

# *Office Print Assessment*

## **Proposal For: Collin County**



Professional Services  
 Lexmark™

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## Overview of the Assessment

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Lexmark Professional Services (LPS) looks forward to working with Collin County to establish an understanding of your current print environment. Lexmark has successfully engaged with other customers over the past seven years to improve their hardcopy output infrastructure. Building on these efforts, Lexmark will employ our proven methodologies to create a clear understanding of your current environment and identify and prioritize the most significant opportunities for productivity improvements, effective use of technology, and cost savings.

### Objectives

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A Lexmark Office Print Assessment analyzes your output infrastructure, and the role hardcopy documents have on your key business processes. Lexmark provides a roadmap for improvement that Collin County seek by gaining an understanding of the existing output environment and workflow enhancement opportunities within the Brigade. The objectives of the assessment are to answer a few simple questions:

- How many printers, copiers, stand alone scanners, and fax machines do you own or lease?
- How are those devices supported?
- What are you spending on your document output environment?
- How does information and paper move through your business?

At the completion of the assessment, Lexmark will provide Collin County with answers to these questions, as well as recommendations to realize cost savings, combined with the change management needed to make the savings sustainable.

### Methodology

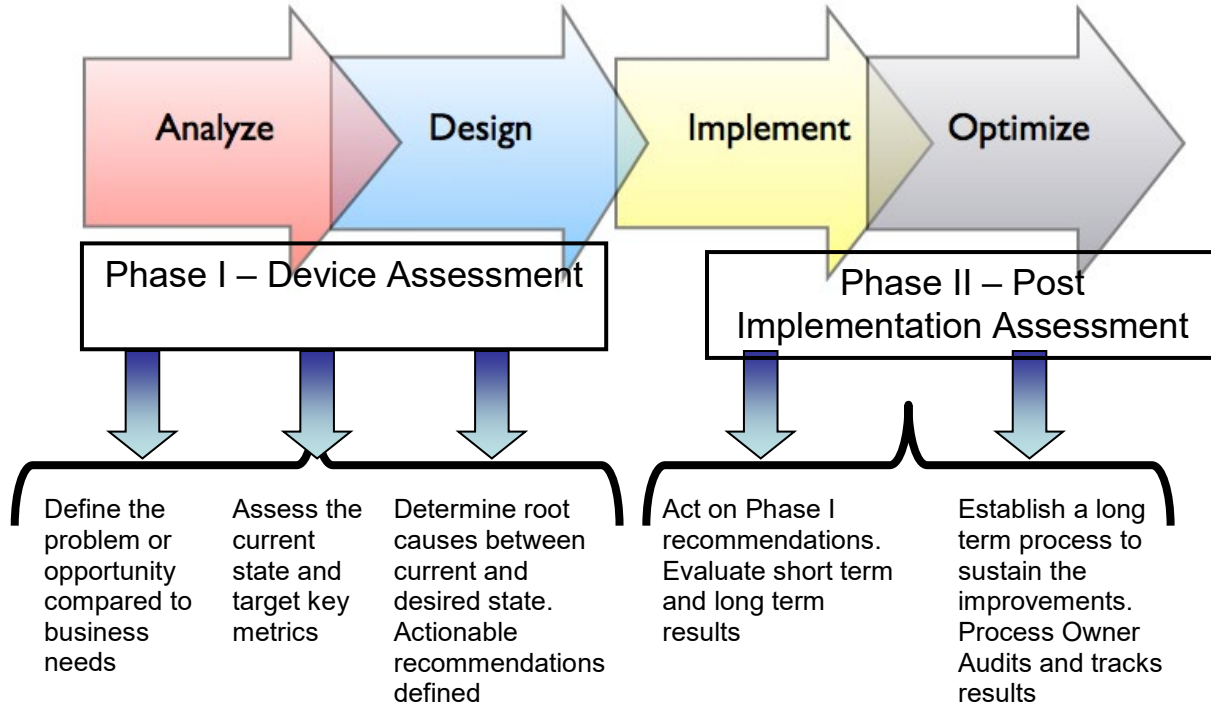
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Lexmark Professional Services (LPS) will perform the Discovery using a structured methodology that will:

1. Baseline the current equipment in Collin County.
2. Understand the current infrastructure and how it is used to support your environment.
3. Analyze the information gathered and compare to Lexmark acquired industry knowledge and/or benchmark performance metrics.
4. Identify areas for improvement.
5. Establish measurement criteria.
6. Provide recommendations that meet mission requirements of Collin County.

LPS consultants will rely on the project team from Collin County to obtain and provide certain information and data to prepare the current state assessment including key user interviews, specific costs related to labor, specific data related to technical information of system applications and other information, as required. If actual or reliable data is not readily available, various estimation methods might be used to derive the needed information to complete the assessment. In this event, Lexmark's ability to establish detailed financial scenarios may be impeded.

