

VENDOR

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

# Request for REQNUMBER Quotation DPS 1 0.03

SH-P TO

DPS1003

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1	ADDRESS CORRE	SPONDENCE	TOATTENT	ION OF:
они	ABBOTT			

304-558-2544

\*709053812 304-586-1026 INFORMATION PRODUCTS INC 9100 STATE ROUTE 34 WINFIELD WV 25213

WEST VIRGINIA STATE POLICE

4124 KANAWHA TURNPIKE SOUTH CHARLESTON, WV 25309 304-746-2141

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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.
- 4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
- **5.** All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, 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. BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
- 14. HIPAA BUSINESS ASSOCIATE ADDENDUM: The West Virginia 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 Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
- 15. WEST VIRGINIA ALCOHOL & DRUG-FREE WORKPLACE ACT: If this Contract constitutes a public improvement construction contract as set forth in Article 1D, Chapter 21 of the West Virginia Code ("The West Virginia Alcohol and Drug-Free Workplace Act"), then the following language shall hereby become part of this Contract: "The contractor and its subcontractors shall implement and maintain a written drug-free workplace policy in compliance with the West Virginia Alcohol and Drug-Free Workplace Act, as set forth in Article 1D, Chapter 21 of the West Virginia Code. The contractor and its subcontractors shall provide a sworn statement in writing, under the penalties of perjury, that they maintain a valid drug-free work place policy in compliance with the West Virginia and Drug-Free Workplace Act. It is understood and agreed that this Contract shall be cancelled by the awarding authority if the Contractor: 1) Fails to implement its drug-free workplace policy; 2) Fails to provide information regarding implementation of the contractor's drug-free workplace policy at the request of the public authority; or 3) Provides to the public authority false information regarding the contractor's drug-free workplace policy."

#### INSTRUCTIONS TO BIDDERS

- 1. 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 case 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: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130

Rev. 5/19/09



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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

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RFQ NUMBER

ADDRESS CORRESPONDENCE TO ATTENTION OF:

JOHN ABBOTT 304-558-2544

**\*709053812** 304-586-1026 INFORMATION PRODUCTS INC 9100 STATE ROUTE 34

25213

WINFIELD WV

WEST VIRGINIA STATE POLICE

25309 304-746-2141

SH-P T O 4124 KANAWHA TURNPIKE SOUTH CHARLESTON, WV

Vava Damite 304.586.1026 8/18/09	DATE PRINT	ED	TEF	IMS OF SAL	<b>E</b>	SHIP	VIA	F.	O.B.	FREIGHT TERMS
CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.  OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)  QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES SCTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.  ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE OR		2009	<u> </u>							
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## SPECIFICATIONS FOR MOBILE THERMAL PRINTERS

The West Virginia State Police desires to establish an open end contract for the purchase of Mobile Thermal Printers and related accessories. This contract shall be available for use by the West Virginia State Police, Agencies of the State of West Virginia and all County Agencies and Municipalities.

The purpose of these specifications is to establish minimum requirements for mobile thermal printers used in the electronic citation system. The Bids must meet or Exceed specifications for a Printek FieldPro or equivalent. Any exceptions must be explained fully and vendors must complete the Bid Quotation form provided with this RFQ.

The individual Units will come complete with all Manuals, Software, Lithium Ion Batteries, DC Power and Connectivity cables when purchased. The buying agency will specify the Unit and means of connectivity at time order is placed so proper cables may be provided.

The vendor shall list all individual parts as outlined and provide replacement pricing.

			COMP	LY?
1	PRIN'	TER SPECIFICATIONS	Yes	No
	1.1	The mobile thermal printer shall be a single unit with direct thermal print methodology.		mangana a manana da kata da ka
	1.2	The mobile printer shall have a minimum print resolution of 200 dpi.		
	1.3	The mobile printer shall print textual data at a minimum speed of 2.8 ips (inches per second).	~	
	1.4	The mobile printer shall print barcodes in PDF-417 format.		
	1.5	The mobile printer shall have a minimum of 2MB of flash memory.		
	1.6	The mobile printer shall have a minimum of 1MB of SRAM memory.		
	1.7	The mobile printer shall be capable of supporting at a minimum large graphics and intensive print jobs.		
2	COM	MUNICATION CONNECTIVITY		
	2.1	The Mobile thermal printer shall be able to communicate in the following ways.		
		2.1.1 The mobile thermal printer shall be able to communicate utilizing a USB connection.		H-0-0-0-0-0-0-0-0-0-0-0-0-0-0-0-0-0-0-0

