

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

# Request for REPOTOS REPOTOS

BEP07059

ADDRESS CORRESPONDENCE TO ATTENTION OF витсн сніттим 304-558-8806

25305-0112

From: Origin ID: VLAA (800)808-4239 Lorenzo Leonardo CDW Government Inc. 230 N. Milwaukee Ave.

BUREAU OF EMPLOYMENT PROGRAMS UC CONTRIBUTIONS- 5102 **ROOM 507** 112 CALIFORNIA AVENUE CHARLESTON, WV

558-2634

Vernon Hills, IL 60061

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### GENERAL TERMS & CONDITIONS REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

- 1. Awards will be made in the best interest of the State of West Virginia.
- 2. The State may accept or reject in part, or in whole, any bid,
- 3. All quotations are governed by the West Virginia Code and the Legislative Rules of the Purchasing Division.
- Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125.00 registration fee.
- 5. All services performed or goods delivered under State Purchase Orders/Contracts are to be continued for the term of the Purchase Order/Contract, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
- 6. Payment may only be made after the delivery and acceptance of goods or services.
- 7. Interest may be paid for late payment in accordance with the West Virginia Code.
- 8. Vendor preference will be granted upon written request in accordance with the West Virginia Code.
- 9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
- 10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
- 11. The laws of the State of West Virginia and the Legislative Rules of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
- 12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
- 13. BANKRUFTCY: In the event the vendor/contractor files for bankruptcy protection, this contract is automatically null and void, and is terminated without further order.
- 14. HIPAA Business Associate Addendum The West Viginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (http://www.state.wv.us/admin/purchase/vrc/hipaa.htm) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Covered Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

### **INSTRUCTIONS TO BIDDERS**

- Use the quotation forms provided by the Purchasing Division.
- 2. SPECIFICATIONS: Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as EQUAL to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
- 3. Complete all sections of the quotation form.
- 4. Unit prices shall prevail in cases of discrepancy.
- 5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
- 6. BID SUBMISSION: All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications.

### SIGNED BID TO:

Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130



State of West Virginia Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130

### Request for Quotation

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BUREAU OF EMPLOYMENT PROGRAMS
UC CONTRIBUTIONS- 5102
ROOM 507
112 CALIFORNIA AVENUE

112 CALIFORNIA AVENUE CHARLESTON, WV

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State of West Virginia Department of Administration **Purchasing Division** 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130

### Request for Quotation

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DRESS CORRESPONDENCE TO ATTENTION OF: BUTCH CHITTUM <u> 304-558-8806</u>

BUREAU OF EMPLOYMENT PROGRAMS . UC CONTRIBUTIONS- 5102 **ROOM 507** 112 CALIFORNIA AVENUE

CHARLESTON, WV 25305-0112 558-2634

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IN EITHER "A" OR "B", OR BOTH "A" AND "B" WHICH YOU ARE ENTITLED TO RECEIVE. YOU MAY REQUEST UP TO THE MAXIMUM 5% PREFERENCE FOR BOTH "A" AND "B". (REV. 12/00) NOTICE A SIGNED BID MUST BE SUBMITTED TO: DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130 THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED: SEALED BID BUYER: BUTCH CHITTUM 44 SEE REVERSE SIDE FOR TERMS AND CONDITIONS SIGNATURE (866) 785-2596 June 27, 2007 36-4230110 **Bid Support Supervisor** ADDRESS CHANGES TO BE NOTED ABOVE



State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

### Request for Quotation

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# BEP07059 REQUEST FOR QUOTATION STATE OF WEST VIRGINA BUREAU OF EMPLOYMENT PROGRAMS

The Purchasing Division of the WV Department of Administration, on behalf of WORKFORCE West Virginia, Bureau of Employment Programs, is requesting quotations from qualified vendors for the purchase, provision inclusive of travel or any other expense, installation, and the implementation of 3 scanners, equal to or better than a Bowe Bell & Howell Spectrum 8120 DB Scanner. No separate reimbursement will be made to the vendor for travel or any other expense. Quotations shall include ALL costs associated with the installation and implementation of the scanners; this shall include materials, professional services, personnel travel, and any other costs associated with this project.

### RESPONSE TO THIS RFQ WILL NOT GUARANTEE AN AWARD.

A Notice to Proceed establishing the date for work to commence will be issued to the successful vendor. Installation shall begin and be completed at the agency's site within 30 days of receipt of Notice to Proceed at the following location:

WORKFORCE West Virginia Bureau of Employment Programs 5th Floor 112 California Avenue Charleston, WV 25305

### **DESCRIPTION OF SERVICES REQUESTED**

### I. GENERAL INFORMATION

Overview of Request

The purpose of this Request for Quotation is to acquire three (3) scanners, replacing existing Bell & Howe (2) 8125 & (1) 8000 scanners. More regarding our current networking environment can be found in the following section.

Complete installation and implementation services are included as part of this RFQ.

Only single vendor solutions with software end to end will be considered.

### **Current Environment**

WORKFORCE West Virginia currently maintains a customized OnBase imaging system. Documents are scanned into this system via (2) Bell & Howe 8125 & (1) 8000.

