



EDITORIAL, GRAPHICS & PUBLISHING SERVICES  
DEPARTMENT OF MATERIALS MANAGEMENT  
MONTGOMERY COUNTY PUBLIC SCHOOLS

SERVICE AGREEMENT  
**Instructional Document Duplication and Delivery Service for Teachers**  
Revised March 2020

## OVERVIEW

This document describes the agreement offered to MCPS teachers by the Department of Materials Management (DMM) for the printing and delivery of instructional support documents. The program is called Copy-Plus. MCPS teachers submit thousands of work orders to Copy-Plus on a monthly basis, resulting in millions of pages of instructional support documents.

## STATEMENT OF WORK

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

Teachers also have the option of submitting job orders to Copy-Plus as electronic files via Outlook or using the Google form. A limited web-to-print service system (assessments) is also available. Documents are printed and packaged, as specified on the online job form. Then, DMM delivers the completed documents (individually boxed and labeled) back to the school offices.

The standard service turnaround time varies between 5 and 14 school days from the day the job order is picked up or received online from the school to the day the completed documents are delivered to the school office. The Copy-Plus home page is updated weekly with the [current turnaround time for service](#).

## TERMS

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

## FUNDING

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

## COMMUNICATIONS

- To place job orders, go to [Copy-Plus](#) on the MCPS website.
- For assistance with issues, contact the Copy-Plus customer service specialist at 301-251-4492.
- For inquiries concerning this service agreement, contact the EGPS administrative supervisor at [john\\_c\\_marshall@mcpsmd.org](mailto:john_c_marshall@mcpsmd.org).