

STATEMENT OF WORK

NW Regional Educational Services District

5825 NE Ray Circle
Hillsboro, OR 97124
Attention: Rick Wahlstrom

OfficeMax ImPress Sales Contact:

Edward Coon, Corporate Account Manager, – 503-449-1745
Josh Hochstetler, ImPress National Account Manager, 503-451-0564

Overview

NW Regional Educational Services District has contracted with OfficeMax ImPress to manage and facilitate the production and delivery of all their print needs. Projects consist of multiple variables depending on the department requesting production, however, the majority of applications fall into what would typically be found in an “on-demand” copy center to include; black and white / color production, which will be produced on OfficeMax stock papers and finished through OfficeMax standard means (i.e., stapling, binders, coil, etc).

Orders (Web to Print, Email, FTP, and Hard Copy production as needed) will be sent directly to the OfficeMax Commercial Center CSR who will then manage workflow into production. The CSR will be the primary point of contact for all customer needs; will coordinate and track delivery status. Orders will be delivered daily by OfficeMax, Inc. van to 5825 NE Ray Circle, Hillsboro OR

1. Order Management

1.1 Order Management – Service Levels

- Orders will be managed on a per job basis; customers will have the ability to place orders in one of 2 ways.
 - a. **Primary– Email or FTP** / Order form with file(s) attached – this method will be used as the primary ordering method. These orders will be billed via Retail Connect, based department code and Purchase Order number provided by the order placer.
 - **Stationery Web to Print** – Customers will be given a unique username and password allowing them to process business card, envelope and letter head requests. This system will allow users to order personalized stationery using only NWR ESD approved artwork, and view a soft PDF preview.

Production for Standard “print on demand” orders will be completed in one (1) to two (2) business days based on the definitions below:

- *Standard turn time for simple orders (2500 black and white and color impressions or less, coil bound, stapled; no hand collating or complex hard copy scanning) is 1 day for orders placed by 1 p.m.*
 - *Turn time for larger and more complex orders (2500 to 25000 black and white impressions, 7000 color impressions, all finishing required) is 2 business days.*
 - *Orders larger than 25000 impressions, complex design projects, and special requests will be negotiated with end user to determine best turn time for end user’s needs.*
 - *Turn time for outsourced projects managed by the Store or CAM will be negotiated at the time of the quoting process.*
 - a. **Orders received via Email and FTP**, provided all files and instructions have been included. A business day is defined as any order received prior to 1pm PST
- **Standard Orders** are defined as any order received ready for production (no additional pre-press or proofing required). Additional pre-press or proofing may add cycle time.

- **Rush Orders** are defined as any order requiring faster cycle time back to the customer than what is provide in the Standard Order cycle time.
 - Rush order (defined as an order requiring less than the above specified production turn time to complete requests must be communicated directly with the Store CSR and will be acknowledged within 1 hour of receipt provided they are placed during normal business hours.
 - Orders requiring Rush Service or special handling and placed after 1 pm PST should be communicated as soon as possible the OfficeMax CSR via a phone call to coordinate.
- **OfficeMax will provide Rush Order solution** (submitted via OfficeMax.com, e-mail or FTP / Order form with file(s) attached) **for Rush Orders based upon further discovery of NWR ESD’s departmental and end users’ needs.**
- A business day will begin once a complete “print ready” (defined as all files needed to complete the request) proof approved order has been and received an audited by the CSR. Emailed orders received after 1pm PST will begin the production cycle the following business day.
- **Order Cancellation** / change after order is submitted:
 - a. Request to cancel / change orders need to be communicated to the OMX Customer Service team via the store’s email address. It is also recommended that a call be placed after the email is sent.
 - b. Orders currently in production will be billed for actual print produced up to the time of Order Cancellation.
- **Any adhoc offset print requests** will be handled on a per job basis. Offset pricing and turnaround to be determined based on the customer requirements and partner production facility’s workflow and cost estimates.
 - a. Note – all offset projects will require customer approval. Once a quote has been obtained, OfficeMax will supply the order placer with a quote sheet. The quote sheet and proof will require customer signature approving the cost and proof prior to OfficeMax authorizing the vendor to produce the project.
- **If orders are received with missing files;** the order submitter will be contacted within two (2) hours (provided the order is received prior to 1 pm PST) – the print production cycle will not begin until the missing files have been received by the OfficeMax CSR team unless agreed to in writing by both the customer and OfficeMax.
- **Hard copy proof** requests will be returned to the order placer based on regular production parameters listed above, proofs will be charged at the standard impression rate.
- **Electronic proofs.** Ad-hoc orders requiring a proof must be requested at the time of the order. Electronic proofs can be created and sent as PDFs, via e-mail, to the order placer.
- **Business Cards and Stationery Service Levels are TBD, based up on further discover of NWR ESD’s requirements.**
- **The primary point of contact** for this account will be the OfficeMax CSR located within the OfficeMax production facility. The OfficeMax CSR’s hours of operation will be 8:00 to 5:00 pm PST M/F excluding OfficeMax recognized and National holidays.
- **Quality Guarantee** Scores OfficeMax ImPress is committed to delivering the highest quality printed and finished products (measured as “done right”), OfficeMax will produce printed products with a “done right” or Accuracy score of 98% or better based on every 100 units produced for previously proofed orders and 95% for items not previously proofed by the NW Regional ESD. Rush orders and items late or undeliverable due to no fault of OfficeMax will not be included in the quality score.