Various paper colors, weights from 16 pound standard paper to 110 pound card stock, and various size documents from 2.6" x 2.6" to 11.7" x 17" may be scanned into the imaging system.

### II. TASK REQUIRED

2.0 General Requirement

The purpose of this Request for Quotation is to acquire 3 new scanners that will handle the various paper weights and sizes identified above.

The vendor will be totally responsible for on-site delivery, installation, implementation, and for the transition of the scanners to WORKFORCE West Virginia staff. This will include changing of any standard scanner settings to accept the various paper color, weight, and size being scanned into the system.

All shipping and delivery charges shall be the responsibility of the vendor. Delivery must be inside to the 5<sup>th</sup> floor of 112 California Ave., Charleston, WV 25305.

2.1 Testing

Vendor will be responsible for testing the installed equipment. All test results will be documented in writing by the vendor and will be verified and accepted by the WORKFORCE West Virginia staff.

Testing will minimally consist of the following:

- 1. 40 continuous hours of the scanners being fully operational and correctly functioning in production environment.
- 2. Scanning various paper color, weight and sizes of documents.

Other testing activities performed as deemed appropriate by the WORKFORCE West 3. Virginia staff.

Test results will be documented in writing, presented to the WORKFORCE West Virginia staff for review, and subject to their written approval.

2.2 Documentation and Implementation

Upon completion of installation and vendor testing, the vendor will be required to provide documentation. Before WORKFORCE West Virginia staff will accept the deliverables of this contract and approve invoices for payment, the vendor must present documentation for approval.

Documentation will include the following items:

- 1. Hardware configuration documentation
- 2. Software configuration details.
- 3. Operations and user maintenance documentation.

2.3 Maintenance/Warranty

The successful vendor must provide a three-year maintenance/warranty for any or all licensed software and hardware, regardless of the manufacturer's warranties. While the three-year cost will be used for evaluation purposes, the Agency will add the maintenance/warranty on an annual basis. The first year would be added via change order upon acceptance of the equipment. Additional years will be added upon mutual written agreement of the parties. Cost, if any, associated with maintenance/warranty service must be indicated in the pricing tables and must include all parts, labor, hardware and software upgrades, software Help Desk services, travel or any other expenses. No separate reimbursement will be made the vendor for any expenses.

### 2.4 Scanner Specifications

- 1. Scanners must be able to scan documents from 2.6" x 2.6" up to 11"x 17" in duplex.
- 2. Must be rated to scan a minimum 120 pages per minute; letter size, simplex, in black and
- 3. Must be a high volume scanner with a daily duty cycle of a maximum of 60,000 scans.
- 4. Must offer an optical resolution of 600 dpi.
- 5. Must support TWAIN, ISIS, and ImageControls drivers.
- 6. Must include Kofax VRS 4.1 or equal onboard in firmware to digitally compensate for poor quality documents and make damaged or difficult to read documents legible.
- 7. Must include Kofax Adrenaline 650i board and cable or equal.
- 8. Must have a document feeder with a capacity of minimum 500 sheets.
- 9. Must have ultrasonic double-feed detection with ignore by size.
- 10. Must be compliant with Section 508 of the U.S. Rehabilitation Act so users with any form of impairment can operate the scanner.
- 11. Scanner must interface via SCSI 3.
- 12. Multi-feed with auto-resolve for acceptable double feeds, i.e. a post-it note on a scanned document.

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### 2.5 Vendor Requirements

Vendor must provide thirty (30) minute call back, and next day on site support. Vendor
must provide on-site training.

### III. MANDATORY REQUIREMENTS PRIOR TO COST EVALUATIONS

- 1. Vendor must provide documentation, that they are certified by the manufacturer to sell, service and install the products bid.
- 2. Vendor must provide three (3) qualified references, which should be submitted with the bid.
- 3. The State shall have full and free use of all systems, products, and/or deliverables supplied by this contract.

### IV. CALENDAR OF EVENTS

Quotation Calendar of Events	
Release of the RFQ	06/08/2007
Bid Opening Date	06/28/2007

Note: Any vendor bidding an "or equal" item, may, at the request of the spending agency, be required to demonstrate that the item they bid, is equal to or better and performs equal to or better than the brand name item listed in the bid. The time and place of the demonstration will be determined by the spending agency, and the vendor will bear all costs involved with the demonstration.

# BID OPENING: 06/28/2007 1:30 P.M. PRICING SHEET BEP07659

Equipment Cost

Proposed Scanner	Cost Per	Number of	Total Cost
	Scanner	Scanners	
Example:		Transcription of the first best for the first best	Andreas designation of the contract of the con
a. Acme – Model 1AB2	SXX,XXX,XX	Х3	\$XX,XX.XX
FUJITSU FI-5900C 100PPM SCANNER	\$17,259.48	3	\$51,778.44
FUJITSU SCANCARE NBD MID-VOL SCANNER \$3,801.36	\$3,801.36	3	\$11,404.08
FUJITSU SCANCARE PLUS NBD MID-VOL S \$4,718.48	\$4,718.48	. 6	\$28,310.88
FUJITSU TRAINING KIT MOD# FI-4530C	\$450.00	3	\$1,350.00

Annual Maintenance Cost (less warranty) - Support, parts and all supplies except paper during business hours \$1,350.00 FUJITSU INSTALL SVC F/FI SERIES \$ 450.00

Base = 90,000 documents per quarter a. Acme – model IAD2 - \$XXX.XX Example: C) \$94,193.40 Grand Total

# ATTACHMENT P.O.# BEP07059

This agreement constitutes the entire agreement between the parties, and there are no other terms and conditions applicable to the licenses granted hereunder.