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		<b>2.1.2</b> The mobile thermal printer shall be able to communicate utilizing RS-232.		
		2.1.3 The mobile thermal printer shall be able to communicate utilizing Bluetooth technology.		
		2.1.4 The mobile thermal printer shall be able to communicate utilizing Wi-Fi technology.	<u> </u>	
	2.2	The (USB/RS-232) communications cable shall connect in such a way as to allow user access.		
	2.3	The (USB/RS-232) communications cable shall be housed under a removable panel to prevent cable damage and prevent inadvertent disconnection from the device.		
3	SOFT	WARE / EMULATION		
	3.1	The mobile thermal printer shall be capable of the following emulations:		
		<b>3.1.1</b> O'neil		***************************************
		3.1.2 Zebra CPL and ZPL		
		3.1.3 Extech		P
		3.1.4 Printek MT3		
	3.2	Capable of being upgraded to allow for other emulations	<u> </u>	
	3.3	The mobile printer shall be compatible with Windows 2000, XP and VISTA Business.	<u>~</u>	<del>*************************************</del>
4	POW	<u>ER</u>		
	4.1	The mobile thermal printer shall be powered by a rechargeable Lithium ion battery.	~	
	4.2	The mobile printer shall come with a 12-24 VDC in-vehicle power adapter.		
	4.3	The mobile printer shall be capable of printing a minimum 3500 printed inches per battery charge.		
	4.4	An AC charger shall be available as an option for the mobile thermal printer.		

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5	OPERATING CONDITIONS / DURABILITY										
	5.1	The mobile thermal printer must operate between a minimum (neg) -4 and 122 degrees Fahrenheit.									
	5.2	The mobile printer shall be capable of withstanding a minimum of a 4' drop onto a concrete surface.									
	5.3	The mobile printer shall have a minimum MTBF of 10,000 hours of normal usage. (Mean Time Between Failure)									
	5.4	The mobile printer shall have a snap lock paper cover		<del></del>							
6	WARRANTY										
	6.1	The <u>entire</u> mobile thermal printer shall be covered by a minimum of a 1 year warranty.									
	6.2	The vendor shall offer extended warranty/maintenance options.									
	6.3	The vendor shall offer a Mobile Printer Exchange Program.									
7 <u>TH</u>	ERMAL	PAPER REQUIREMENTS									
	7.1	Thermal paper must come in a roll and fit the bid printer which shall not exceed 1 3/4" Diameter and 4" Wide									
	7.2	The Paper shall be coreless finished roll type.		·····							
	7.3	The paper thickness shall have a caliper of 3.10MIL.									
	7.4	The paper shall have a base weight of #44.									
	7.5	The paper shall have a minimum whiteness rating of 90.									
	7.6	The paper shall be Top Coated direct thermal with initial minimum activation temperature of 170 deg F and effective activation temperature of 185 deg F.									
	7.7	Vendor shall offer image printing (Watermarking) available on the paper.									
	7.8	Vendor shall offer reverse side printing as an option on the paper.									

