



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

SERVICE AGREEMENT

Copier Equipment and Maintenance for Elementary Schools

Revised April 2023

OVERVIEW

This document describes the agreement between each elementary 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 email 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 240-740-6531.
- For inquiries concerning this service agreement, contact the EGPS administrative supervisor at john_c_marshall@mcpsmd.org



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TeamWorks Copier Service Partner

DESCRIPTION OF DUTIES

March 2020

Each MCPS school has a position called *Copier Service Partner*. Each summer, the school principal selects a supporting services or administrative staff member to serve in this capacity.

A copier service partner is expected to fulfill three functions:

1. Communicate with TeamWorks Central concerning repair service and materials.
2. Handle the copier materials (paper, toner bottles, and staples) appropriately.
3. Model best practices in copier machine operations for school staff to emulate.

Typical weekly activities include clearing paper jams; loading paper, toner, and staples; reporting error codes and other identified malfunctions; and requesting toners, staples, and UPS labels for recycling empty toner bottles.

A key responsibility of the copier service partner is to submit the monthly meter readings, which are essential for copier maintenance planning. This function requires 10 minutes each month and is completed online. The partner is expected to spend 5 minutes with the copier service technician during a service call. The purpose is to help the partner understand the cause of the malfunction and identify ways to reduce any chances of the reoccurrence of a similar malfunction.

STIPENDS:

The copier service partner is paid an annual stipend by TeamWorks for fulfilling these duties. Stipends are paid in early May. The partner must successfully fulfill the functions described for a minimum of 30 weeks. Each elementary and middle school receives one \$800 stipend. Some principals choose to split the position between two employees, with each receiving half the allotted stipend. Each high school receives two \$800 stipends. Some high school principals choose to combine both stipends for one employee. Employees who continue to serve as partners for 10 years and more receive an additional 10 percent.

Copier service partners are required to participate in a 90-minute training session. Training sessions 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 ongoing “tip-of-the-month” email throughout the school year.

For more information, contact [Stevardon G. Green@mcpsmd.org](mailto:Stevardon_G.Green@mcpsmd.org)