Agreed	June 27, 2007		
Signature V	Date	Signature	Date
Bid Support Superviso	r		
Title	· .	Title	
CDW Government Inc	orporated		
Company Name	<del></del>	Agency-Division	

### AGREEMENT ADDENDUM

in the event of conflict between this addendum and the agreement, this addendum shall control:

- ARBITRATION Any references to arbitration contained in the agreement are hereby deleted. Disputes arising out of the agreement shall be presented to the
   West Virginia Court of Claims.
- 2. HOLD HARMLESS Any clause requiring the Agency to indemnify or hold harmless any party is hereby deleted in its entirety.
- GOVERNING LAW The agreement shall be governed by the laws of the State of West Virginia. This provision replaces any references to any other State's
  governing law.
- 4. TAXES Provisions in the agreement requiring the Agency to pay taxes are deleted. As a State entity, the Agency is exempt from Federal, State, and local taxes and will not pay taxes for any Vendor including individuals, nor will the Agency file any tax remans or reports on behalf of Vendor or any other party.
- 5. PAYMENT Any references to prepayment are deleted. Payment will be in arrears.
- INTEREST Should the agreement include a provision for interest on late payments, the Agency agrees to pay the maximum legal rate under West Virginia law.
   All other references to interest or late charges are deleted.
- 7. RECOUPMENT Any language in the agreement waiving the Agency's right to set-off, counterclaim, recoupment, or other defense is hereby deleted.
- 8. FISCAL YEAR FUNDING Service performed under the agreement may be continued in succeeding fiscal years for the term of the agreement, contingent upon funds being appropriated by the Legislature or otherwise being available for this service. In the event funds are not appropriated or otherwise available for this service, the agreement shall terminate without penalty on June 30. After that date, the agreement becomes of no effect and is null and void. However, the Ageory agrees to use its best efforts to have the amounts contemplated under the agreement included in its budget. Non-appropriation or non-funding shall not be considered an ovent of default.
- STATUTE OF LIMITATION Any clauses limiting the time in which the Agency may bring suit against the Vendor, lessor, individual, or any other party are deleted.
- 10. SIMILAR SERVICES Any provisions limiting the Agency's right to obtain similar services or equipment in the event of default or non-funding during the term of the agreement are hereby deleted.
- 11. ATTORNEY FEES The Agency recognizes an obligation to pay anormay's fees or costs only when assessed by a court of competent jurisdiction. Any other provision is invalid and considered null and void.
- 12. ASSIGNMENT Notwithstanding any clause to the contrary, the Agency reserves the right to assign the agreement to another State of West Virginia agency, board or commission upon thirty (30) days written notice to the Vendor and Vendor shall obtain the written consent of Agency prior to assigning the agreement.
- 13. LIMITATION OF LIABILITY The Agency, as a State entity, cannot agree to assume the potential liability of a Vendor. Accordingly, any provision limiting the Vendor's liability for direct damages or limiting the Vendor's liability under a warranty to a certain dollar amount or to the amount of the agreement is hereby deleted. To addition, any limitation is null and void to the extent that it precludes any action for injury to persons or for damages to personal property.
- 14. RIGHT TO TERMINATE Agency shall have the right to terminate the agreement upon thirty (30) days written notice to Vendor.
- 15. TERMINATION CHARGES Any provision requiring the Agency to pay a fixed amount or liquidated damages upon termination of the agreement is hereby deleted. The Agency may only agree to reimburse a Vendor for actual costs incurred or losses sustained during the current fiscal year due to wrongful termination by the Agency prior to the end of any current agreement term.
- 16. RENEWAL Any reference to automatic renewal is hereby deleted. The agreement may be renewed only upon mutual written agreement of the parties,
- 17. INSURANCE Any provision requiring the Agency to insure equipment or property of any kind and name the Vendor as beneficiary or as an additional insured is hereby deleted.
- 18. <u>RIGHT TO NOTICE</u> Any provision for repossession of equipment without notice is hereby deleted. However, the Agency does recognize a right of repossession with notice.
- 19. ACCELERATION Any reference to acceleration of payments in the event of default or non-funding is hereby deleted.
- 20. <u>AMENDMENTS</u> All amendments, modifications, alterations or changes to the agreement shall be in writing and signed by both parties. No amendment, modification, alteration or change may be made to this addendum without the express written approval of the Purchasing Division and the Attorney General.

STATE OF WEST VIRGINIA	VENDOR
Speeding Unic	Company Name: CDW Government Incorporated
Signed:	Signed:
Title:	Title: Bid Support Supervisor
Date:	Date; June 27, 2007

RFQ	No	BEP07059	)

### STATE OF WEST VIRGINIA Purchasing Division

### **PURCHASING AFFIDAVIT**

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owned is an amount greater than one thousand dollars in the aggregate

### **DEFINITIONS:**

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

**EXCEPTION:** The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

LICENSING: Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

**CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendors should visit www.state.wv.us/admin/purchase/privacy for the Notice of Agency Confidentiality Policies.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), it is hereby certified that the vendor acknowledges the information in this said affidavit and are in compliance with the requirements as stated.

