

**SWC# 400 Multifunction Devices and Services**  
**Contract Information and Usage Instructions**

*\*NOTE: Always check the following website to ensure you are looking at the most recent usage instructions: <https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/state-agencies-/statewide-contract-instruction--swc-.html>*

**Contract Period:** Three-year contract term with two additional one-year options to renew for new orders. One extension to April 14, 2025. An additional five-year extension has been added to the contract for Agencies that have not completed their 60-month lease by the final contract expiry date (April 14, 2025) to complete their lease term. No new equipment may be purchased or leased under this contract after April 14, 2025. The end date of this contract is April 14, 2030.

Start Date: April 14, 2019

Current End Date: April 14, 2025

Upon expiration or cancellation of this contract, agencies will no longer be able to use this contract for the acquisition of new MFDs either through lease or purchase. HOWEVER, all leases and service agreements will continue until they have reached their expiration at 60 months.

**Summary/Background Information:**

- Acquisition of Multifunction Devices, or MFDs (formerly known to the State as “copiers”), supplies and services.
- Multifunction devices may be purchased or leased with a 60-month service agreement.
- Lease: A new MFD lease may be entered into at any time during the length of this contract, up to and including the end of year five (5). The MFD lease will be 60 months in duration and include all supplies, toner, and service.
- Purchase: A new MFD may be purchased at any time during the length of this contract, up to and including the end of year five (5). The purchased MFD must also include a 60-month service agreement to include all supplies, toner, and service which will be paid monthly.
- A full list of products and services offered under this contract can be found on the CPO “Statewide Contract Instruction” website under SWC 400 Multifunction Devices and Services.

***NOTE: Agencies that require devices or finisher options within the scope of this statewide contract that are not currently offered under the statewide contract should contact the Contract Administrator for information.***

## State Contact Information

### Contract Administrator:

Michael Gross  
Category Specialist  
Central Procurement Office  
(615) 507-6227  
[michael.d.gross@tn.gov](mailto:michael.d.gross@tn.gov)

### Contract Administrator:

Ryan Gaddis  
Category Specialist  
Central Procurement Office  
(615)-532-4043  
[ryan.gaddis@tn.gov](mailto:ryan.gaddis@tn.gov)

### Contractor Contact Information:

Canon Solutions America  
Edison Contract # 160525

R. Bruce Black  
Major Account Executive  
Phone: 865-371-7168  
[rblack@csa.canon.com](mailto:rblack@csa.canon.com)

## Usage Instructions

### Request for Equipment

1. Contact Canon for recommended Initial Assessment to help identify equipment and/or service that best fits agency needs. *NOTE: Refer to Attachment C for Canon equipment available for purchase or lease and select base equipment and optional features.*
2. Determine if equipment should be leased or purchased
  - a. Leased MFDs will last for 60 months
  - b. Purchased MFDs require a 60-month service agreement
  - c. The lease begins at the time of installation
  - d. Agencies will have the option to lease new MFDs up until the final expiration date of April 14, 2025.
3. Generate a requisition using the Item ID #'s for the equipment model and optional features to be leased or purchased. *NOTE: Some devices have specific electrical requirements. Please confirm with Canon that the device you order will work with your building's capabilities.*
4. Copy the approved requisition to a purchase order.
5. Send the signed purchase order to the Canon representative identified above:  
[rblack@csa.canon.com](mailto:rblack@csa.canon.com). *NOTE: Include the contact information of the person at the facility where the MFD should be delivered who will be receiving the equipment, so Canon knows who to contact upon delivery.*
6. Once the purchase order has been sent to Canon, notify STS so they can schedule a

representative to be onsite at installation. *NOTE: For Agency users, STS must be present at installation to ensure the new device is properly networked. Please contact Ellen Wicke at [Ellen.Wicke@tn.gov](mailto:Ellen.Wicke@tn.gov) after submitting a purchase order for a device to Canon.*

7. Delivery of the MFD shall be made within 30 days of Canon's receipt of purchase order
8. Prior to delivery, a Canon representative will contact the facility user for delivery instructions.
9. Once the equipment has been delivered and facility user has accepted the MFD by visual inspection and signature, a Canon service technician will contact them to schedule the full installation.
10. Once the equipment has been fully installed, the Canon training team will contact the facility user to schedule an office-wide training, if needed.

### Initial Assessments

Users should seek out a free Initial Assessment through Canon. This assessment provides a detailed analysis of the agency's current print status and an estimated savings with a phased implementation recommendation. If an agency chooses not to utilize this assessment, it should consult its own IT group for assistance. The contract administrator is also available to provide guidance.

NOTE: There have been issues with Agencies ordering 6000 and 5000 series devices which require a NEMA plug. When ordering, please discuss any special needs with Canon. The Initial Assessment brings any unusual requirements to the Agency's attention and is highly recommended.

### Equipment Service Requests

Service Request:

Canon Solutions America, Inc. Customer Service Department

Monday – Friday, 7:00 a.m. – 5:00 p.m. CST

Phone: 1-800-355-1385

Website: <https://csa.canon.com/online/portal/csa/csa/company/contactus>

Help Desk Call Center

Monday – Friday, 7:00 a.m. – 7:00 p.m. CST

Phone: 1-800-355-1385

Website: <https://csa.canon.com/online/portal/csa/csa/company/contactus>

### Termination of Rental Charges Procedures

Information on early lease terminations can be found in the contract's terms and conditions Section D.5. Termination of Rental Charges. If any Agency is looking to pursue an early lease termination, please contact the Contract Administrator.

### Requisition and Purchase Order Generation

For information on how to create a requisition and/or purchase order please reference our CPO Job Aids on the following page: <https://www.teamtn.gov/cpo/learning-development/cpo-job-aids.html>

NOTE: When generating the Purchase Order, the State's Edison system will only show pricing to two decimal places (e.g. 0.0026 will round to 0.00). Please verify that the total is correct before submitting.

### Billing and Payment Instructions

The Contractor shall submit an itemized invoice, with all necessary supporting documentation, to the state agency billing address provided in the PO. The invoice will also include only charges for service described in the PO. Once the agency is in possession of the invoice the timeframe for payment begins and the agency will then follow their normal procedures for invoice payment.

It is the responsibility of the agency to notify the Contractor in the event the contact person at the agency changes. All Canon invoices will be directed to the main contact person who submitted the original purchase order.