

City of Lee's Summit, MO Toshiba Business Solutions Service Level Agreement ("SLA")

Toshiba Business Solutions – Missouri/Kansas ("TBSMOKS") is recognized as a service leader in the industry, evidenced by numerous industry awards and an outstanding performance record. We succeed due to the standards we strive for, and enforce with, our service and support providers in the way of training and certification programs. All employees engaged with the City of Lee's Summit, MO ("the City") are knowledgeable and have all the necessary resources when needed.

Service Maintenance and Support

Toshiba's service and support model focuses on experienced, certified and responsive technicians; adherence to strict maintenance schedules; tracking equipment performance; and compliance with manufacturer specifications.

Our service programs include:

- **Service Dispatch Center** - Toshiba's Dispatch Center will support all end users by receiving, logging, and tracking all service and supply requests in a centralized environment.
- **Qualified Service** - Trained and certified service technicians will correct any deficiencies and perform repairs in response to service calls. This includes necessary adjustments to equipment, repairs, or replacement of parts which Toshiba determines to be unserviceable.
- **Parts/Supplies** - We will provide all parts and consumables on time and in the correct types and quantities. Each of our service regions maintain a full stocked inventory of common replacement parts and supplies. The City will be enrolled in the Auto Toner Replenish Program, insuring "just in time" toner shipments for the devices covered under this agreement.
- **Preventive Maintenance** - We will perform all scheduled preventive maintenance on time and to your satisfaction to ensure your products are always running at optimum levels. This includes identifying potential problems and correcting them before they occur to increase the uptime of your units and reduce the number of service calls.
- **Toner Recycling** - To support local recycling and conservation, Toshiba extends our optional "EcoSmart" recycling program to all locations for disposing of your spent consumable supplies.
- **Fleet Monitoring** - Remote fleet monitoring is part of ensuring business continuity through improved device uptime and reliability.
- **Account Management** - As the lead Account Manager for the City, Brian Courtney will be your primary contact for your ongoing equipment and service needs. He will ensure a consistent level of support throughout your Toshiba relationship and will be available for issue resolution. TBSMOKS also guarantees a full-time technician assigned to the territory will stay in the territory.
- **Account Reviews** - TBSMOKS will hold performance review meetings where Account Team members will consult with you and address any issues you may have. During meetings, we will discuss our service performance and present metrics.
- **Total Satisfaction Guarantee** - Each Toshiba MFD product comes with our exclusive "Total Quality Commitment" (TQC) guarantee. All Toshiba products will perform to our manufacturing specifications during the term of the lease or the product will be replaced. In the first year, the device will be replaced with new, after year two, a like-for-like replacement will be provided. If a Toshiba device is down for more than two (2) consecutive working days (Monday – Friday, excluding holidays,) Toshiba will provide a no-charge loaner until the problem machine is repaired.

- **Escalation Management** – Toshiba recognizes the need for a clearly-defined escalation process to resolve performance issues quickly, efficiently, and to complete satisfaction. Most service issues are resolved at the technician level. When further escalation is needed, Doug Clark, the TBSMOKS Service and Operations Manager, will become involved. Once engaged, Doug Clark will take the following general steps to correct reported instances of compromised service:
 1. Meet with tech responsible for service delivery and review the issue.
 3. Assign internal engineering resources as needed.
 4. Determine a solution that is appropriate and acceptable
 5. Arrange for expedited replacement parts or loaner equipment, if necessary.
 6. Document the occurrence and resolution via email or phone.
 7. Formulate an action plan to avoid a recurrence.
 8. Review the issue during the next scheduled account review

To insure TBSMOKS provides the service level expected by the City, having an agreed-upon protocol is the best practice. The process for logging service calls, and the Toshiba service response procedure, is as follows:

1. The City end users can email the Service Dispatch Center at tbsmoks.service@tbs.toshiba.com or call the toll-free number, (888) 855-1924 to place calls. Having the equipment ID number, the nature of the problem and the contact person with direct phone number will help the Technician and improve the response.
2. The Toshiba Technician will call the person identified in the service call at the number provided within one (1) hour of the time the call is received. This is to determine the severity of the call and if immediate steps can resolve the issue.
3. Emergency calls, when a machine is down and inoperable, require the Toshiba Technician to meet an average on-site response time of four (4) hours. This average will be monitored on a quarterly basis. Non-emergency calls, such as copy quality, use of not essential features, etc., fall outside this parameter.
4. TBSMOKS will provide parts and labor estimates for service calls resulting from damage or abuse of equipment covered under this agreement. No work will be performed until all charges are approved by the City. Chargeable service calls for such abuse are not factored into the average service response or fleet uptime calculations.
5. Partnership Reviews, scheduled quarterly when schedules permit, will be held to discuss equipment and service performance. In addition, Brian Courtney will perform periodic service follow-up calls to insure issues are handled promptly and efficiently.

Additional Products and Services:

TBSMOKS provides a vast array of industry solutions and services available to the City which extend beyond the initial scope of this SLA. These offerings may include network and computing peripherals, Managed Print Services (MPS) for desktop printers as well as network and desktop software solutions. Some products may be covered under the specific manufacturer's warranties whereas others may be available with optional support agreements. The TBSMOKS support provided for additional solution is case-by-case dependent on the item itself and does not affect the City's MFP agreement. Our continuing goal is to always provide the best value-added solutions to the City with the best possible support.

Remedies

For all aspects of service and support to the City outlined in this SLA, TBSMOKS reserves the right of opportunity to remedy issues which arise. TBSMOKS shall be considered in default of this agreement if the following benchmarks are not consistently met:

- An overall annual fleet uptime average of 95% (reviewed on an annual basis during Partnership Reviews) for each successive 12-month period (1 year) of the agreement
- Failure to repair, provide a service-loaner or replace any covered device under this agreement deemed beyond repair
- Failure to maintain an average fleet service response of four (4) hours for each successive 12-month period (1 year) of this agreement
- Failure to provide the necessary parts or supplies in a reasonable amount of time (2 to 4-day delivery for supplies) for devices covered under this agreement.

By signing below, both parties understand and agree to the terms and conditions outlined in this Service Level Agreement between the City of Lee's Summit, MO and Toshiba Business Solutions – Missouri/Kansas.

By: _____

TBS-Missouri/Kansas

By: _____

City of Lee's Summit, MO

Date _____

Date _____