Vendor's Name:	CDW Government Incorporated		
Authorized Signal	ure:	Date:	June 27, 2007
Purchasina Affidavlt (F	Rid Support Supervisor		

Fujitsu Technical Assistance Center 800-626-4686

TAC is available Monday-Friday (excluding holidays) 5 a.m. to 5 p.m. PST

The flexibility to create a custom service program.

# Enhancements Service Description

Fujitsu enhancement services (sold separately) allow you to create a custom service program that is right for you. Add enhancement services to packaged programs (e.g. ScanCare, Basic) or select events as the need arises. Experiencing increased scanning volumes? Consider a Single Event Preventative Maintenance (PM) contract to keep your scanner in peak condition. Lost your key operator? Let the Fujitsu imaging experts train your new team. Whether you select Fujitsu packaged programs, enhancement services or ScanAid consumable kits, Fujitsu offers a program to meet your business needs.

Enhancement services are available across the United States, except certain Hawaiian Islands and areas of Alaska. Service is performed by a Fujitsu Authorized Field Service Engineer (FAFSE), either a Fujitsu employee or professionally trained Authorized Service Provider. Service will be provided between 8 a.m. and 5 p.m. local time, Monday through Friday (excluding holidays). Service outside the hours specified above may be available for rates and terms then in effect.

### Training

A FAFSE will provide operator training on routine scanner maintenance, consumables replacement, scanner features, and basic system operation and troubleshooting. Training is available for Fujitsu departmental, low-volume and mid-volume scanners. Customer has the option to schedule in advance or call TAC to initiate training. The FAFSE will arrange the on-site training within two weeks of initiation.

Eligibility: Current warranty or Fujitsu contract Customer.

### Installation

A FAFSE will unpack, set up, install and operationally verify scanner. Operator training on routine scanner maintenance, consumables replacement, scanner features, and basic system operation and troubleshooting is also provided. Customer has the option to schedule in advance or call TAC to initiate installation. Installation arrangements will be made to have a FAFSE on-site within two weeks of initiation. Connection to the customer's computer is not included.

Eligibility: Current warranty or Fujitsu contract Customer.





# Enhancements Service Description

### Single Event Preventative Maintenance (PM)

On-site event includes cleaning, inspection and adjustment, as well as required consumables and operator instruction on routine maintenance. Customer has the option to schedule in advance or call Fujitsu Technical Assistance Center (TAC) to initiate the single event PM. A FAFSE will arrange the on-site call within 2 weeks of initiation. Fujitsu departmental, low-volume and midvolume products are eligible.

Eligibility: Current warranty or Fujitsu contract Customer.

### Consumables included with Single Event Preventative Maintenance:

M4097D Series, fi-46	40S, f-4750C, f-5530C, f-4530C, f-4340C
Quantity	Description
1	Pad Assy
1	Pick Rollers
	fi-4750L
Quantity	Description
1	Pad Assy
1	Pick Rollers
1	Chute Rollers
	fi-5750C, fi-5650C
Quantity	Description
1	Brake Roller
1	Pick Rollers
M4099D Se	ries, fi-4990C, fi-4860C Series
Quantity	Description
1	Brake Roller
1	Pick Rollers
1	Pad Assy
1	Lamp
1	Diselectric Brush
	fi-5900C
Quantity	Description
1	Pad Assy
1	Brake Roller
1	Pick Rollers
1	Separation Roller

About Fujitsu Computer Products of America, Inc.

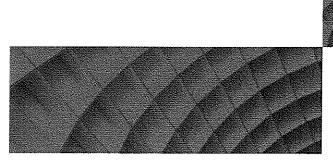
Fujitsu Computer Products of America, Inc. is a subsidiary of Fujitsu Limited, a leading provider of customer-focused IT and communications solutions for the global market-place. FCPA provides innovative solutions for the U.S. marketplace. Current product and service offerings include high performance hard disk drives, Magneto-Optical drives, scanners and scanner maintenance, palm vein recognition technology, 10Gb Ethernet switches and degaussers.

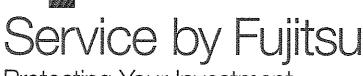
Fujitsu Computer Products of America, Inc. http://us.fujitsu.com/fcpa

1255 East Arques Avenue Sunnyvale, CA 94085-4701. (800) 626-4686 (408) 746-7000 info@fcpa.fujitsu.com

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Protecting Your Investment



ScanCare\* - the ultimate preventative maintenance program.

- Includes regularly scheduled preventative maintenance for peak performance, basic on-site service (parts, labor, and travel), consumables, and user training
- Next Business Day (NBD) or 4-hour response time allows you to select the response time that best suits your business needs and budget
- Economical and more convenient than purchasing similar services separately
- Convenient delivery of the consumables you need, when you need them
- Greater savings available when purchased within the applicable Limited Warranty period



Basic-value-oriented peace of mind.

