



A Xerox Company

MAINTENANCE AGREEMENT
CHICAGO OFFICE TECHNOLOGY GROUP
3 Territorial Ct. Bolingbrook, IL 60440
Phone (630)771-2600 Fax: (630)771-2601

BILL TO:

Customer Name:	Village of Oak Park
Address:	123 Madison Street
City, State, Zip:	Oak Park, IL 60302
Phone:	708.383.6400

EQUIPMENT LOCATION: (SAME AS BILL TO ☐)

Customer Name:	Various Locations
Address:	
City, State, Zip:	
Phone:	

Equipment Model #	Equipment Serial Number	Equipment Start Meter
See Schedule A for Device Listing		

Contract Effective: From: _____ To: _____

Usage/Rate Breakdown

0	B&W Copies	\$.003	Base Rate	\$.003	Overage Rate
0	Color Copies	\$.03	Base Rate	\$.03	Overage Rate
	Tabloid Color		Base Rate		Overage Rate
	Color Extra Long		Base Rate		Overage Rate
	B&W Prints		Base Rate		Overage Rate
	Color Prints		Base Rate		Overage Rate
	B&W Flat Fee Units		Unit Rate		
	CLR Flat Fee Units		Unit Rate		
	Ink Jet Flat Fee Units		Unit Rate (Toner Only)		
	Total Base Fee				

Items Included (check all that apply)

☒ **Parts** ☒ **Toner** ☒ **Other (Specified Below)**

Items Excluded and Special Terms

Staples included. Rates fixed for term of lease. Please see RedLine Service Amendment.

COTG Diagnostic Application

In the event COTG 360 Diagnostic Application is not installed or a COTG representative is required to visit your office to obtain these meters, a meter administration charge may be added to your overage invoice.

COTG 360 Diagnostic Application Installed? YES ☐ NO ☐

Meter requests for non-networked devices should be emailed to the contact below. For multiple devices and contacts please submit a separate schedule A.

Meter Contact Name (Print Name):	Phone Number:	Email Address:

Acknowledgment

THE TERMS AND CONDITIONS ON THE REVERSE SIDE HEREOF ARE INCORPORATED IN AND MADE PART OF THIS AGREEMENT. NO ONE IS AUTHORIZED TO CHANGE, ALTER OR AMEND THE TERMS OR CONDITIONS OF THIS AGREEMENT UNLESS AGREED TO IN WRITING BY BOTH PARTIES. BY SIGNING THIS AGREEMENT YOU ACKNOWLEDGE RECEIPT OF PAGE TWO AND THREE AND AGREE TO THE TERMS ON ALL 3 PAGES OF THIS AGREEMENT.

Customer Signature:	COTG Sales Representative Signature:	COTG Contract's Manager Signature:
Print Name:	Print Name:	Print Name:
	Mark Koll	