## PRICE LIST MOBILE THERMAL PRINTER & OPTIONS

Mobil	le Thermal Printer Make - <u>Printek</u> Model - <u>Freld Pro RT/3</u> Standard Base Unit with Items from the below Replacement List #1 – #3, choice of either item #4 or #5 included. Other Connectivity may be selected by Buyer at time of order.	Price 2 <u># 445.<i>0</i>0</u>
REPL	ACEMENT PRICING FOR INDIVIDUAL ITEMS	
1.	Printer Documentation	-0-
2.	Lithium Ion Battery	<i>\$55.00</i>
3.	12-24 VDC In-Vehicle Power Adapter	#44.00
4.	RS-232 Connection Cable	<i>\$39.90</i>
5.	USB Connection Cable	<i>\$39.90</i>
<u>OPTI</u>	<u>ons</u>	
6.	100-240 VAC Wall Adapter	\$47.00
7.	WI-Fi with Rs-232 or USB	#669.00
8.	Bluetooth with Rs-232 or USB	\$557.00
9.	Paper Options Minimum of One (1) Case/2 rolls per package, 12 packages per Case (24 rolls per case).	
	9.1.1 One (1) Case	#44.00
	9.1.2 Over 25 Cases	<b>#</b> 42.98
	9.1.3 Over 50 Cases	#41.80
<u>WAR</u>	RANTY	
10	. Warranty first year included in price.	-0-
11	. Warranty/Maintenance extension for 2 <sup>nd</sup> year.	# 109.00
12	. Warranty/Maintenance extension for 3 <sup>rd</sup> year.	# 149.90
13	. Mobile Printer Exchange Program Warranty.	# 129.00
TC	DTAL	,

## VENDOR PREFERENCE CERTIFICATE

Certification and application\* is hereby made for Preference in accordance with West Virginia Code, §5A-3-37. (Does not apply to construction contracts). West Virginia Code, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the West Virginia Code. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

1.	Application is made for 2.5% resident vendor preference for the reason checked: Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or, Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or, Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2.	Application is made for 2.5% resident vendor preference for the reason checked:  Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3.	Application is made for 2.5% resident vendor preference for the reason checked: Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4.	Application is made for 5% resident vendor preference for the reason checked:  Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5.	Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6.	Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.
require against or dedu	understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the ments for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency acted from any unpaid balance on the contract or purchase order.
authoriz the requ deemed	mission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and test the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid uired business taxes, provided that such information does not contain the amounts of taxes paid nor any other information d by the Tax Commissioner to be confidential.
and ac	penalty of law for false swearing (West Virginia Code, §61-5-3), Bidder hereby certifies that this certificate is true curate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate es during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.
Bidder:	
Date:	
*Check a	ny combination of preference consideration(s) indicated above, which you are entitled to receive.

RFQ No	DPS1003

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## STATE OF WEST VIRGINIA Purchasing Division

## **PURCHASING AFFIDAVIT**

### VENDOR OWING A DEBT TO THE STATE:

West Virginia Code §5A-3-10a provides that: 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 owed is an amount greater than one thousand dollars in the aggregate.

### PUBLIC IMPROVEMENT CONTRACTS & DRUG-FREE WORKPLACE ACT:

If this is a solicitation for a public improvement construction contract, the vendor, by its signature below, affirms that it has a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the **West Virginia Code**. The vendor **must** make said affirmation with its bid submission. Further, public improvement construction contract may not be awarded to a vendor who does not have a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the **West Virginia Code** and who has not submitted that plan to the appropriate contracting authority in timely fashion. For a vendor who is a subcontractor, compliance with Section 5, Article 1D, Chapter 21 of the **West Virginia Code** may take place before their work on the public improvement is begun.

#### ANTITRUST:

In submitting a bid to any agency for the state of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the state of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the state of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the state of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership or person or entity submitting a bid for the same materials, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

### 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.

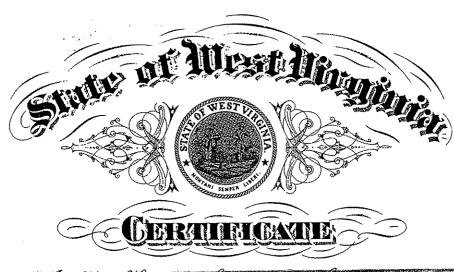
### CONFIDENTIALITY:

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. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf.

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

Vendor's Name:	Information &	Products Inc.			
Authorized Signature:	7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7		Date:	8/18/09	
Authorized Signature:	S. David 4	a muner_	Date	<u> </u>	

Purchasing Affidavit (Revised 01/01/09)



I, Ken Hechler, Secretary of State of the State of West Virginia, hereby certify that

by the provisions of Chapter 31, Article 1, Sections 27 and 28 of the West Virginia Code, the Articles of Incorporation of

#### INFORMATION PRODUCTS, INC.

conform to law and are filed in my office. I therefore declare the organization to be a Corporation for the purposes set forth in its Articles, with the right of perpetual existence, and I issue this

### CERTIFICATE OF INCORPORATION

to which I have attached a duplicate original of the Articles of Incorporation.