- Covers parts, labor, and travel costs to reduce the impact of unexpected service calls
- 4-hour response time option ensures a fast return to normal operations
- Greater savings available when purchased within the applicable Limited Warranty period



Advance Exchange-the simple, economical, onsite alternative.

- · Fujitsu's only NBD whole-unit replacement program
- · Quick turnaround to minimize impact to productivity
- · Includes parts, labor, and shipping\*
- · Depot option available with 5-day unit repair and return
- Depot includes parts, labor and one-way shipping to the customer



ScanAid™-help yourself and save.

- Maintain your scanner for optimum performance with factory-authorized consumables kits
- A great addition to Basic service or ScanCare customers with extra-high page volumes
- Kits include instructions, consumables, and maintenance supplies to keep scanning equipment in prime condition

Complementary Service Options—enhance existing programs or create your own package.

- Single-event preventative maintenance—includes cleaning, inspection, and adjustment, plus the required consumables and operator instruction on routine maintenance
- Installation—mid-volume and production scanners unpacked, installed, and verified
- Training—learn from the best how to operate, maintain, and refresh your scanner, as well as perform basic troubleshooting
- Co-Terminous Basic/Basic Plus—purchase the service you need for a specified number of months (certain restrictions apply; contact Fujitsu for details)

Learn more about Service Programs by Fujitsu.

A service contract must be executed to purchase all service programs and options noted in this document. Other terms and conditions also apply to all Fujitsu Service Programs. For full details on the applicable Limited Warranty and on all service programs, visit www.lmagingService.com, contact your Fujitsu representative or call Service Sales at (800) 301-9475.

About Fujitsu Computer Products of America, Inc. Fujitsu Computer Products of America, Inc. is a subsidiary of Fujitsu Limited, a leading provider of customer-focused IT and communications solutions for the global marketplace. FCPA provides innovative solutions for the U.S. marketplace. Current product and service offerings include high performance hard-disk drives, magneto-optical drives, scanners, and scanner maintenance.

Fujitsu Computer Products of America, Inc. www.fcpa.fujitsu.com

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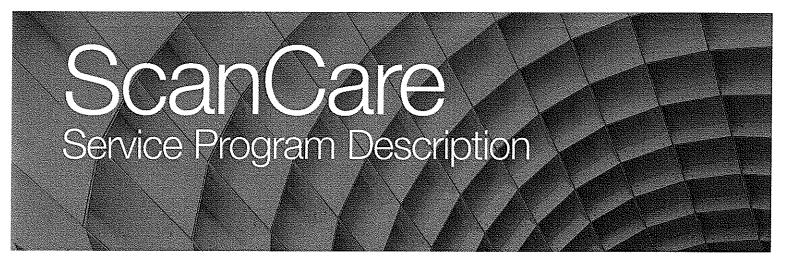
Surcharge assessed for No Trouble Found and consumables replacement. An Advance Exchange agreement must be executed prior to unit shipment.

Fujitsu Technical Assistance Center

800-626-4686

TAC is available Monday-Friday (excluding holidays) 5 a.m. to 5 p.m. PST

The ultimate on-site preventative maintenance program.



ScanCare and ScanCare Plus is the premium service program offered by Fujitsu. The ScanCare program combines Basic on-site service with preventative maintenance (PM), consumables and user training for Fujitsu scanner customers. ScanCare upgrades the Standard Limited Warranty to 12-months of coverage. ScanCare Plus is available in the post-warranty period and can be purchased in single or multiple 12-month increments.

On-site Service — On-Site repair service includes spare parts, labor and travel for verified hardware failures. Select either Next Business Day (NBD) or 4-hour Response time (contract prices vary). Service is available across the United States, except certain Hawaiian Islands and areas of Alaska. On-site service is performed by a Fujitsu Authorized Field Service Engineer (FAFSE), either a Fujitsu employee or professionally trained Authorized Service Provider. Service will be provided between 8 a.m. and 5 p.m. local time, Monday through Friday (excluding holidays). On-site service outside the hours specified above may be available for

rates and terms then in effect. Outside of PM events, on-site visits do not include preventative maintenance, maintenance training, consumables and cleaning materials, troubleshooting of software configuration, applications or set-up.

**Preventative Maintenance** — A FAFSE schedules an on-site visit to thoroughly clean and replace any necessary consumable parts from the pre-shipped ScanCare kit. Service will be provided during normal business hours at a time to be mutually agreed upon between the FAFSE and Customer within 2 weeks of initiation.

