



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

## SERVICE AGREEMENT Copier Equipment and Maintenance for Secondary Schools

Revised March 2020

### 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 Stevarlon Green at 301-279-3110.
- For inquiries concerning this service agreement, contact the EGPS administrative supervisor at [john\\_c\\_marshall@mcpsmd.org](mailto:john_c_marshall@mcpsmd.org)