Given under my hand and the

Great Seal of the State of

West Virginia, on this

Twentieth day of

August 1992

Lan Tarkler

Secretary of State.

2008

# WEST VIRGINIA STATE TAX DEPARTMENT

2010

# BUSINESS REGISTRATION CERTIFICATE

ISSUED TO:
INFORMATION PRODUCTS INC
9100 STATE ROUTE 34
WINFIELD, WV 25213-9343

BUSINESS REGISTRATION ACCOUNT NUMBER:

1042-2301

This certificate is issued for the registration period beginning:

July 1, 2008

This certificate is valid until

June 30, 2010

This business registration certificate is issued by the West Virginia State Tax Commissioner in accordance with Chapter 11, Article 12 of the West Virginia Code.

The person or organization identified on this certificate is registered to conduct business in the State of West Virginia at the location above.

This certificate is not transferrable and must be displayed at the location for which issued.

ENGAGING IN BUSINESS WITHOUT CONSPICUOUSLY POSTING A WEST VIRGINIA BUSINESS REGISTRATION CERTIFICATE IN THE PLACE OF BUSINESS IS A CRIME AND MAY SUBJECT YOU TO FINES PER W. VA. CODE § 11-9.

TRAVELING/STREET VENDORS: Must carry a copy of this certificate in every vehicle operated by them. CONTRACTORS, DRILLING OPERATORS, TIMBER/LOGGING OPERATIONS: Must have a copy of this certificate displayed at every job site within West Virginia.

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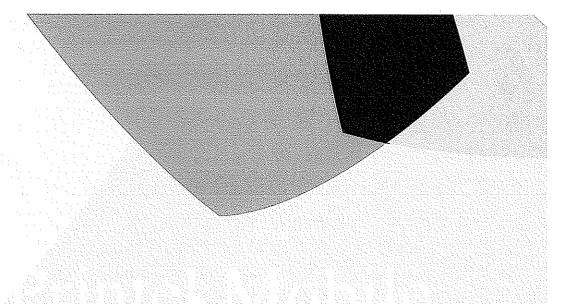
▶ WE CAN CREATE A SERVICE PROGRAM FOR YOUR MISSION CRITICAL PRINTER.



▶ WE OFFER SERVICE OPTIONS FOR ALL PRINTEK MOBILE AND IMPACT PRINTERS.



➤ OUR PROGRAMS WILL REDUCE ADMINISTRATIVE EFFORT, DOWNTIME RISKS, AND OVERALL SERVICE COSTS



WE OFFER A VARIETY OF CUSTOMER-FOCUSED FIXED COST.
MAINTENANCE PLANS FOR EVERY BUDGET

# Service

# PrintekMobile offers two comprehensive warranty extension programs designed to provide the warranty service you want at a price you can afford.

PrintekWobile 3 YEAR\* EXTENDED WARRANTY PROGRAM (P3)

Enjoy the peace of mind of knowing you have the industry's most comprehensive printer warranty.

Printek's standard Mobile Thermal Printer warranty covers the entire printer – case, battery, and print head included. The warranty term is one year. Contrast this with most vendors, whose warranties are limited to 90 days on the battery and 6 months on the print head. All covered repairs during the warranty period are free of cost to the customer.

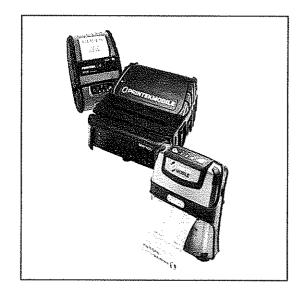
P3 gives you more time under warranty and expedited factory service turnaround.

Purchase P3 when you buy your Printek Mobile Thermal Printer, and you will enjoy a three-year warranty period. (Three years from date of purchase\*) Value pricing is offered for P3 when purchased at the same time as your printer. Service under this warranty period is a return to depot plan. Incoming shipping costs are the responsibility of the customer. Return freight (standard 2nd day air shipment to the 48 contiguous United States) is the responsibility of Printek. Printers will be repaired and shipped within three business days of receipt under the P3 program.

