

**UNITED STATES DEPARTMENT OF AGRICULTURE**

Farm Service Agency  
Washington, DC 20250

**Notice IRM-392**

**For:** FSA 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 paper FAX machines. The agreement is effective October 1, 2006, through September 30, 2007.

FAX machines in the National Office, Kansas City, St. Louis, State Offices, County Offices, and APFO are **included** in the maintenance agreement

In addition, Kansas City has issued a blanket purchase authorization (BPA) to provide shipping of defective FAX machines to the vendor. OMNIFAX L621, XEROX WORKCENTRE PRO 580, Ricoh 1170L, Olivetti and Sharp FO-4400 FAX units are covered under this BPA.

**B Purpose**

This notice provides:

- instructions for using the maintenance agreement
- instructions for using the FedEx BPA
- shipping instructions for returning defective FAX machines
- contacts for assistance
- TelTrak FAX inventory database access instructions
- information about ordering FAX machine supplies.

**Disposal Date**

October 1, 2007

**Distribution**

All FSA Offices; State Offices relay to County Offices

## 1 Overview (Continued)

### C Contact

If there are questions about:

- this notice, contact Lynn Oliphant, Office of the Chief Information Officer (OCIO), Information Technology Services (ITS), Infrastructure Operations Division (IOD), Telecom Operations Branch (TOB) at 816-926-1395
- FSA FAX policies, 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, St. Louis, State Offices, APFO, and other selected locations.

**Excluded** from onsite maintenance at these sites are the OMNIFAX L621, XEROX WORKCENTRE PRO 580, Ricoh 1170L and Sharp FO-4400 FAX machines, unless special arrangements have been previously issued. These FAX machines will be handled by the depot maintenance operation established by ITG.

### B Depot Maintenance

ITG has established a depot maintenance operation for the OMNIFAX L621, XEROX WORKCENTRE PRO 580, Ricoh 1170L and Sharp FO-4400 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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### 3 Requesting Maintenance

#### A National Office FAX Machines

National Office shall follow the instructions in this table for FAX machine maintenance and supplies.

Step	Action
1	<p>For service, call ITG Customer Service Hotline at 800-835-7823 between 9 a.m. and 5 p.m. e.s.t. weekdays and 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 information as follows:<ul style="list-style-type: none"><li>• make and model</li><li>• serial number</li><li>• location</li><li>• problem.</li></ul></li></ul>
2	<p>ITG will confirm if the FAX machine is on the maintenance contract. If the FAX machine is <b>not</b> on the contract, submit a requisition for procurement in the Integrated Acquisition System (IAS) to ITSD with the information in step 1.</p> <p><b>Note:</b> ITG has up to 24 hours to respond to each service call. If a requisition for procurement 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 202-720-6833.</p>
5	<p>Acquire new toner cartridges from the FSA Supply Room located in 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)

#### B On-Site FAX Machines in Kansas City, St. Louis, State Offices, APFO, and Selected County Offices

Kansas City, St. Louis, State Offices, APFO, and selected County Offices shall follow the instructions in this table for FAX machine maintenance.

Step	Action
1	<p>Call the ITS Service Desk to report problems at:</p> <ul style="list-style-type: none"><li>• 800-255-2434 (non-FTS)</li><li>• 816-926-1552 (FTS).</li></ul> <p><b>Note:</b> State Offices with a XEROX WORKCENTRE PRO 580, Ricoh 1170L, Sharp FO-4400, or OMNIFAX L621 FAX machine shall follow the procedures for County Office FAX machines. See subparagraph C.</p>
2	Provide ITS Service Desk with requested information according to subparagraph A.
3	Wait for next business day service.
4	<p>Validate the service performed by signing the work order.</p> <p><b>Note:</b> Work orders should be signed by the designated property officer or alternate.</p>
5	Notify ITS Service Desk when service has been completed.
6	Report any service problems to ITS Service Desk.
7	<p>Kansas City Offices, State Offices, APFO, and County Offices may be able to acquire FAX supplies from the Troost Warehouse.</p> <p><b>Note:</b> If supplies are <b>no longer</b> stored in the Troost Warehouse, see Notice IRM-383 for guidance on the FAX supply process.</p>

### 3 Requesting Maintenance (Continued)

#### C Depot FAX Machines in County Offices

County Offices shall follow the instructions in this table when FAX machine maintenance is required.

Step	Action
1	Call ITS Service Desk to report problems at: <ul style="list-style-type: none"> <li>• 800-255-2434 (non-FTS)</li> <li>• 816-926-1552 (FTS).</li> </ul>
2	Provide ITS Service Desk with the requested information according to subparagraph A.
3	Remove and keep 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>• plastic keyboard cover</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 ITS Service Desk of the new serial number and receipt date when the replacement machine is received.
6	<p>Ship the inoperable FAX machine, using the same packing material that the vendor provided, to the following address:</p> <p><b>Integration Technologies Group, Inc.</b>  <b>2744-B Gallows Rd.</b>  <b>Vienna, VA 22180-7133.</b></p> <p><b>Notes:</b> Use BPA issued by Kansas City to cover the shipping cost to the vendor. The BPA account number is FedEx, 1904-9868-9. Secure insurance in the amount of \$700 for all FAX units and ship using 2<sup>nd</sup>- or 3<sup>rd</sup>-day delivery service.</p> <p>Non-FedEx users shall use normal shipping procedures or USPS.</p>
7	<p>Kansas City Offices, State Offices, APFO, and County Offices may be able to acquire FAX supplies from the Troost Warehouse.</p> <p><b>Note:</b> If supplies are <b>no longer</b> stored in the Troost Warehouse, see Notice IRM-383 for guidance on the FAX supply process.</p>

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### 4 Returning Defective FAX Machines

#### A Transferred Equipment

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

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

#### B Network FAX Equipment

No desktop FAX machine can be connected to any personal computer that is connected to the LAN/WAN network.

#### C BPA Account Number

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

#### D Shipping Instructions

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

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

**Notes:** Shipping should be 2<sup>nd</sup>- or 3<sup>rd</sup>-day air, unless otherwise directed by ITS, TOB. If the shipping cost exceeds \$50 per unit, call ITS Service Desk for instructions.

The “sender” information should be site name and address, **not** the account holders name and address (USDA Kansas City). No site shall use this account to ship anything other than a FAX machine to ITG, unless directed by the contacts in subparagraph 1 C.

- the recipient’s name and address as follows:

**Integration Technologies Group, Inc.**  
**2744-B Gallows Rd.**  
**Vienna, VA 22180-7133**  
**Phone 703-698-8282.**

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

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### 4 Returning Defective FAX Machines (Continued)

#### E 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 <b>after</b> 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> Contact the following for assistance:</p> <ul style="list-style-type: none"><li>• State Offices, ITS Service Desk 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>• <b>after</b> the replacement FAX machine is successfully installed, prepare and ship the defective FAX machine according to subparagraph C.</li></ul>
2	<p>For all other questions or problems, contact ITS Service Desk through established State Office procedures.</p>

### 5 FAX Machine Inventory Requirements

#### A State and County Office Actions

To properly assess FAX site requirements while maintaining an accurate inventory database, all FSA sites should be updated in the ITS Teltrak Telecommunications Tracking System (TelTrak) database. To access the database log on to the TelTrak web site at <http://teltrak.sc.egov.usda.gov/> and select “Fax Inventory Reports” under “Other Links”.

A new URL will be coming out in the future (<https://ice.sc.egov.usda.gov/TelTrak/>).