

**For:** FSA; FAS, except Overseas Offices; and RMA, except Compliance Field Offices and Regional Offices

**Maintenance Agreement for FAX Machines**

**Approved by:** Deputy Administrator, Management



**1 Overview**

**A Background**

A maintenance agreement has been signed with Integration Technologies Group, Inc. (ITG) to provide maintenance for FAS, FSA, and RMA plain paper FAX machines. The agreement is effective October 1, 2001, through September 30, 2002.

The FAX machines at the following site locations are **included** in this maintenance agreement:

- National Office
- Kansas City (including RMA)
- St. Louis
- State Offices
- selected County Offices
- APFO.

The FAX machines at the following site locations are **excluded** from this maintenance agreement:

- RMA Compliance Field Offices
- Regional Offices.

In addition, KCAO has issued a blanket purchase authorization (BPA) to provide the shipping of defective FAX machines to the vendor. Olivetti and OMNIFAX L621 FAX units are covered under this BPA.

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<b>Disposal Date</b>  October 1, 2002	<b>Distribution</b>  FSA; FAS, except Overseas Offices; RMA, except Compliance Field Offices and Regional Offices; State Offices relay to County Offices
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## Notice IRM-328

### 1 Overview (Continued)

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#### B

##### Purpose

This notice:

- provides instructions for using the maintenance agreement
  - identifies the BPA account number
  - provides shipping instructions for returning defective FAX machines
  - provides contacts for assistance.
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#### C

##### Contact

If there are questions about this notice, contact Johnny Grace, ITSD at 202-720-4928.

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### 2 Maintenance Agreement

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#### A

##### Onsite Maintenance

ITG shall provide onsite maintenance with a next business day response time for laser FAX machines in the following site locations:

- National Office
- Kansas City (including RMA)
- St. Louis
- State Offices
- APFO.

In addition, there are 32 site locations in Iowa that have Sharp FO-6700 FAX machines installed and 13 site locations in Illinois that have Ricoh 4700L FAX machines installed.

OMNIFAX L621 and Olivetti FAX machines are **excluded** from onsite maintenance at these sites.

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#### B

##### Depot Maintenance

ITG has established a depot maintenance operation for the Olivetti and OMNIFAX L621 FAX machines. There will be a maintenance pool located at the depot facility containing these types of FAX machines. When a depot maintenance site machine becomes inoperable, the office will receive an operational machine of the same type, without delay.

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## Notice IRM-328

### 3 Requesting Maintenance

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#### A

#### **FAX Machines Located in the National Office**

The following table provides instructions for the National Office when FAX machine maintenance and supplies are required.

<b>Step</b>	<b>Action</b>
1	<p>For service, call the ITG Customer Service Hotline at 800-835-7823 between 9 a.m. and 5 p.m. e.t. weekdays. Provide the following information:</p> <ul style="list-style-type: none"><li>• contact person</li><li>• contact person's telephone number</li><li>• FAX machine's:<ul style="list-style-type: none"><li>• make and model</li><li>• problem</li><li>• serial number</li><li>• location.</li></ul></li></ul> <p><b>Note:</b> The telephone number to obtain service is posted on all National Office FAX machines.</p>
2	<p>ITG will confirm if the FAX machine is included in the maintenance agreement. If the FAX machine is not included in the maintenance agreement, submit an AD-700 to MSD with the information in step 1 and the division accounting information.</p> <p><b>Notes:</b> ITG has up to 24 hours to respond to each service call. If an AD-700 is submitted, it will take up to 48 hours to process.</p>
3	<p>Validate the service performed by signing the work order.</p>
4	<p>Report any service problem with the vendor to MSD, Property Operations Branch, at 202-720-7005.</p>
5	<p>Acquire new toner cartridges from the FSA Supply Room 0077-S.</p> <p><b>Note:</b> Return the old toner cartridge at the time the new cartridge is received.</p>

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3 Requesting Maintenance (Continued)

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**B**

**FAX Machines Located in Kansas City (including RMA), St. Louis, State Offices, and APFO**

The following table provides instructions for Kansas City, St. Louis, State Offices, and APFO when FAX machine maintenance is required.

