

## **SERVICE AGREEMENT**

### **Instructional Document Duplication and Delivery Service for Teachers**

Revised December 2013

#### **OVERVIEW**

This document describes the agreement between MCPS teachers and the Department of Materials Management (DMM). It pertains to the central service provided by DMM to the teachers for the printing and delivery of instructional documents. The program is referred to as Copy-Plus. In recent years, MCPS teachers have submitted thousands of individual work orders to Copy-Plus on a monthly basis, totaling millions of pages of instructional support documents.

#### **STATEMENT OF WORK**

DMM picks up hard-copy job orders from the schools and delivers them to the central Copy-Plus facility. Documents are printed and bound as specified on the standard envelope/form. DMM delivers the completed documents (individually boxed and labeled) back to the school offices.

Teachers may submit digital job orders to Copy-Plus as electronic files via Outlook e-mail. Documents are printed and bound as specified on the electronic job form. DMM delivers the completed documents (individually boxed and labeled) back to the schools.

The standard service turnaround time varies between 7 and 10 normal business days, from the day the job order is picked up from the school (or received electronically) to the day the completed documents are delivered to the school office. The Copy-Plus homepage is updated regularly with the current turnaround time for service.

#### **TERMS**

- Documents produced are for classroom instruction, homework, or student assessment use only.
- Teachers will use the standard job submission envelope/form made available to the school offices.
- Printing and finishing options are limited to the same options available on the large copiers (referred to as TeamWorks copiers) located in every school.

#### **FUNDING**

All costs associated with this program are funded centrally by of Office of the Chief Operating Officer through account allocations within DMM.

#### **COMMUNICATIONS**

School staff may go to Copy-Plus online on the MCPS website to place job orders.

For assistance with issues associated with Copy-Plus, school staff may contact Copy-Plus Customer Service Specialist Jarrod Thompson on Outlook or at 301-279-3770.

For inquiries concerning this service agreement, contact the EGPS administrative supervisor at [john\\_c\\_marshall@mcpsmd.org](mailto:john_c_marshall@mcpsmd.org)