



**SUBMITTAL TO THE RIVERSIDE UNIVERSITY HEALTH SYSTEM MEDICAL CENTER GOVERNING BOARD  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



**ITEM:** 15.3  
(ID # 21909)

**MEETING DATE:**  
Tuesday, October 17, 2023

**FROM :** RUHS-MEDICAL CENTER:

**SUBJECT:** RIVERSIDE UNIVERSITY HEALTH SYSTEM – MEDICAL CENTER: Ratify and approve the Print Management Agreement with Burtronics for HP Printer Fleet Maintenance without seeking competitive bids for one year, All Districts. [Total Cost \$100,000 annually, up to \$10,000 in additional compensation, 100% -Hospital Enterprise Fund - 40050]

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Ratify and Approve the Print Management Agreement with Burtronics for HP Printer Fleet Maintenance without seeking competitive bids for a total of \$100,000 for one year through June 30, 2023, and authorize the Chair of the Board to sign the Agreement on behalf of the County.
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based upon the availability of funding and as approved as to form by County Counsel to sign amendments that exercise the options of the agreement including modifications of the statement of work that stay within the intent of the agreement and sign amendments to the compensation provisions that do not exceed the sum total of ten percent (10%) of the total annual cost of the agreement.

**ACTION:**Policy

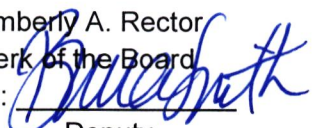
  
Jennifer Cruikshank Chief Executive Officer – Health System 9/25/2023

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**MINUTES OF THE GOVERNING BOARD**

On motion of Supervisor Perez, seconded by Supervisor Spiegel and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Gutierrez  
 Nays: None  
 Absent: None  
 Date: October 17, 2023  
 xc: RUHS-Medical Center

Kimberly A. Rector  
 Clerk of the Board  
 By:   
 Deputy

**SUBMITTAL TO THE RIVERSIDE UNIVERSITY HEALTH  
SYSTEM MEDICAL CENTER GOVERNING BOARD OF DIRECTORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$ 100,000	\$ 0	\$ 100,000	\$ 0
<b>NET COUNTY COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>SOURCE OF FUNDS:</b> 100% Hospital Enterprise Fund 40050			<b>Budget Adjustment:</b> No	
			<b>For Fiscal Year:</b> 22/23	

**C.E.O. RECOMMENDATION:** Approve

**BACKGROUND:**

**Summary**

The requested Board action will ratify and approve a one-year agreement for Managed Print Services with Burtronics. Riverside University Health System (RUHS) has decided to bring printing services and maintenance services for the printer fleet, internally. The services provided by Burtronics will allow RUHS to strategize and obtain the resources necessary to handle managed print services.

Continuing the requested service upon expiration of the Vereco contract on September 12, 2022, ensured that the HP printer fleet at the Medical Center, Medical and Surgical Center, Community Health Centers, and Correctional Health System remained operational. This allowed RUHS to continue to print forms and labels required to perform daily job duties, without experiencing a lapse in service by not having another system in place.

If maintenance and repairs could not be performed on broken machines, new units would have to have to be procured. Taking this approach would not be cost-effective since repairing units is often the most economical way.

RUHS is currently soliciting bids for Print Management Services and may conduct a Request for Quote (RFQ) to select a vendor that best provides the needs of the County of Riverside, at a reasonable price.

**Impact on Residents and Businesses**

These services are a component of RUHS's system of care aimed at improving the health and safety of its patients and the community.

**Additional Fiscal Information**

There are sufficient funds in the Department's budget for FY 22/23 budget and no additional County funds are required.

**SUBMITTAL TO THE RIVERSIDE UNIVERSITY HEALTH  
SYSTEM MEDICAL CENTER GOVERNING BOARD OF DIRECTORS  
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**Contract History and Price Reasonableness**

To ensure business continuity upon the expiration of RUHS's Managed Print Service agreement with Vereco, ten vendors were solicited to provide printer repairs and maintenance. Of the ten vendors contacted, only Burtronics was able to operate within the time constraints and terms set by RUHS.