The methodology for this engagement is detailed below:



**Figure 1: Lexmark Professional Services Assessment Methodology**

## Scope

The assessment will be conducted, as follows:

1. An assessment of the agreed upon locations within Collin County. (Appendix D)
2. The analysis will utilize actual information collected through site reviews and our access to relevant industry data. Lexmark will develop specific detailed analysis (current state) for Collin County.

3. A review of the findings will be conducted with Customers leadership to validate and present the findings and recommendations.

LPS estimates that the data collection effort will require approximately one to three (1-3) calendar-days to complete and will be conducted on pre-determined dates.

As a part of this assessment, Lexmark consultants may also take photographs for the findings report. This will prove to be helpful for Collin County to understand current processes and potential improvements. Lexmark will keep all information as well as photographs strictly confidential. Lexmark consultants need access to the following information in order to map the identified processes:

- Floor maps for each location
- Primary contact at each locations
- Escorts (if required)
- Current costing information where available regarding supplies paper, maintenance, lease, etc.

## Change Control Process

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This process governs definition and changes to the assessment scope and deliverables during the life of the assessment project. The purpose of this process is to coordinate and properly document each phase of the assessment. The Change Control Process will be implemented from the start of the assessment and will continue throughout the assessment's duration.

A Change Request in the format included with Appendix B as Exhibit A-1 "Change Request Form" will be the vehicle for communicating any desired changes to the assessment. The Change Request will describe the required change, the reason for the change, and the effect the change is expected to have on the assessment.

The Project Manager of the requesting party will submit a written Change Request to the Project Manager for the other party in the format attached hereto. Both Collin County and Lexmark will review the proposed Change Request and either approve it for further study or reject it. Both Collin County and Lexmark, if any, will agree upon the amount and payment of the costs of further study. The results of the assessment will be used to determine the effect that the implementation of the Change Request will have on the assessment cost and schedule.

Once the parties have evaluated the Change Request, Lexmark and Collin County will complete and sign a Change Request Evaluation Response Form in the format included in Appendix B as Exhibit A-2 "Change Request Evaluation Response Form" prior to completing the work described.

## Assumptions

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Lexmark Professional Services (LPS) makes several assumptions relative to this engagement, as follows:

- The staff in Collin County. will not be expected to describe anything other than their daily activities related to the agreed upon processes. Lexmark is mindful of the need to collect the information as unobtrusively, as possible.
- The length of time to conduct the work stated herein is estimated.

- Collin County will provide access to designated locations to define the current state.
- Collin County will provide access to reliable data to define and map the current state.
- Estimates of costs are acceptable unless actual and accurate accounting data is readily available.
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## Work Plan

Lexmark estimates that the assessment, data analysis, and report development will take approximately four (4) weeks total, schedules permitting, to complete as detailed below.

Assessment Phase	Days	Activities	Deliverables
<b>Engage</b>	1	Scope agreement, identify the processes for the assessment, identify teams, finalize project plan, communicate data requirements, set-up work area	Project plan, check lists, communications
<b>Collect</b>	1-3	Gather key information as to where devices are located and pertinent data as it relates to each device.	
<b>Analyze</b>	14	Analyze all pertinent data for each device.	
<b>Report</b>	1	Present and validate preliminary findings. Document objectives, methodology, current state, future state, recommendations, potential benefits, and conclusions. Validate data elements and assumptions.	Presentation of key findings for validation, written document
<b>Present</b>	1	Present results of assessment	Powerpoint presentation detailing key messages

## Assessment Fees

Lexmark Professional Services (LPS) estimates a total of twenty (20) consultant days of professional services will be required to complete the assessment. The total fixed fee for this engagement is \$0. This amount does include all actual and reasonable travel expenses incurred by LPS personnel during the performance of this assessment.

The amount below represents Lexmark's price for the scope defined in this document.

Assessment Fee: \_\_\_\_\_ \$0  
 Total Assessment Fee = \_\_\_\_\_ \$0



## Next Steps

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Lexmark Professional Services (LPS) recommends that several steps occur in advance of the assessment, as follows:

- Finalize the scope of work within this document.
- Collin County sign Appendix A: The Agreement to Proceed.
- Collin County provide contact names and numbers for each location.

## Points of Contacts

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The following individuals are designated to represent Lexmark Professional Services on this assessment:

Professional Services Consultant

**Kyle Bourn**

[Kyle.bourn@lexmark.com](mailto:Kyle.bourn@lexmark.com)

832-674-3444

Any questions regarding this document, please contact PSC Kyle Bourn.