	SP 93GX & M3093EX/GX/DE/DG	fi-4340C	fi-4530C/fi-5530C Series	fi-4640S	M3096EX/G)	X fi-6000NS		
PM Eve	nts 1	1	1	1	1	1		
Kit Conte	its 3 Pad Assemblies, 2 Pick	3 Pad Assemblies, 2	Pick 5 Pad Assemblies, 2 Pick	4 Pad Assemblies, 2 Pi	ck 3 Pad Assemblies,	2 Pick 2 Pad Assemblies, 1 Pick		
	Rollers, Cleaning Kit*	Rollers, Cleaning k	it* Rollers, Cleaning Kit*	Rollers, Cleaning Kit*	Rollers, Cleaning	Kit* Roller, Cleaning Kit*		
	M3097DE/L	G	M4097D Series, fi-4750C	fi-4750	OL	fi-5650C & fi-5750C Series		
PM Eve	its 2		2	2		2		
Kit Conte	its 4 Pad Assemblies, 2 P	4 Pad Assemblies, 2 Pick Rollers, 4 F		4 Pad Assemblies,	2 Pick Rollers,	3 Pick Rollers, 3 Brake Rollers,		
	Cleaning Kit	*	Cleaning Kit*	Cleaning	Kā*	Cleaning Kit*		
	M4099D Serie	s, fi-4990C	fi-4860C Serie	:S		-5900C		
PM Eve	vents 2		2		3			
Kit Conte	its ScanCare/& ScanCare/	inCare Plus:	ScanCare/ ScanCar	ScanCare/ ScanCare Plus:		ScanCare/ ScanCare Plus:		
	1 Multi-Kit Includes 5	1 Multi-Kit Includes 5 Pad Assemblies,		1 Multi-Kit includes 5 Pad Assemblies,		1 Multi-Kit includes 5 Pick Rollers, 5 Pads,		
•	5 Pick Rollers, 5 Brake Rollers, 4 Lamps,		5 Pick Rollers, 5 Brake Rol	ers, 4 Lamps, 5	5 Separation Rollers, 5 Brake Rollers, 6 Sets of Brushes, 2 Diselectric Brushes, 3 Cleaning Kits**			
	5 Diselectric Brushes.	5 Diselectric Brushes, 3 Cleaning Kits**		eaning Kits**				

<sup>\*</sup>Departmental and Low-Volume Cleaning Kits include F1 cleaner, cleaning paper, cleaning cloth, cleaning swabs and instructions 
\*Mid-Volume Cleaning Kits include F1 cleaner, F2 cleaner, cleaning sheets, cleaning coth, cleaning swabs and instructions





### ScanCare Service Program Description

Consumables Kits — Each ScanCare maintenance program includes automatic delivery of a consumable kit to the enduser site.

Note: The Consumable kits provided during the contract term contains quantities of consumables required for cleaning and maintenance care of the Product based on normal use. Should Customer require additional consumables. ScanAid kits may be purchased from a Fujitsu reseller, Fulltsu service sales or BuvFCPA.com.

User Training — During the first Preventative Maintenance visit a FAFSE will come on-site to provide Customer with operator training on routine scanner maintenance, consumables replacement, scanner features and basic scanner operation and troubleshooting.

Obtaining Service - In the event of a hardware failure, Technical Assistance Center (TAC) will assist the Customer in resolving the problem over the telephone. Customer must provide TAC with the product model number, part number, serial number and a description of the problem. Customer may be asked to run some simple, self-diagnostic tests and report the resulting status and error code messages. This will assist TAC in determining if the problem is the scanner or another component of Customer's system and if the problem can be resolved over the telephone. After TAC verifies a hardware problem, a service call will be initiated. A service technician will be dispatched to the product location to perform repair service if there are no security, safety or physical requirements that would restrict the service technician's access to the product.

#### ScanCare/ScanCare Plus Shipment & Visit Schedule

	Scanner Segment	Service Type	Shipment & PM Schedule (PM)
Decartmental	SP93GX, B-434CC, F-4530C, B-4640C,	ScanCare	Mo 1: Kit; Mo 3: PM
	MCCOCEVGX/DE/DG. MCCOCEX/GX, F-600CNS		
Decentmental	SP936X, fi-4340C, fi-5530C, fi-4530C, fi-4640C,	ScanCare Plus	Mo 1: Kit; Mo 2: PM
	M3093EV/GX/DE/DG, M3996EX/GX, fi-6000NS		
Low-Volume	M30970E/DG, M4097D Series,	ScanCare	Mo 1: Xit; Mo 3: PM: Mo 9: PM
	fi-4750C, fi-4750L, fi-5650C & fi-5750C Series		
Low-Volume	M3097DE/DG, M4097D Sarks.	ScanCare Plus	Mo 1: Kit; Mo 2: PM; Mo 8: PM
	fi-4750C, fi-4750L, fi-5650C & fi-5750C Series		
Mid-Kalme	\$-4880C Series, \$-4980C, M4099 Series, \$-5900C**	ScanCare	Mo 1: Multi-Yat; Alto 3: PM; Mo 9: PM
Mid-Volume	1-4860C Sarks, 5-4990C, M4099 Sarks, 5-5900C***	ScanCare Plus	Mo 1; Multi-Kit; Mo 2; PM; Mo 7; PM

<sup>\*\*\* 1</sup> Additional PM for fi-590GC Only

Response Time - Next Business Day - A FAFSE will arrive onsite by the end of the next business day following the TAC verified hardware failure.

**Response Time - 4-hour** — To better serve the needs of customers with business critical scanning applications, 4-hour Response Time is available for Fujitsu scanners nationwide. Please contact your service sales representative for coverage. If this option is purchased, our goal is to have a FAFSE on-site within 4-business hours following the TAC verified hardware failure.

Term - The term of this service offering shall be one year from the date of service purchase with activation card or receipt of signed FCPA Service Contract Quotation or Purchase Order.