1.2 Document / Inventory Management (Digital “On-demand Production”)

All electronic documents/files will be housed on the customer’s computers or shared drives. Unless requested, no documents will be housed on a production center FTP or internal servers to ensure the most updated document are always produced.

- All documents will be named utilizing the customer’s existing naming convention
- OfficeMax will not be held liable for any missing items or omitted files due to prepress setup errors of legacy documents (documents setup prior to the transfer to OfficeMax).
- It is preferred that when possible files submitted by the NW Regional ESD will be done so in the following format
 - PDF – in all cases if available
 - Microsoft Suite and Adobe Suite are all acceptable formats.

- If the file is not print ready, prepress may be charged for these file type. – Additional turn time may be required based on the prepress time needed.
 - Any files requiring prepress will be communicated to the customer. Upon approval prepress will be billed based on the contract quarter hour rate.
- All images and fonts embedded
- The order placer will determine what can or cannot be sent to OfficeMax for production based on the documents confidentiality. Orders required to be produced at the closed door Production Center, due to confidentiality, will be managed by Store 445 and subject to additional turn time based on shipping lead times.
 - No inventory will be managed by OfficeMax in support of this program without specific terms and conditions being drafted and approved by both the NW Regional ESD and OfficeMax.
 - No inventory will be purchased or transferred for this program without specific terms and conditions being drafted and approved by both the NW Regional ESD and OfficeMax.

1.3 Pick-up and Delivery (Digital “On-demand Production”)

- Orders will be delivered, via ImPress van **at no charge**, to addresses within a 30 mile radius of 10319 Southeast 82nd Avenue, Portland, OR
- Orders will be shipped via UPS Ground, **at no charge**, to the ESD’s facilities outside of the 30 mile radius, by end of day. UPS Ground shipping will add one day to the service level definitions in Section 1.1.
- UPS Ground shipments must be shipped to a valid street address, P.O. Boxes are not accepted.
- For orders requiring a pickup, a call or e-mail will need to be made to ImPress for scheduling. All orders will be picked up on the next business day.
- A signature will be required at the time of delivery.
- Deliveries will be completed by 4pm.
- Requests for customer pick up through Store 445 are subject to the same turn times.
- Requests for customer pick up through Store 1329 will be considered a priority and will be negotiated with the store at the time of the order.
- Deliveries/shipments to a home address or one-off location (hotel, conference center) will be delivered at the customer’s expense and will not be included in the delivery model discussed above.
- Any standard order requiring shipping will be done so via commercial ground transport within the continental U.S unless otherwise requested by the customer. Any order requiring 3rd party shipment will be at the customer’s expense.
- All orders will be clearly labeled with the delivery contact information listed as provided by the customer.
- OfficeMax ImPress will deliver printed and finished products “on-time” at a rate of 98% per 100 orders.
- Missed or delayed deliveries due to natural forces or missing items outside of OfficeMax’s control will not be included in the quality score.

2. Additional Services and Compliance Standards

2.1 Duplication of Copyright Material

The reproduction of any Copyrighted item is prohibited by OfficeMax without the customer having written permission from the copyright holder prior to duplicating.

2.2 Training

The OfficeMax ImPress team will provide user guides to all end users. The National Account Manager and / or Corporate Account Manager will arrange for onsite training as needed to support in the transition.

2.3 Customer Satisfaction

The OfficeMax Sales team shall institute a customer survey process to effectively measure and report customer satisfaction Quarterly to NW Regional ESD. Issues or concerns noted within a survey shall be immediately forwarded to the OfficeMax National Account Manager and Sales Engineer for review and recommendation. OfficeMax will also hold quarterly business reviews with the NW Regional ESD management.

2.4 Network Topology

The NW Regional ESD will provide adequate bandwidth and availability to the public Internet for communication with the ImPress host site, currently identified with the URL of www.cmx1212.com and <https://cdocumentmanager.com>

OfficeMax ImPress guarantees 99.9% network availability to online solutions implemented for NW Regional ESD. Should the network not be available, the customer can contact the CSR located in Store 445 to arrange for submission of print orders.

OfficeMax web enabled solutions is Payment Card Industry (PCI) and Sarbanes-Oxley (SOX) compliant. Additionally, OfficeMax runs antivirus software on all machines/devices and encrypts data in motion via SSL.

3.0 Reporting

3.1 TBD, based upon further discovery of NWR ESDs requirements.

4. Acceptance

Accepted and agreed to this _____ day _____, _____ (the "Acceptance Date") by:

Authorized Client Contact Signature

Authorized OfficeMax Management Signature

Client Contact Name

OfficeMax ImPress Management Name

Client Contact Title

OfficeMax ImPress Management Title

Date of Acceptance

Date of Acceptance