**ATTACHMENTS:**

**ATTACHMENT A: Print Management Agreement with Burtronics**

**ATTACHMENT B: Sole Source Justification**

  
\_\_\_\_\_  
Meghan Hahn, Deputy Director of Procurement      9/27/2023

  
\_\_\_\_\_  
Jacqueline Ruiz, Sr. Management Analyst      10/10/2023

  
\_\_\_\_\_  
Gregg Gu, Chief Deputy County Counsel      9/27/2023



**burtronics**

# Print Management Agreement

**Riverside University Health Systems**

## Print Management Agreement

This Print Management Agreement with all Attachments, Schedules and Addenda shall be collectively referred to as this "Agreement".

### Between

COUNTY OF RIVERSIDE, a political subdivision of the state of California, on behalf of Riverside University Health System (herein referred to as "Customer")

With its principal place of business at:  
Various Locations

And

With its principal place of business at: **Burtronics Business Systems, a California corporation** (Herein referred to as "DEALER") 1808 Commerce Center West San Bernardino, Ca. 92408

### Services

DEALER will provide Customer a Print Management service as described in Addendum A, "Scope of Services" for all equipment and Original Equipment Manufacturer accessories herein referred to as "the Equipment" and locations as listed in Schedule A.

DEALER will provide on-site support, as described in Addendum A Scope of Services and the Service Level Agreement ("SLA"), both attached and incorporated by reference. If there is any conflict between the Addendum A Scope of Services and the SLA, the Addendum A Scope of Services shall control.

Additional Services may be added to this agreement with the consent of Customer and DEALER, added by Addendum and signed by both parties.

### Print Management Fee

Customer shall pay a Print Management flat fee of one-hundred thousand dollars (\$100,000.00) to DEALER. This Agreement shall continue for 60 days or 5,000,000 B/W print/totals and or 1,000,000 Color print/totals which ever comes first. Color print/totals coverage will end at 1 million color prints/totals or 60 days. All coverage will end when B/W print/totals reach 5 million or 60 days. RUBS has the option to extend for additional 30 / 60 days at the end of this agreement.

Agreement will cover all parts, labor and toners for contacted term

\*\*\* Labor only for "Inkjet Printers is covered \*\*\*

Payment Terms: Net 10 Days

### Term of Agreement

This Agreement shall have a special term for performance, unless terminated or extended as provided herein.

This Agreement shall commence immediately upon approval of Agreement by both parties at which point, DEALER shall commence the Implementation Procedure as described in Attachment A, "Scope of Services".

### Terms and Conditions

Both parties agree to the terms and conditions set forth herein. Customer acknowledges that it has read the terms and conditions as set forth under Standard Terms and Conditions. \_\_\_ (Initial)


[Signature page follows]

This Agreement shall be governed and construed in accordance with the laws of this State.

The Parties agree that this signed Agreement supersedes the signed September 13, 2022 dated version.

IN WITNESS WHEREOF, the Parties hereto have caused their duly authorized representatives to execute this Agreement.

**COUNTY OF RIVERSIDE**, a political  
subdivision of the State of California


By:   
Kevin Jeffries, Chairman  
Board of Supervisors

Dated: 10/17/23

ATTEST: **KIMBERLY A. RECTOR**  
Clerk of the Board


By:   
Deputy

**Burtronics Business Systems**, a California corporation

By:   
Name:  
Title: President

Dated: 2/13/23

APPROVED AS TO FORM:  
Minh C. Tran  
County Counsel

By:   
Gregg Gu  
Chief Deputy County Counsel

## Standard Terms and Conditions

### 1. General Scope of Coverage

This Agreement covers both the labor and the material for adjustments, repairs and replacement of parts as necessitated by normal use of the equipment except as hereinafter provided. Damage to the equipment or its parts arising out of misuse, abuse, negligence, or causes beyond DEALER's control are not covered. DEALER may terminate this agreement in the event equipment is modified, altered or serviced by personnel other than those employed by DEALER or without consent of DEALER.

### 2. Availability

3. On-site hours are from 8:00am to 5:00pm Monday through Friday excluding DEALER Holidays (New Year's Day observed, Memorial Day observed, Independence Day observed, Labor Day observed, Thanksgiving day and day after, Christmas eve and Christmas Day observed.

### 4. Addition of Equipment

Customer is required to immediately notify DEALER upon installation of any additional equipment at Customer's site capable of using DEALER supplied toner cartridges. Upon installation, such equipment shall automatically be covered by this Agreement and additional monthly pages will be added to the base amount monthly. Said equipment shall be considered the Equipment for all purposes under this agreement.

### 5. Extensions

This Agreement is a 90 day or print limit agreement with a 30 day notice of termination agreement.