Warranty - Fujitsu warrants that all services will be performed in a professional manner. See Fujitsu Service Terms and Conditions.

Services Not Covered — Service does not include the following:

- Electrical work external to the product, repair or replacement of product or increased service time required due to casualty, accident, damage, acts of God, transportation, missing parts, neglect, misuse or abuse, operator error, failure of proper management or supervision, unsuitable physical operating environment, use of supplies or accessories not approved by FCPA or its Authorized Service Provider.
- > Service in connection with the installation, discontinuance or removal of the product.
- > Any service and/or parts replacement resulting from fraud, tampering, misuse or the uses of counterfeit components, assemblies or modules.
- Accessories or missing parts, supplies, consumables and expendable items, or problems caused by those items identified as being the user's responsibility in the Periodic Routine Maintenance chapter of the User's Manual, nor does it cover relocation services, systems engineering services, programming, reinstallation of user operating systems or applications software, reconstruction of date, operational procedures due to any sort of failure to implement the most current software releases.

Please refer to the Limited Warranty and Service Guide for full details of all service programs and warranty at www.lmagingService.com.

About Fujitsu Computer Products of America, Inc.

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Fujitsu Computer Products of America, Inc.

http://us.fujitsu.com/fcpa

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### Fujitsu Service Price Guide

Service Program Summary		nonius ini	V350000000		100 D 20 V 00 R	SENTANGER SENTANGE	\$94.9480.008	enamers were ha	NEST MENTEN	
	Service Programs	Workgroup Scanners ScanSnap fi-5110EOX/ fi- 5110EOX2/ fi-4110EOX Series, S510, S500 Series, fi- 5110C, fi-4010CU, fi-5015C, fi-4120C/ fi-4220C Series, fi- 5120C & fi-5220C, fi-4110CU, SP620C, SP15C, fi-5000N		Departmental Scanners SP93GX, fi-5530C Series, fi-4340C, fi-4530C, fi-4640S, fi-6000NS, M3093 EX/GX/DE/DG, M3096EX/GX		Low-Volume Scanners M3097DE/DG, M4097Series, fi-4750C, fi-4750L, fi-5650C/ fi-5750C Series		Mid-Volume Scanners fi-4860C Series, fi-4990C, M4099D Series, fi-5900C		
	ScanCare NBD	-		CG01000-515201	\$1195	CG01000-516501	\$1595	CG01000-517801	\$4495	
SCANCARE ®	ScanCare 4-Hour	*		CG01000-515301	\$1595	CG01000-516601	\$2095	CG01000-517901	\$5395	
	ScanCare Plus NBD	-		CG01000-515601	\$1395	CG01000-516901	\$1795	CG01000-518201	\$5595	
	ScanCare Plus 4-Hour	-		CG01000-515701	\$1795	CG01000-517001	\$2295	CG01000-518301	\$6495	
	Consumables	-		1 ScanAid Kit***		1 ScanAid Ki	Kit contents equivalent to 1 ScanAid Kit***		Included See Mid-Volume kit contents below****	
	# of Preventative Maintenance (PM's) & Training	-		1 ,		including Operator	2 On-Site PM's including Operator Training		2 On-Site PM's including Operator Training (fi-5900 includes 1 additional PM)	
5 A	Basic NBD	-		CG01000-515001	\$695	CG01000-516301	\$1095	CG01000-517601	\$1995	
BASIC	Basic 4-Hour	-		CG01000-515101	\$1095	CG01000-516401	\$1595	CG01000-517701	\$2895	
	Basic Plus NBD	-		CG01000-515401	\$895	CG01000-516701	\$1195	CG01000-518001	\$2695	
	Basic Plus 4-Hour	-		CG01000-515501	\$1295	CG01000-516801	\$1695	CG01000-518101	\$3595	
Advance	Advance Exchange NBD*	CG01000-514501	\$59	CG01000-515801	\$595	CG01000-517101 (excludes fi-575	<b>\$ 795</b> 60C}	-		
EXCHANGE	Advance Exchange Plus NBD at Point of Sale**	CG01000-514801	\$99	-		•		-		
	Advance Exchange Plus NBD	CG01000-514601	\$159	CG01000-516001	\$695	CG01000-517301 (excludes fi-575	•	-		
Depot	Depot 5-day	•		CG01000-515901	\$595	CG01000-517201 \$795 (excludes fi-5750C)		-		
DEPOT	Depot Plus 5-day at Point of Sale	CG01000-514901	\$99	•		•		-		
DEPOT	Depot Plus 5-day	CG01000-514701 \$159		CG01000-516101	\$695	CG01000-517401 \$995 (excludes fl-5750C)		•		
Co-Term Monthly	Co-Term NBD	-		CG01000-516201	\$75	CG01000-517501	\$100	CG01000-518401	\$225	
Preventative Maintenance (PM)	Single Event PM	-		CG01000-496401	\$500	CG01000-496401	\$500	CG01000-496301	\$950	
Installation		-		CG01000-502901	\$450	CG01000-502901	\$450	CG01000-502901	\$450	
Training		-		CG01000-503001	\$450	CG01000-503001	\$450	CG01000-503001	\$450	
Inspection		-		CG01000-502801	\$425	CG01000-502801	\$425	CG01000-502801	\$425	
SCANCARE ® Mid-Volume Kit Contents	M4099D Series, fl-4990			fi-4860C Series			fi-5900C			
	ScanCare/& ScanCare Plus:  1 Multi-Kit Includes: 5 Pad Assemblies, 5 Pick Roller Units, 5 Brake Rollers, 4 Lamps, 5 Diselectric Brushes, 3 Cleaning Kits****			ScanCare/ ScanCare i-Kit includes: 5 Pad as er Units, 5 Brake Roller selectric Brushes, 3 Cle	5 Units, 5	ScanCare/ ScanCare Plus:  1 Multi-Kit includes: 5 Pick Roller, 5 Separation Roller Units, 5 Brake Rollers, 5 Pads, 6 Set of Brushes, 2 Diselectric Brushes, 3 Cleaning Kits****				