The following individuals are designated to represent Collin County on this assessment:

David McCurdy – Project Lead

[dmccurdy@co.collin.tx.us](mailto:dmccurdy@co.collin.tx.us)

972-548-4559

Tim Sharkey – Technical Lead

[tsharkey@co.collin.tx.us](mailto:tsharkey@co.collin.tx.us)

972-548-4535

Christina Divers – Backup

[cdivers@co.collin.tx.us](mailto:cdivers@co.collin.tx.us)

972-548-4528



## **Appendix A – Not Applicable**

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## Appendix B – Change Control Exhibits

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### Exhibit A-1: Change Request Form

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Requester Name: \_\_\_\_\_

Requester Organization Name: \_\_\_\_\_

Date Requested: \_\_\_\_\_

Response Requested By: \_\_\_\_\_

**Change Requested:**

[The requester should insert a detailed description of the change requested, the area of the assessment plan/schedule being modified, and the benefits of making the change]

**Resources Required:**

**Estimated Schedule Impact:**

[The requester should provide an estimate of how the requested change will impact the assessment schedule]

**Estimated Cost Impact:**

[The requester should provide an estimate of how the requested will impact assessment costs]

**Change Request Received:**

By: \_\_\_\_\_

Organization: \_\_\_\_\_

Date: \_\_\_\_\_

Change Request No. \_\_\_\_\_

**Agreed and Accepted:**

**Collin County .**

By: \_\_\_\_\_

Printed: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Lexmark International, Inc.**

By: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

# Exhibit A-2: Change Request Evaluation Response Form

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Change Request No.: \_\_\_\_\_  
Requester Name: \_\_\_\_\_  
Review Date: \_\_\_\_\_

Request No. \_\_\_\_\_ has been: \_\_\_\_\_ accepted without changes  
\_\_\_\_\_ accepted with modifications (see below)  
\_\_\_\_\_ rejected

**Modifications to Change Request:**

[Insert any changes that are made to the original Change Request. identify, in detail, the changes to the scope of work, schedule and costs]

**Schedule Revision:**

[Insert new dates (or attach revised assessment plan/schedule) which show the impact of the Change Request, if any]

**Assessment Cost Revision:**

Additional Cost: \$ \_\_\_\_\_  
Party Responsible for Cost: \_\_\_\_\_  
Payment Due Date: \_\_\_\_\_  
Criteria/Deliverables: \_\_\_\_\_

**Agreed and Accepted:**

**Collin County .**

**Lexmark International, Inc.**

By: \_\_\_\_\_  
Printed: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

By: \_\_\_\_\_  
Signature: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

## Appendix C: Terms & Conditions

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### Scope of Services

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Lexmark Professional Services (LPS) will provide the services described to Collin County in this document. Collin County is responsible for any results achieved. LPS will inform Collin County if it is necessary to exceed the assessment fee estimate. Collin County will have the option to authorize in advance any additional fees that may be required to achieve the desired results.

### Limitation of Liability

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Circumstances related to these Services may arise where we may be liable to you. Any such liability is limited to: damages for bodily injury (including death), and damage to real property and tangible personal property up to the lesser of \$25,000 or the charges for the Services that is the subject of the claim. Under no circumstances is LPS liable for any of the following: loss of, or damage to, your records or data; or special, incidental, indirect, consequential or punitive damages (including lost profits or savings or loss of business opportunities) even if we are informed of their possibility.

### Warranty for Service

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LPS warrants that we will use commercially reasonable efforts, employing professionally qualified personnel to attempt to achieve the objectives of this proposal. THIS WARRANTY IS YOUR EXCLUSIVE WARRANTY AND REPLACES ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. We do not warrant uninterrupted or error-free operation of any item resulting from any Service.

### General

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Neither of us grants the other the right to use its trademarks, trade names, or other designation in any promotion or publication without prior written consent. All information exchanged is non-confidential. If either of us requires the exchange of confidential information, it will be made under a signed confidentiality agreement. Each of us is free to enter into similar agreements with others. Neither of us is responsible for failure to fulfill any obligations due to causes beyond its control. Upon payment in full, we grant you a non-exclusive, fully paid-up, right to use, reproduce and modify any report, form, design or other work of authorship or materials developed for you in the course of performing the Services (collectively, "Developments") strictly for your internal business use and you agree not to provide the Developments to third parties. Any and all Developments shall remain our property. The questionnaires, methodology, descriptions and other forms used to gather data during the performance of the Services are the property of LPS. Except as expressly set forth in this Agreement, no interest, title or ownership of these materials is hereby transmitted to you. You agree not to disclose, reproduce, or otherwise make available these materials to any third party, without the express written consent of LPS.

### Term and Termination

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The term of this agreement shall begin upon the date of execution as signified below and shall terminate when any of the following first occurs:

1. LPS completes the requirements described in this agreement including delivery of the deliverables as listed in the Objectives section of this agreement; or
2. Either of us terminates the agreement for any reason by providing written notice to the other party. Upon termination, LPS may request reimbursement for costs (including expenses) incurred.

## Appendix D: Site Locations/Addresses

Location Description	Approximate Employee Headcount	Floor Count	Address
Collin County	1,000	3	.
<b>Grand Total</b>	<b>1,000</b>	<b>3</b>	