Buy your P3 Program when you buy your printer and save

-	Printer Type	Price at Purchase	Price after Warranty	<u>Savings</u>
*	MtP300	\$199	\$259	\$60
_	MtP300 Wi-Fi	\$291	\$378	\$87
-	MtP300 BT	\$243	\$316	\$73
	MtP400	\$219	\$285	\$66
	MtP400 Wi-Fi	\$318	\$413	\$95
	MtP400 BT	\$263	\$342	\$79
	FieldPro	\$159	\$207	\$48
	FieldPro Wi-Fi	\$239	\$311	\$72
	FieldPro BT	\$199	\$259	\$60

Above are examples, please contact our Inside Sales Group for additional information and pricing on all service options at 800-368-4636 or email at: info@printek.com.



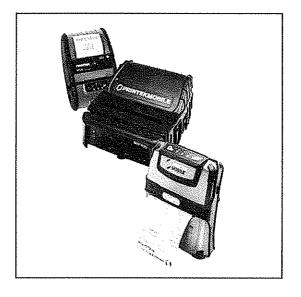
<sup>\*\*</sup>Batteries are excluded under the P3 Extended Warranty\*\*



### Printeklijobile MOBILE PRINTER EXCHANGE PROGRAM (MPEP)

The Printek Mobile Printer Exchange Program (MPEP) guarantees that a Printek Mobile replacement printer (which you keep) will arrive at your site within one business day of notification (U.S. only). Simply place the unit needing service in the shipping carton your replacement printer arrived in and return it - prepaid freight and insured - to Printek within 10 days.

If you purchase a Mobile Printer Exchange Program (MPEP) annual service contract within 90 days of purchasing a Printek printer, Printek will extend the contract period for an additional year, two years total, at 10% off the regular Mobile Printer Exchange Program (MPEP) annual rate.



Buy your Mobile Printer Exchange Program (MPEP) when you purchase your printer and save \$150.

MPEP is sold in one year increments for up to total three years coverage. Price examples below for are for one year of MPEP coverage.

Printer Type	Price at Purchase	Price after Warranty
MtP300	\$169	\$319
MtP300 Wi-Fi	\$247	\$397
MtP300 BT	\$207	\$357
MtP400	\$186	\$336
MtP400 Wi-Fi	\$270	\$420
MtP400 BT	\$224	\$374
FieldPro	\$135	\$285
FieldPro Wi-Fi	\$203	\$353
FieldPro BT	\$169	\$319

Above are examples, please contact our Inside Sales Group for additional information and pricing on all service options at 800-368-4636 or email at: info@printek.com.

Ask us about other maintenance programs to maximize the protection of your printer investment. Customized maintenance programs are available, including service pool and preventative maintenance programs. These programs are custom designed for the unique needs of each customer.



Maintaining equipment in top working order is a business asset – as essential as any other investment you make in your operations. Service contracts can extend the life of capital equipment. Well-maintained equipment lasts longer, requires less downtine to repair and is more reliable – all of which leads to a longer useful

# Get the most for your service dollar

Printek service contract solutions reduce administrative effort, downtime risks, and overall service costs for our customers.

life. Regular service can also help you plan better for technology upgrades and replacements, avoid mistakes and duplication of efforts, and accelerate the adoption of new technology. With a service agreement you know your costs and can budget accordingly. With repairs covered by a service contract, you are less likely to postpone service on non-critical problems – thereby

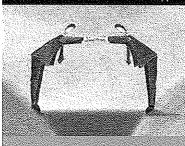
fostering top performance. he benefits of service contracts are compelling. They drive down the overall cost of ownership, provide a reliable foundation for budgeting and planning, ensure that mission-critical equipment is operating at peak levels, and minimize business disruption for equipment failures.

For service you can count on, from a company you can trust.

Call Printek today for pricing information.

800-368-4636

# TRAINED TECHNICIANS Armed with Knowledge



With trained and centified customer service engineers and extensive in-house technical experies, Printek has the resources necessary to meet performance commitments. Our customers gain peace of mind from the confidence of dealing with a proven, reliable, and responsive organization.

