Northern Kentucky University, Procurement Services

To: Laser Printer User
From: Eli Baird, Bid Specialist
CC: Complete Printer Source, 859-581-1768
Date: 5/1/2013
Re: Laser Printer Maintenance Contract

Contract Scope: Effective July 1st NKU will enter into a new maintenance contract with Complete Printer Source (CPS) for the maintenance, repairs and replacement parts of all laser printers. All departments are required to complete the attached form and send to my attention by May, 24th 2013 (bairde1@nku.edu). The annual maintenance fee over the next three years will be $50/printer. Loaner printers are included with the $50 maintenance fee. Arrangements for loaners should be made with CPS prior to service.

Parts: All parts and materials required for the proper maintenance of the laser printers under contract shall be provided by CPS, with the exception being parts listed as Consumables. As determined by NKU, the following parts are considered consumables:
- Toner Cartridge
- Drum Unit
- Transfer Assembly
- Paper
All other parts are considered non-consumable and will be maintained by CPS.

Service: CPS will provide maintenance on HP, Lexmark and Apple laser printers only. CPS will not clear codes or clear certain network issues. Please refer to your printer instruction manual or enter an IT Help Desk Service Request. CPS should not be called if you just need your printer cleaned. Preventative Maintenance and routine cleaning are not part of this contract. Service will be provided by the end of the next business day after report. They can perform this work but your department will be charged their regular service fee. Additionally, if your laser printer is not under a service contract and requires service, you will be charged for time and materials, at a service rate of $60.00/hour, plus parts.

Contact: Contact CPS at 859-581-1768 or at sales@cps4service.com to schedule on-site service for printers on the maintenance contract. When you call, provide with the make, model and five digit NKU asset tag number of the printer. Also provide contact name, phone number and printer location. Please give CPS as much information about the problem as possible. Many times CPS can diagnose and solve the problem over the phone. At this time you should also inform CPS whether or not you’re in need of a loaner printer.

Add'l Details: Paper may be purchased from Mail Distribution Central Stores. Toner, drum units and transfer assemblies may be purchased through Office Max. If you have any questions about the contract do not hesitate to call or email me (Eli Baird, 859-572-5266, Bairde1@nku.edu) or CPS.