



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

SERVICE AGREEMENT
Copier Equipment and Maintenance for Secondary Schools
Revised February 2017

OVERVIEW

This document describes the agreement between each middle and high school principal and the Department of Materials Management (DMM) pertaining to the large, high-volume copiers located in every school (referred to as TeamWorks copiers). In recent years, each TeamWorks copier in elementary schools has produced an average of 100,000 copies per month.

STATEMENT OF WORK

TeamWorks provides the copiers and all the preventive maintenance and repair services they require. Within 36 hours of receiving a service call, a TeamWorks technician will travel to the school and complete the repair. If a major replacement part is needed, the repair will be completed within 48 hours. Also, TeamWorks technicians make periodic deliveries of toner and staples to each school, and fulfills emergency requests for toner and staples within 36 hours.

TERMS

Each principal agrees to assign the position of copier service partner to a school employee, who is responsible for the basic support duties related to the TeamWorks copiers in the school, as described in the attached addendum, *Copier Service Partners Description*. Copier service partners receive an annual stipend for performing their duties. They start by attending a two-hour training session and are required to read the Tip-of-the-Month sent to them by e-mail from TeamWorks Central. Principals should encourage all staff who use the TeamWorks copiers to watch the training video on the [TeamWorks website](#).

FUNDING

- Schools are charged a fee of \$3.60 per thousand copies for the maintenance/repair labor, equipment parts, and materials (toner and staples) associated with their TeamWorks copier.
- Schools purchase copier paper through the DMM Store, using their individual instructional materials accounts.
- The stipends paid to copier service partners are funded by DMM.

COMMUNICATIONS

- Copier service partners must go to the TeamWorks website to place repair service calls.
- For assistance with TeamWorks-related issues, school staff may contact TeamWorks Customer Service Specialist Peter Patellis at 301-279-3110.
- For inquiries concerning this service agreement, contact the EGPS administrative supervisor at john_c_marshall@mcpsmd.org



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DESCRIPTION OF DUTIES

TeamWorks Copier Service Partners

February 2017

Each MCPS school has a *Copier Service Partner* position. Each summer, the principal selects a supporting services or administrative staff member to serve in this capacity. Copier service partners are expected to fulfill three functions:

1. Contact TeamWorks Central concerning repair service and supplies.
2. Model best practices in copier machine operations and help school staff do the same.
3. Handle the copier materials (paper, toner bottles, and staples) appropriately.

The following are typical weekly activities:

- Toner bottle replacement and recycling,
- Loading paper stock and staple cartridges
- Reporting error codes or other identified malfunctions.
- Submit the monthly meter readings, which are essential for copier maintenance planning. This online task requires 10 minutes each month and is a key responsibility of the copier service partner.
- Spend a few minutes with the copier service technician during a service call. This will help the partner understand the cause of the malfunction and discuss how to reduce the chance of a reoccurrence of the malfunction.

STIPENDS

The copier service partner will receive an annual stipend for fulfilling these duties, paid by TeamWorks.

- Elementary and middle schools receive one \$800 stipend. Principals may choose to split this duty between two employees, with each receiving half the allotted stipend.
- High schools receive two \$800 stipends. Principals may choose to assign both stipends to one employee.

Stipends are paid in early May. To receive a stipend, the employee must carry out their described duties for a minimum of 30 weeks. Fragmenting stipends for specific months of service by various copy service partners cannot be facilitated.

TRAINING

Copier service partners are required to complete a 90-minute training. Trainings are held most Fridays during the school year at TeamWorks Central, in Rockville. A training video is available on the TeamWorks website.

Partners will receive Tips of the Month by e-mail throughout the school year.

For more information, contact TeamWorks Program Manager Felix Ubiera (felix_p_ubiera@mcpsmd.org) or Customer Service Specialist Peter Patellis (peter_d_patellis@mcpsmd.org).