



FY12 Copier/Fax Machine Annual Maintenance, Service, and Supplies

Copier and fax machine annual maintenance, service, and supplies will be handled through various resources again this year based on the brand and type of your machine. **It is important that requisitions for annual maintenance agreements are completed during the early ordering season (May 16, 2011 to June 16, 2011) so that there is no lapse in your maintenance agreement.** Many annual maintenance agreements expire on June 30th and without these agreements the labor fees range from \$131.00 up to \$267.00 per hour! When you prepare your requisition in FMS, please take note of the service provider for your machine:

- IKON Office Solutions for the Gestetner/Ricoh/Savin/Lanier equipment
- Sharp Business Systems for Sharp machines, some miscellaneous copiers and all fax machines

When searching in FMS for copier/fax maintenance agreements and supplies go to the “Main General Store” and search by your machine brand or model. If you cannot locate your brand or model in FMS, please contact the Division of Procurement by email at Procurement@mcpsmd.org.

Below is this year’s list of maintenance, service, and supply providers (sorted by machine type).

Gestetner 9002 and DSM790 High Volume Copiers

Service: MCPS TeamWorks Repair Program
Supplies: MCPS TeamWorks Repair Program
Maintenance: No annual maintenance contract needed

HP Printers and Copier/Printers (MFD's)

Service: In-house repair and service. Contact the HelpDesk for assistance.
Supplies: Financial Management System (FMS) / Main General Store
Maintenance: No annual maintenance contract needed

All Other Gestetner, Rico, Savin, and Lanier Copiers/Printers

Service: IKON Office Solutions (see link below)
http://www.montgomeryschoolsmd.org/departments/procurement/pdf/Ikon_Contact_Info.pdf
Supplies: Financial Management System (FMS) / Main General Store
Maintenance: Financial Management System (FMS) / Main General Store

Sharp, Miscellaneous Copiers and All Fax Machines

Service: Sharp Business Systems (see link below)
http://www.montgomeryschoolsmd.org/departments/procurement/pdf/Sharp_Contact_Info.pdf
Supplies: Financial Management System (FMS) / Main General Store
Maintenance: Financial Management System (FMS) / Main General Store