### 6. Non-Performance

In the event that DEALER does not perform the services to the Customer's satisfaction, Customer shall inform DEALER in writing and DEALER shall have a period of (15) days to correct any deficiencies in performance. Should DEALER still be unable to correct the problem, the Customer shall have the option of terminating this Agreement without incurring any penalty including Liquidated Damages. In the event of termination for non-performance Customer shall:

- a) Permit DEALER to remove any DEALER owned equipment and supplies covered under this Agreement
- b) Pay all charges due and owing to DEALER through the date of removal of such equipment and/ or supplies, excluding any period of the nonperformance.

### 7. Nondisclosure & Confidentiality

The parties acknowledge that during the Term each may be permitted access to documents and exposed to other information regarding confidential affairs of the other, its subsidiaries and affiliates, including without limitation, information about their past, present, and future financial condition, the markets for their services, client lists, business plans, key personnel, trade secrets, current and prospective c payor lists, operational methods, acquisition plans, prospects, plans for future development and other business affairs and information about each other, all of which is information not available to the public, or which is subject to protection under copyright, trademark, patent, or similar law ("Confidential Information"). In recognition of the foregoing, the parties covenant and agree as follows:

- (a) No Disclosure or Use of Confidential Information. At no time shall either party divulge, disclose, otherwise use any Confidential Information, unless and until such information is available in the public domain by reason other than by unauthorized disclosure or use thereof, or unless such disclosure or use is expressly authorized by the other party in writing in advance of such disclosure or use. Confidential Information may be disclosed only to a party's employees, agents, representatives or consultants who have a need to know such information and who are bound in writing by restrictions regarding disclosure and use no less restrictive than the terms of this Agreement. Each party also hereby acknowledges and agrees that all Confidential Information shall remain the sole property of the other party and that, unless expressly otherwise provided in a writing signed by the other, they have not and shall not acquire any right, title or interest in and to any of the Confidential Information.
- (b) Unless necessary to fulfill DEALER's obligations under any other agreement with RUHS, upon the expiration or termination of this Agreement, at any time and for any reason, or at any other time RUHS Representative may so direct, DEALER shall promptly deliver to RUHS's offices at the Facility, all of the property and equipment of RUHS and its subsidiaries (including any cell phones, pagers, credit cards, personal computers, etc.) and any and all documents, records, and files, including any notes, memoranda, customer lists, reports or any and all other documents, including any and all copies thereof, whether in hard copy form or on a computer disk or hard drive, or fixed in another electronic or tangible medium, which relate to RUHS, its subsidiaries, affiliates, successors or assigns, and/or their respective past and present officers, directors, employees or contractors (collectively, the "RUHS Property, Records and Files"); it being expressly understood that, upon expiration or termination of this Agreement, DEALER shall not be authorized to retain any of the RUHS Property, Records and Files, except to the extent expressly so authorized in writing by RUHS's Representative and that any failure to fully comply with this provision which results in any loss or damage to RUHS, including any adverse impact on RUHS' s reputation or that of any RUHS director, officer, employee, or agent shall be actionable by RUHS and any such party(ies) and may be enforced.
- (c) DEALER recognizes that it must conduct its activities in a manner designed to protect any information concerning its affiliates or Customers (such information herein referred to collectively as the "Information") from improper use or disclosure. DEALER agrees to treat Customer's Information on a confidential basis.

### 8. Insurance

General Requirements: Without limiting or diminishing the DEALER'S obligation to indemnify or hold the COUNTY harmless, DEALER shall procure and maintain or cause to be maintained, at its sole cost and expense, the following insurance coverage's during the term of this Agreement. As respects to the insurance section only, the COUNTY herein refers to the County of Riverside, its Agencies, Districts, Special Districts, and Departments, their respective directors, officers, Board of Supervisors, employees, elected or appointed officials, agents, or representatives as Additional Insureds.

#### (a) Workers' Compensation:

If DEALER has employees as defined by the State of California working in California, DEALER shall maintain statutory Workers' Compensation Insurance (Coverage A) as prescribed by the laws of the State of California. Policy shall include Employers' Liability (Coverage B) including Occupational Disease with limits not less than \$1,000,000 per person per accident. The policy shall be endorsed to waive subrogation in favor of The County of Riverside.

#### (b) Commercial General Liability:

Commercial General Liability insurance coverage, including but not limited to, premises liability, unmodified contractual liability, products and completed operations liability, personal and advertising injury, and cross liability coverage, covering claims which may arise from or out of DEALER'S performance of its obligations hereunder. Policy shall name the COUNTY as Additional Insured. Policy's limit of liability shall not be less than \$1,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this agreement or be no less than two (2) times the occurrence limit.