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PrinteRMobile FieldProprinters are greater-when workers need to stay focused on their job, not their printers. That's why the FieldPro is engineered to oreate ones, professional booking citations, field service, and field sales documents automatically and reliably. One look will convince you — FieldProtakes mobility and ease of use to a whole new level.





## FieldPro Series

## FieldPro is the most compact, lightweight, and affordable 4" mobile printer ever.

It's the first advanced printer designed specifically for Mobile Sales, Field Service, and Public Safety — perfect for all 3" or 4" receipt, work order, or ticket printing needs. FieldPro printers are available in cabled, Bluetooth®, and Wi-Fi versions.



## Downsized dimensions, upscaled productivity.

FieldPro printers are up to 10% smaller and 40% lighter than competitive models. Even so, this rugged printer is packed with advanced features to help your mobile workforce become more productive.

- Easy-to-read control face and simple drop-in paper loading
- IP54 rated for water and dust resistance... plus rated for repeated 4-foot drops for considered.
- MCR option allows automated capture of credit card/license information in the field.
- High-speed signature printing and extensive font and graphic capabilities
- Printer integration is quick and easy with popular printer emulations
- Exclusive Universal Port makes cabled applications and add-on peripheral devices as

### Leadership that leads the way.

For over 25 years, Printek has fulfilled the business printing needs of organizations worldwide. We've led the industry with mobile printers designed to improve productivity and increase RO And —they include PrintekMobile's unparalleled level of customer support. Our clients say it the best in the industry. So why not join them, and find out for yourself.



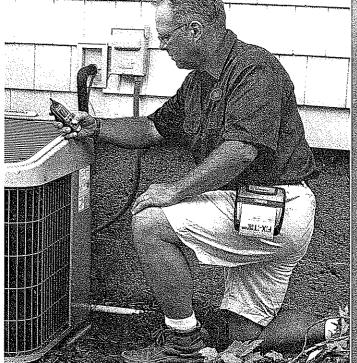
PrintekMobile's comprehensive warranty covers the entire printer... even the battery!



www.printekinolailansalin

## FieldPro Series

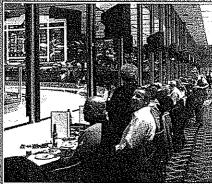
## Compact, Lightweight, Affordable.











The compact FieldPro direct thermal printer features a rugged design and has an uncommon reserve of battery life for exceptional productivity.

## FieldPro helps your service staff make customers happy.

Your service personnel are the face of your company in the field. With FieldPro, contacts with customers are more satisfying and service more efficient. A FieldPro can print up-to-date work records, receipts, invoices, and more right at the customer's location. Equip FieldPro with an optional magnetic card reader (MCR) and workers can take credit card payments. FieldPro's exclusive Universal Port allows the option of adding peripherals like bar code scanners and signature capture pads — without the cost and maintenance of additional batteries and wireless radios. And all this is compatible with the mobile host of your choice - from fully ruggedized handhelds, laptops, and tablet computers to data-enabled phones.

## Mobile sales equal more sales.

FieldPro printers are perfect for route sales, concession sales, venue sales — or any place that business takes you. Our enhanced Bluetooth<sup>®</sup> security system helps guard credit card information. Use PrintekMobile's EASI Promo™ system to boost sales with automatically printed coupons, timely promotions, and other messages — no programming skills required.

## Moving violations: Keep things moving.

FieldPro helps keep officers more productive by automating citation issuance and reducing time spent per stop. Citations are accurate, readable — and fast. They can even include important features like officer signatures. And, FieldPro's compact size makes it ideal when space is at a premium, such as in crowded police cruisers or on motorcycles.

## Parking tickets: Increase revenue.

The lightweight, portable design of FieldPro makes for daylong convenience and high productivity for each officer. Revenues jump too, because each citation is clear and legible for reduced challenges and increased compliance.

## Amusements and gaming: You win.

Eliminate lines and hassle for your customers — gain more sales. Mobile workers can print attractive and authentic tickets and receipts with FieldPro, plus run credit card transactions on the spot. What's more, FieldPro offers bar code support and graphics capabilities to make things more professional and efficient.