ScanCare/ScanCare Plus includes Basic Service, Preventative Maintenance, Consumables and Training Basic/Basic Plus includes Parts, Labor and Travel

Advance Exchange/Advance Exchange Plus includes Parts, Labor and shipping to and from the customer.

\*ScanSnap fi-5110EOX, fi-5110EOX2, fi-5110C, fi-4010CU, S500 Series, fi-5015C - \$59 only applies within the  $t^{\rm st}$  90 days

Depot/Depot Plus includes Parts, Labor and shipping to the customer within 5-days of unit receipt. Co-Term includes Parts, Labor and Travel for one month and may be subject to an inspection fee.

Single Event Preventative Maintenance includes Labor, Travel and Consumables

\*\* Point-of-Sale is within 90-days of purchase

				Workgroup Scanners		saaran ka da da	
SCANAIC	ScanSnap fi-4110EOX Series	ScanSnap fi- 5110EOX Series,	fi-4120/fi-4220 Series & fi-5120C/fi-5220C,	fi-4110CU, M3091DC, M3092DC	fi-5015C	fi-4010CU	SP15C, SP600C SP620C
* SEAMAIL		S510, S500 Series PC/MAC, fi-5110C	fi-6000NS				
SKL	CG01000-516401 \$89	CG01000-510501 \$89	CG01000-507001 \$89	CG01000-510701 \$89	CG01000-519101 \$89	CG01000-510601 \$49	CG01000-49720 \$49
Kit Contents	3 Pad Assemblies, 1 Pick Roller, Cleaning Kit*	2 Pad Assemblies, 1 Pick Roller, Cleaning Kit*	2 Pads, 1 Pick Roller, Cleaning Kit*	3 Pad Assemblies, 1 Guide Assembly, Cleaning Kit*	2 Pad Assemblies, 1 Pick Roller, Cleaning Kit*	2 Pad Assemblies, Cleaning Kit*	2 Pad Assemblie Cleaning Kit*
				Departmental Scanners			
	SP 93GX & M3093EX/	G/DE/DG	fi-4340C	fi-4530C & fi-5530C Serie	s fi-4640	S	M3096 EX / GX
SKU	CG01800-4766i \$150	on C	G01000-447101 \$250	CG01800-505101 \$200	CG01000-4 \$275		CG01000-476401 \$225
Kit Contents	3 Pad Assemblie 2 Pick Rollers, Clean		Pad Assembiles, Rollers, Cleaning Kit*	5 Pad Assemblies, 2 Pick Rollers, Cleaning Ki	4 Pad Assemblies, 2 t* Cleaning	Kit* 2 P	3 Pad Assemblies, ick rollers, Cleaning K
		Low-V	olume Scanners			Mid-Volume Scan	
	M3097 DE / DG	M4097D Series, fi-4750C	fi-4750L	fi-5650C/fi-5750C Series	M4099D Series, fi-4990C	fi-4860C Series	fi-5900C
				<b>V</b>		- 2.2	Jan J
SKI	CG01000-476501 \$275	CG01000-476701 \$275	CG01000-491501 \$275	CG01090-505501 \$450	CG01000-476801 \$525	CG01000-498501 \$525	CG01000-51890 \$175
Kit Content	4 Pad Assemblies, 2 Pick Rollers, 5 Cleaning Kit*	4 Pad Assemblies, 2 Pick Rollers, Cleaning Kit*	4 Pad Assemblies, 2 Pick Rollers, Cleaning Kit*	3 Pick Rollers, 3 Brake Rollers, Cleaning Kit*	1 Pad Assembly, 1 Pick Roller Unit, 1 Brake Roller, Cleaning Kit*	1 Pad Assembly, 1 Pick Roller Unit, 1 Brake Roller, Cleaning Kit*	1 Pad Assembl 1 Brake Roller 1 Pick Roller, 1 Separation Rol 1 Cleaning Kit

<sup>\*\*\*</sup>Departmental and Low-Volume Cleaning Kits include F1 cleaner, cleaning paper, cleaning cloth, cleaning swabs and instructions



<sup>\*\*\*\*</sup>Mid-Volume Cleaning Kits Include F1 cleaner, F2 cleaner, cleaning sheets, cleaning cloth, cleaning swabs and instructions

### Bid Response