#### (c) CYBER I Date Breach Liability:

DEALER shall maintain Cyber Liability Insurance, with limits not less than \$2,000,000 per occurrence or claim, \$2,000,000 aggregate. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by DEALER in this agreement and shall include, but not be limited to, claims involving infringement of

intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations. If the DEALER maintains broader coverage and/or higher limits than the minimums shown above, the County requires and shall be entitled to the broader coverage and/or higher limits maintained by the DEALER. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the County.

(d) Vehicle Liability:

If vehicles or mobile equipment is used in the performance of the obligations under this Agreement, then DEALER shall maintain liability insurance for all owned, non-owned, or hired vehicles so used in an amount not less than \$1,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this agreement or be no less than two (2) times the occurrence limit. Policy shall name the COUNTY as Additional Insureds.

(c) General Insurance Provisions - All lines:

- 1) Any insurance carrier providing insurance coverage hereunder shall be admitted to the State of California and have an AM BEST rating of not less than A unless such requirements are waived, in writing, by the County Risk Manager. If the County's Risk Manager waives a requirement for a particular insurer such waiver is only valid for that specific insurer and only for one policy term.
- 2) DEALER must declare its insurance self-insured retention for each coverage required herein. If any such self-insured retention exceeds \$500,000 per occurrence each such retention shall have the prior written consent of the County Risk Manager before the commencement of operations under this Agreement. Upon notification of self-insured retention unacceptable to the COUNTY, and at the election of the County's Risk Manager, DEALER'S carriers shall either; 1) reduce or eliminate such self-insured retention as respects this Agreement with the COUNTY, or 2) procure a bond which guarantees payment of losses and related investigations, claims administration, and defense costs and expenses.
- 3) DEALER shall cause DEALER'S insurance carrier(s) to furnish the County of Riverside with (a) a properly executed original Certificate(s) of Insurance and certified original copies of Endorsements effecting coverage as required herein, and (b) if requested to do so orally or in writing by the County Risk Manager, original Certified copies of policies including all Endorsements and all attachments thereto, showing such insurance is in full force and effect. Further, said Certificate(s) and policies of insurance shall contain the covenant of the insurance carrier(s) that thirty (30) days written notice shall be given to the County of Riverside prior to any material modification, cancellation, expiration or reduction in coverage of such insurance. In the event of a material modification, cancellation, expiration, or reduction in coverage, this Agreement shall terminate forthwith, unless the County of Riverside receives, prior to such effective date, another properly executed original Certificate of Insurance and original copies of endorsements or certified original policies, including all endorsements and attachments thereto evidencing coverage's set forth herein and the insurance required herein is in full force and effect. DEALER shall not commence operations until the COUNTY has been furnished original Certificate (s) of Insurance and certified original copies of endorsements and if requested, certified original policies of insurance including all endorsements and any and all other attachments as required in this Section. An individual authorized by the insurance carrier shall sign the original endorsements for each policy and the Certificate of Insurance.
- 4) It is understood and agreed to by the parties hereto that the DEALER'S insurance shall be construed as primary insurance, and the COUNTY'S insurance and/or deductibles and/or self-insured retention's or self-insured programs shall not be construed as contributory.
- 5) If, during the term of this Agreement or any extension thereof, there is a material change in the scope of services; or, there is a material change in the equipment to be used in the performance of the scope of work; or, the term of this Agreement, including any extensions thereof, exceeds five (5) years; the COUNTY reserves the right to adjust the types of insurance and the monetary limits of liability required under this Agreement, if in the County Risk Manager's reasonable judgment, the amount or type of insurance carried by the DEALER has become inadequate.
- 6) DEALER shall pass down the insurance obligations contained herein to all tiers of subcontractors working under this Agreement
- 7) The insurance requirements contained in this Agreement may be met with a program(s) of self-insurance acceptable to the COUNTY.
- 8) DEALER agrees to notify COUNTY of any claim by a third party or any incident or event that may give rise to a claim arising from the performance of this Agreement.

