Municipal Court
VNBKK7G5FB	HP M477F	Dispatch Freddy's Office
VNBKK7L4QY	HP M477F	Library Reference Desk
VNBKK68HC2	HP M477F	Fire Station 4
VNBKK68HD8	HP M477F	Fire Station 3
VNBKKCJB34	HP M477F	Fire Station 2
VNBKK68HBS	HP M477F	Fire Station 1
VNBKK68HB5	HP M477F	Fire Station 5 Training Room
VNCKM1ZBHZ	HP M477F	Fire Station 5 Watch Room
VNBKL1W2HW	HP M477F	



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CURRENT EQUIPMENT-HP M477

Serial Number	Make & Model	Location
VNBKK7G6VP	HP M477F	Main Street
VNBKL2R9D7	HP M477F	Water/Waste Meter Shed
VNBKKC9JDH	HP M477F	City Clerks -Birth Certificate Window
VNBKL2QDBL	HP M477F	Library-Diane's Office
VNBKL4K3FF	HP M477F	@ 404 Broadway- New
VNBKK584MF	HP M477F	Municipal Court
VNBKL35GGW	HP M477F	Waste Treatment

All Black Pages Billed at \$0.022

All Color Pages Billed at \$0.11



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CURRENT EQUIPMENT—HP Designjet T2300

Serial Number	Make & Model	Location
CN15U3K024	HP Designjet T2300	SMEU Engineers Area

Annual Contract Billed Quarterly @ \$252.50 per Quarter.



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IMPLEMENTATION

Order and Delivery Lead Time

Knight Office Solutions estimates that we can implement your solution within two weeks of receiving your signed order. In order to facilitate delivery, the following must occur:

Before Implementation	During Implementation	After Implementation
Customer to confirm space & electrical needs, including network ports	Confirm delivery schedules	Provide training to users and key operators
Equipment is configured as required	Coordinate IT support for installs	Resolve any issues that arise during implementation
Determine "Hot Swap" deliveries	Pick-up existing lease return equipment	Schedule lease return equipment as directed by return instructions
Review preliminary delivery and IT install schedule	Receive lease return instructions from customer	Explain service and supplies ordering options



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e-Knight Supply and Service Web Portal

As a Knight Office Solutions customer, you can log into a dedicated and secure website and order supplies, input meter readings, initiate service requests, monitor account information, and view account summary information.

Service

- View pending calls
- View scheduled calls
- View dispatched calls
- Request service calls
- Search previous service calls

Equipment

- View equipment on record
- View equipment tied to a contract
- View non-contract equipment

Meters

- Record meters
- View due meters
- View meter history

Orders

- Submit new orders
- View new orders
- View picked orders
- View shipped orders
- View items on back order
- View cancelled order

Account

- View invoice history
- View account status
- View credit status
- View credit limit
- View aging report





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HARD DRIVE DISK Q & A

Q: Will my copier have a Hard Drive Disk (HDD)?

A: If you are purchasing a multifunction device you most likely will have a digital copier that contains a HDD. Some devices, less than 25 to 30 pages per minute, may not have a HDD.

Q: What does a HDD do in a copier?

A: A HDD allows a multifunction device to multitask and work faster. In order to do so, the HDD will store images of pending documents until the device is ready to copy, print, scan, fax, or email.

Q: What can I do to secure data that gets stored on the HDD?

A: Manufacturers offer security options that will overwrite or encrypt the stored data. Choosing these options will keep data secure while using the device in your business.

Q: I plan on leasing my copier; what happens to the HDD when the lease expires?

A: The language of your transactional documents state that responsibility for removal of sensitive or confidential information lies with the Lessee. Options to cleanse HDD's include an overwriting procedure and a removal/replacement procedure. Knight Office Solutions can help you with either option at the end of your lease.

Q: What other security options are available?

A: Your IT department should implement security protocols as soon as your device is delivered and installed. With managed print servers you can regulate and control access to machines and limit exposure to confidential information.

Additional HIPAA considerations:

- Devices should only be accessible to authorized staff in secure areas where the public is prohibited
- Generate unique logon and passwords for each user at specific devices
- Ensure that documents are not left unattended
- Disable USB Ports to keep stored files from being copied
- Maintain audit trails that specify who, what, and when information was accessed
- Digitally archive all fax transmissions
- Verify delivery of faxes and confirm that they reach destination
- Streamline process to minimize file handling



managing technology ... building trust

THANK YOU

We appreciate you giving us the opportunity to learn more about your business and its existing office technology. We take that trust very seriously and pledge to repay you with intelligent and appropriate recommendations to help your business operate more effectively.

EXHIBIT "B"
AUTHORIZATION OF CHANGE IN SERVICE

AGREEMENT/ SERVICES NAME:	{Contract #}	{Contract Name}
CITY REPRESENTATIVE:		
CONTRACTOR:		
CONTRACT EFFECTIVE DATE:		
THIS AUTHORIZATION DATE:		AUTHORIZATION NO.:

DESCRIPTION OF WORK TO BE ADDED TO OR DELETED FROM SCOPE OF SERVICES:

Original Contract Amount:	NTE	\$
Previous Increases/Decreases in Contact Amount:	NTE	\$
This Increase/Decrease in Contract Amount:	NTE	\$
Revised Contract Amount:	NTE	\$

CONTRACTOR:

Signature _____

Date _____

Print Full Name / Title (if not in individual capacity) _____

CITY:

Signature _____

Date _____

Print Name _____

Title _____

City Department Use Only Below This Line (PM, etc.).

Account Number(s):	Date:	Amount
#		
#		
#		