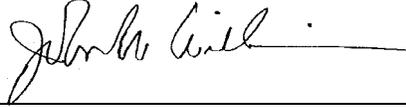


For: FSA; FAS, except Overseas Offices; and RMA, except Compliance Field Offices and Regional Offices

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 FSA, RMA, and FAS plain paper FAX machines. The agreement is effective October 1, 2002, through September 30, 2003.

FAX machines in:

- the National Office, Kansas City (including RMA), St. Louis, State Offices, selected County Offices, and APFO are **included** in the maintenance agreement
- RMA Compliance Field Offices and Regional Offices are **excluded** from this agreement.

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

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 references for assistance.

Continued on the next page

| | |
|---|--|
| Disposal Date October 1, 2003 | Distribution FSA State Offices relay to County Offices; FAS, except Overseas Offices; RMA except Compliance Field Offices and Regional Offices |
|---|--|

Notice IRM-336

1 Overview (Continued)

C

Contact

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

2 Maintenance Agreement

A

Onsite Maintenance

ITG shall provide onsite maintenance with a next business day response time for laser FAX machines in the National Office, Kansas City (including RMA), St. Louis, State Offices, and APFO.

Excluded from onsite maintenance at these sites are OMNIFAX L621 and Olivetti units.

B

Depot Maintenance

ITG has established a depot maintenance operation for the Olivetti and OMNIFAX 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.

Notice IRM-336

3 Requesting Maintenance

A

**FAX Machines
in the National
Office**

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

| Step | Action |
|------|--|
| 1 | <p>For service, call the ITG Customer Service Hotline at 800-835-7823 between 9 a.m. and 5 p.m. e.s.t. weekdays. Provide the following information:</p> <ul style="list-style-type: none">• contact person• contact person's telephone number• FAX machine make and model• FAX machine problem• FAX machine serial number• FAX machine location. <p>Note: The telephone number to obtain service is on all National Office FAX machines.</p> |
| 2 | <p>ITG will confirm if the FAX machine is on the maintenance contract. If the FAX machine is not on the contract, submit AD-700 to MSD with the information in step 1 and the division accounting information.</p> <p>Note: ITG has up to 24 hours to respond to each service call. If 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 202-720-6866.</p> |
| 5 | <p>Acquire new toner cartridge from the FSA Supply Room, Room 0077-S.</p> <p>Note: Return the old toner cartridge at the time the new cartridge is received.</p> |

Continued on the next page

Notice IRM-336

3 Requesting Maintenance (Continued)

B

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

The following 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. Note: 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. Note: Work order should 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 should acquire FAX supplies from the Troost Warehouse. Note: Refer to Exhibit 1. |

Continued on the next page

Notice IRM-336

3 Requesting Maintenance (Continued)

C

**FAX Machines
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 keep the following from the inoperable machine: <ul style="list-style-type: none"> • toner cartridge (laser unit) • drum unit (laser unit) • print cartridge • plastic keyboard cover (Olivetti only) • phone handle and cradle • all detachable cords • all removable paper trays and guides. |
| 4 | Wait for the replacement machine to arrive. |
| 5 | Notify the Help Desk 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 style="margin-left: 40px;">Integration Technologies Group, Inc. 2744-B Gallows Rd. Vienna, VA 22180-7133.</p> <p>Notes: Use BPA issued by Kansas City to cover the shipping cost to the vendor. The BPA account number is FedEx, 1904-9868-9. Insure all FAX units for \$700.</p> <p style="margin-left: 40px;">Non-FedEx users shall use normal shipping procedures or general mail.</p> |
| 7 | Notify NHD of shipping date. |
| 8 | FSA County Offices should acquire FAX supplies from the Kansas City Troost Warehouse. Refer to Exhibit 1. |

Notice IRM-336

4 Returning Defective FAX Machines

**A
Transferred
Equipment**

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

FSA should not accept FAX machines as a transfer from any agency.

**B
BPA Account
Number**

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

**C
Shipping
Instructions**

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

- County Office name and mailing address
- the appropriate account number
- third-party billing for payment
- insurance equal to the cost of \$700.00

Note: Shipping should be second or third day-air, unless otherwise directed by Telecommunications Division, Network Analysis Branch. If the shipping cost exceeds \$50 per unit, call NHD for instructions. No site shall use this account 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.

Continued on the next page

Notice IRM-336

4 Returning Defective FAX Machines (Continued)

D

**State and
County Office
Action**

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

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

Acquiring FAX Supplies

The following table must be used by Kansas City and State Offices to acquire FAX supplies from the Troost Warehouse.

| State and County Offices | | | | |
|--|--------------|--|-------------|--------------------|
| Mfg/Model | Toner | Catalog No. | Drum | Catalog No. |
| Sharp FO-6700 | FO-47ND | 766 | FO-47DR | 767 |
| Danka Omnifax L621 L620E | WTL 62 | 722 | DR-200G | 723 |
| Ricoh 4700L | Type 150 | 471 | Type 100 | 471.5 |
| Danka Omnifax L630 L8500 | WTL 63 | 720 | WEL 63 | 721 |
| OlivettiRoyal OFX 3100 RFX3100 | | 725 (3 ink cartridges & 1 printhead) | | |
| Kansas City | | | | |
| Mfg/Model | Toner | Catalog No. | Drum | Catalog No. |
| Sharp FO-6600 | FO45ND | 363 | FO-45DR | 367 |
| Danka Omnifax DL6450 | WT6450 | 473 | WO6450 | 473.5 |
| Sharp FO-6700 | FO-47ND | 475 | FO-47DR | 475.5 |
| Danka Omnifax L621 L620E | WTL 62 | 722 | DR-200G | 723 |
| Ricoh 4700L | Type 150 | 471 | Type 100 | 471.5 |
| Danka Omnifax L630 | WTL 63 | 472 | WEL 63 | 472.5 |
| Sharp FO-5400 FO-5400T | FO-48ND | | FO-48DR | |
| Olivetti/Royal OFX 3100 RFX 3100 | | 725 (3 ink cartridges & 1 printhead) | | |