## 9. Indemnification

DEALER shall indemnify and hold harmless the County of Riverside ("COUNTY") its Agencies, Districts, Special Districts and Departments, their respective directors, officers, Board of Supervisors, elected and appointed officials, employees, agents and representatives (individually and collectively hereinafter referred to as Indemnitees) from any liability, action, claim or damage whatsoever, based or asserted upon any services of DEALER, its officers, employees, subcontractors, agents or representatives arising out of or in any way relating to this Agreement, including but not limited to property damage, bodily injury, or death or any other element of any kind or nature. DEALER shall defend the Indemnitees at its sole expense including all costs and fees (including, but not limited, to attorney fees, cost of investigation, defense and settlements or awards) in any claim or action based upon such acts, omissions or services.

With respect to any action or claim subject to indemnification herein by DEALER, DEALER shall, at their sole cost, have the right to use counsel of their own choice and shall have the right to adjust, settle, or compromise any such action or claim without the prior consent of COUNTY; provided, however, that any such adjustment, settlement or compromise in no manner whatsoever limits or circumscribes DEALER indemnification to Indemnitees as set forth herein.

DEALER's obligation hereunder shall be satisfied when DEALER has provided to COUNTY the appropriate form of dismissal relieving COUNTY from any liability for the action or claim involved.

The specified insurance limits required in this Agreement shall in no way limit or circumscribe DEALER's obligations to indemnify and hold harmless the Indemnitees herein from third party claims.

In no event shall DEALER be liable to Customer for indirect damages due to DEALER's non-performance, any breach of this Agreement, or any act of DEALER or of its employees or agents.

## 10. Miscellaneous

- a) DEALER recognizes that the Services provided by DEALER may be provided in space (the "Premises") that is licensed by the State of California as part of RUHS's general acute care hospital license. DEALER shall cooperate with licensing, accreditation and other governmental or accrediting agencies having jurisdiction over RUHS's hospital. DEALER shall not do or permit anything to be done in or about the Premises which will in any way obstruct or interfere with the provision of care to RUHS's patients. DEALER shall not cause, commit or maintain or permit any nuisance or waste in, on or about the Premises. DEALER shall not use the Premises in any manner that in RUHS's reasonable judgment would materially adversely affect or interfere with any services RUHS is providing or preparing to provide, or that would unreasonably interfere with or obstruct the proper and economical rendition of any such service or activities related to RUHS's preparing to render such service. Accordingly, if and to the extent necessitated by RUHS's activities related to patient care, RUHS may direct DEALER and its Assigned Employees to immediately cease activities or Services on the Premises, and DEALER and Assigned Employees shall abide by such direction.
- b) DEALER shall comply with all applicable Federal, State and local laws and regulations. DEALER will comply with all applicable COUNTY policies and



procedures. In the event that there is a conflict between the various laws or regulations that may apply, the DEALER shall comply with the more restrictive law or regulation.

- c) This Agreement shall be governed by the laws of the State of California. Any legal action related to the performance or interpretation of this Agreement shall be filed only in the Superior Court of the State of California located in Riverside, California, and the parties waive any provision of law providing for a change of venue to another location. In the event any provision in this Agreement is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remaining provisions will nevertheless continue in full force without being impaired or invalidated in any way.
- d) This Agreement supersedes all prior discussions or understandings between the parties. This Agreement cannot be changed or terminated orally. No modification of this Agreement shall be binding unless signed by the party against whom it sought to be enforced.
- e) If any provision of this Agreement is held to be invalid or unenforceable, the remainder of the Agreement shall still be construed as valid and enforceable. Renewal of this agreement is subject to price and provision changes without notification and is subject to annual increases.
- f) No waiver shall be deemed to be made by any party of any of its rights hereunder unless, the same shall be in writing signed by the waiving party and any waiver shall be a waiver only with respect to the specific instance involved and shall in no way impair the rights or obligations of any party in any respect at any other time.
- g) Renewal of this agreement is subject to price and provision changes without notification and is subject to annual increases.

**11. Assignability**

Neither Party may assign or subcontract any portion of its rights or obligations under the Agreement without prior written consent of the other Party, that may not be unreasonably withheld.

**12. Breach or Default**

If the Customer does not pay all charges for services as provided hereunder, promptly when due: (1) DEALER may (a) refuse to provide service or supplies for the Equipment or (b) furnish service and supplies on a C.O.D. "Per Call" basis at published rates and (2) the Customer agrees to pay DEALER costs and expenses of collection including the reasonable attorney's fee permitted by law in addition to all other rights and remedies available to DEALER.