Step	Action
1	Call the National Help Desk (NHD) at 800-255-2434 (non-FTS) or 816-926-1552 (FTS) to report the problem.  <b>Note:</b> State Offices with an Olivetti or OMNIFAX L621 FAX machine shall follow the procedures for County Office FAX machines. See subparagraph C.
2	Provide NHD with requested information.
3	Wait for next business day service.
4	Validate the service performed by signing the work order.  <b>Note:</b> The work order shall be signed by the designated Property Officer or alternate.
5	Notify NHD when service has been completed.
6	Report any service problem to NHD.
7	Kansas City and State Offices shall acquire FAX supplies from the Troost Warehouse.  <b>Note:</b> Refer to the 1999 Forms Catalog.

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**3 Requesting Maintenance (Continued)**

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**C**

**FAX Machines Located in County Offices**      The following table provides instructions for County Offices when FAX machine maintenance is required.

Step	Action
1	Call NHD at 800-255-2434 (non-FTS) or 816-926-1552 (FTS) to report the problem.
2	Provide NHD with requested information.
3	Remove and retain the following from the inoperable machine: <ul style="list-style-type: none"> <li>• toner cartridge (laser unit)</li> <li>• drum unit (laser unit)</li> <li>• print cartridge</li> <li>• plastic keyboard cover (Olivetti only)</li> <li>• phone handle and cradle</li> <li>• all detachable cords</li> <li>• all removable paper trays and guides.</li> </ul>
4	Wait for the replacement machine to arrive.
5	Notify NHD of the new serial number and receipt date when the replacement machine is received.
6	Ship the inoperable FAX machine using the same packing material that the vendor provided to: <p>Integration Technologies Group, Inc. 2744-B Gallows Rd. Vienna, VA 22180-7133.</p> <p><b>Notes:</b> Use the BPA issued by Kansas City to cover the shipping cost to the vendor. The BPA account number is FedEx, 1904-9868-9.</p> <p>Insure all FAX units for \$700.</p> <p><b>Note:</b> Non-FedEx users shall use normal shipping procedures or general mail.</p>
7	Notify NHD of shipping date.
8	FSA County Offices shall acquire FAX supplies from the Kansas City Troost Warehouse. <p><b>Note:</b> From the FSA Home Page, click on: 1) Forms; 2) FFAS- Employee Forms Site; 3) Designated Supplies For Issuance to FSA State and County Offices</p> <p>Follow the instructions on the form.</p>

## Notice IRM-328

### 4 Returning Defective FAX Machines

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#### A

#### Transferred Equipment

To request a transfer for FAX machines, State Offices must send a written request to the National Office, ITSD.

**Important:** FSA **shall not** accept FAX machines as a transfer from any agency.

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#### B

#### BPA Account Number

Use BPA account number FedEx, 1904-9868-9 for FAX machine return shipping.

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#### C

#### Shipping Instructions

State and County Offices shall contact their local shipping company and provide:

- the County Office's name and mailing address
- the appropriate account number
- third-party billing for payment
- insurance equal to the cost of \$700

**Note:** Shipping may be second or third day-air, unless otherwise directed by the Telecommunications Division, Network Analysis Branch. If the shipping cost exceeds \$50 per unit, call NHD for instructions.

This account **shall not** be used to ship anything other than a FAX machine to the recipient shown below.

- the recipient's name and address as follows:

Integration Technologies Group, Inc.  
2744-B Gallows Rd.  
Vienna, VA 22180-7133.

Offices that do not have access to FedEx shall continue to use normal shipping procedures.

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**Notice IRM-328**

**4 Returning Defective FAX Machines (Continued)**

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**D**

**State and  
County Office  
Action**

State and County Offices shall follow procedures and request assistance according to this table.

<b>Step</b>	<b>Action</b>
1	<p>Within 3 calendar days after receiving the replacement FAX machine, State and County Offices shall:</p> <ul style="list-style-type: none"><li>• install, set up, and test FAX machine operations</li></ul> <p><b>Note:</b> For assistance:</p> <ul style="list-style-type: none"><li>• State Offices shall contact NHD at 816-926-1552 (FTS) or 800-255-2434 (non-FTS) and select option 2</li><li>• County Offices shall contact the State Office.</li></ul> <ul style="list-style-type: none"><li>• after the replacement FAX machine is successfully installed, prepare and ship the defective FAX machine according to subparagraph C.</li></ul>
2	Prepare FSA-951 to report the change in inventory records. Send completed FSA-951 to KCAO, Administrative Services Division, Property Section.
3	For all other questions or problems, contact NHD, through established State Office procedures.