



DEPARTMENT OF MATERIALS MANAGEMENT  
MONTGOMERY COUNTY PUBLIC SCHOOLS

SERVICE AGREEMENT  
**Document Duplication Services for Central Offices**  
Revised: April 2020

## **OVERVIEW**

This document describes the agreement between the Editorial, Graphics & Publishing Services (EGPS) unit of the Department of Materials Management and the central offices of MCPS, including the Board. It pertains to the high-volume document duplicating services and resources provided by EGPS to the central offices located at Carver Educational Services Center and 45 West Gude Drive. These offices are considered customers of EGPS. Customers submit hundreds of work orders annually for document duplication and use walk-up copier machines to produce more than a million copies annually.

## **STATEMENT OF WORK**

EGPS provides duplication and delivery to the central offices as well as access to walk-up copiers made available for staff to operate on site.

Within 24 hours of receiving a work order from a central office (via email or hard-copy materials), the EGPS Customer Service representative will send a return email confirming estimated delivery time. EGPS will package, label, and deliver completed jobs to the customer. Turnaround time ranges from 24 to 72 hours, based on the scope of the work order and current demand for service.

EGPS maintains walk-up copiers in various facility locations (see attachment) to meet the immediate needs of central offices staff. Staff members may operate these copiers themselves.

## **TERMS**

- Customers will complete the work order with job specifications, contact information, and timeframe needed.
- Customers will provide the document file as either a PDF or hard copy.
- EGPS will give a one-hour training event to customers that operate the walk-up copiers.

## **FUNDING**

Central funding pays for document-duplication services for central offices. These costs are categorized and reported within the major office categories.

## **COMMUNICATIONS**

To place a work order, contact EGPS Customer Service at 301-279-3110, or send an email to [egps@mcpsmd.org](mailto:egps@mcpsmd.org).

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

## **LOCATIONS OF CENTRAL SERVICES COPIERS**

### **Carver Educational Services Center**

Room 112, Board/Public Information

Room 149, Office of Chief Operating Officer

Room 162, Leadership Development

Room 211, Special Education

Room 249, Office of Curriculum and Instructional Programs

Room 263, Office of Curriculum and Instructional Programs

Room 55, Instructional and Information Services

### **45 West Gude Drive**

Suite 2100, Office of Human Resources and Development

Suite 1100, Office of Human Resources and Development, Staffing

Suite 3100, Procurement