Addendum A  
**Scope of Services**  
**Print Management Agreement**

1. **Management Team**

DEALER will assign a Burtronics Business Systems Team Representative. All reporting of hardware failures should be directed to Customer Service at 909-885-7576 or [service@burtronics.com](mailto:service@burtronics.com). Please have the appropriate ID number to give to the customer service representative.

2. **Implementation**

Upon approval of this Agreement by both parties, DEALER will complete an inspection of the Equipment to be serviced under this Agreement. Following inspection, a DEALER identification tag will be attached to the Equipment and the Equipment will be brought to manufacturer's specification by DEALER.

3. **Print Management Services**

Print Management Services are inclusive of but not limited to the following:

a) **Hardware Support Services**

**Total Quality Call-** Your primary DEALER technician, under the guidelines of the Standard Terms and Conditions, will act proactively as they follow a standard procedure for addressing hardware failures involving resolution of the immediate failure followed by a completion of a multi-point check list replacing high mortality parts as needed.

**Supplies-** Supplies excluding paper will be included. **All supplies will be compatible for Color Printers and for BW Printers.** Supplies will be shipped per customer request but limited to a quantity required based on prints generated under this agreement. **Toners will be labeled with equipment ID#, location, building# and contact name/or easy of distribution by customer warehouse personal.**

**Hardware Installation-** A DEALER representative will assist, at your request, in the installation of any equipment covered under this agreement.

**Response Time-** DEALER will respond to service calls placed to the Customer Support Center (electronic or voice mail) within an average of four (4) hours for down machine call placement.

**Remote Support-** DEALER may remotely monitor and support the Equipment for more timely and accurate resolution of problems.

**Service Loaners-** if Dealer cannot repair your printer in Customer office Dealer will provide a free loaner (including service/supplies) until Customer printer is repaired.

**Printer Replacement-** if Dealer cannot repair or printer becomes not economically feasible to repair, dealer will replace printer under contract with a "like for like" printer. \*

**\* Printer must be on contract for a minimum of 90 days to be eligible for this program**

**Software-** Dealer will provide Customer with all "FM Audit" license for all locations needed at Dealer's expense. Dealer will provide Customer with a license of the "Papercut" printer management software under the contract and Dealer will pay yearly fees in concert with yearly commitment for contract by Customer. **\*\*Customer must be on yearly agreement or have been on month to month agreement for a minimum of one year to be eligible for this program**

b) **Network Support**

**Solution Group-** DEALER's Business Solutions Group will be available to provide support for application specific printing challenges. Following a needs analysis, the Solutions Group, if necessary, will provide a "Scope of Work" estimate for your approval.

c) **Contract Management**

**Quarterly Print Management Meeting-** DEALER will meet with you at least Bi Annually, but not more than once per quarter to review the Agreement, DEALER's performance and Equipment performance.

**Asset Management-** The DEALER Support Center will maintain an accurate inventory of all Equipment and associated print volumes. DEALER will proactively offer solutions that would improve the conditions of the Agreement including, but not limited to, reallocation of resources for improved performance, cost reduction initiatives and recommendations for any new technology. Refresh of fleet to be considered as well.

4. **Escalation**

DEALER uses an operating system designed to automatically monitor and alert your Print Management team when response times, equipment performance and technician performance fall below DEALER's standards. Following such alerts, measures will be taken to correct any deficiencies.

a. **DEALER Standards**

**Response Time-** Average four (4) hours

**Equipment Performance-** Performance is based on number of prints between calls according to industry guidelines. This can be altered within the DEALER system to improve performance for equipment marked as "Mission Critical".

**Technician Performance-** Performance is based on the accumulation of prints between call, incomplete calls and response time.




# Print Management Agreement - RUHS - Revised


Final Audit Report


2023-09-15

Created:	2023-09-14
By:	israel gomez (israel.gomez1987@gmail.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAA8wJw8-3FQT-a5PFBd4P0quTa3fV9VOQQ


## "Print Management Agreement - RUHS - Revised" History

 Document created by israel gomez (israel.gomez1987@gmail.com)  
2023-09-14 - 10:46:31 PM GMT

 Document emailed to Gregg Gu (ggu@rivco.org) for signature  
2023-09-14 - 10:46:36 PM GMT

 Email viewed by Gregg Gu (ggu@rivco.org)  
2023-09-14 - 11:54:09 PM GMT

 Document e-signed by Gregg Gu (ggu@rivco.org)  
Signature Date: 2023-09-15 - 0:26:06 AM GMT - Time Source: server

 Agreement completed.  
2023-09-15 - 0:26:06 AM GMT