TERMS AND CONDITIONS

1. **SERVICES.** Throughout this Agreement the words "We," "Our," and "Us" refer to Company. The words "You" and "Your" refer to the Customer indicated on the reverse. This Agreement covers both the labor and materials for adjustments, repairs, and replacement of parts necessitated by normal use of the Equipment listed on the face of this Agreement ("Services"). Services do not include the following: (a) repairs due to (i) misuse, neglect, or abuse (including, without limitation, improper voltage or use of supplies that do not conform to the manufacturers' specifications), (ii) use of options, accessories, products, supplies not provided by Company; (iii) non-Company alterations, relocation, or service; (iv) loss or damage resulting from accidents, fire, water, natural disasters, electrical fault, interconnection fault or theft; (b) maintenance requested outside Company's normal business hours or this Agreement, (c) software or connected hardware, (d) hard drive replacement, (e) Thermal heads, process units, and fuser units for Facsimile Machines, (f) Thermal Heads and MICR Toner for Laser Printers, and parts and labor for all non-laser printers. Scanner coverage includes labor only and is billed annually. Zebra printers are **labor only**. Replacement parts may be new, reprocessed, or recovered. Supplies provided by Company are in accordance with the copy volumes set forth on the face of this Agreement and within the manufacturer's stated yields and do not include staples or paper. Supplies are to be used exclusively for the Equipment and remain Company property until consumed. You will return, or allow Company to retrieve, any unused supplies at the termination/expiration of this Agreement. You are responsible for the cost of excess supplies. You authorize Equipment to be connected to automatic meter reading software and/or device or, if we otherwise request, you will provide us with accurate meter readings for each item of Equipment when and by such means as we request. If you do not permit the Company to use automatic meter reading software and/or devices, Company may charge a monthly fee for manually performing meter reads. If you do not provide meter reads as required, Company may estimate the reading and bill accordingly. You shall provide adequate space and electrical service for the operation of the Equipment in accordance with UL and/or manufacturer's specifications. Supplies will be shipped via UPS Ground. All shipping methods, including, but not limited to, UPS Ground, Overnight, and/or Messenger Service, will be billed to the Customer. Service provided outside Company's standard business hours or for computer/network issues will be at Company hourly rates in effect at the time of Service. If, at any time during the Term, Customer upgrades, modifies, or adds equipment, Customer shall promptly notify Company. Company maintains the right to inspect any upgrades and modifications to Equipment and/or additional equipment and, in its sole discretion, determine whether equipment is eligible for Service. If approved, the Agreement will be amended to include such changes, including pricing modifications. Unless otherwise agreed to in writing, Customer remains solely responsible for any and all Customer data stored within the Equipment and the removal of such data upon removal of Equipment or termination of this Agreement. Customer is required to notify the Company of any additional equipment at Customer's site capable of using Company provided supplies. This will include any new equipment or existing equipment not included in the original contract due to errors or omissions. In the event such equipment is discovered, it will automatically be added to this Agreement with the meter at the time of discovery or be added at the current flat fee rate along with any other associated charges. Any other declarations, considerations, promises or incentives relating to this Agreement must be documented within this contract to be considered valid and binding. Upon the termination or expiration of this Agreement, Company shall be responsible for the pickup and proper shipping back to the lessor of the Equipment, including any costs associated with this such pickup and shipping.

2. **TERM AND PAYMENT.** Except as otherwise provided for herein, this Agreement will commence on the start date indicated on the face of this Agreement and remain in effect for one (1) year; and unless notified in writing sixty (60) days prior to its expiration of termination of this Agreement, shall automatically renew for additional one (1) year periods. In the event the fees herein are included in your lease payment, the Term shall run concurrently with the lease agreement and will be subject to the renewal provisions provided for therein. Unless stated otherwise all base rates will be billed monthly with any overages or per print/copy charges calculated quarterly. The meter count at installation or, in the case of owned printers, at assessment, will be used for overage calculations. You agree to pay Company the base and unit rates and all other sums when due and payable. The base and unit rates entitle you to Services for a specific number and type (i.e. black & white, color, scan) of Prints/Copies as identified on the face of this Agreement and will be billed in advance. In addition, You agree to pay the Overage Rate for each Print/Copy that exceeds the applicable number and type of Prints/Copies provided in the base rate(s) which amount shall be billed in arrears and is payable as indicated on the face of this Agreement. Any invoice disputes must be documented to COTG within 90 days of invoice date. A Print/Copy is defined as standard 8.5"x11" copy (larger size copies may register two meter clicks). No credit will be applied towards unused copies/prints. Your obligation to pay all sums when due shall be absolute and unconditional and is not subject to any abatement, offset, defense or counterclaim. If any payment is not paid within 30 days of its due date, you will pay a late charge not to exceed 7% of each late payment (or such lesser rate as is the maximum allowable by law). Company has the right to withhold service and supplies, without recourse, for any non-payment. Unless otherwise stated on the face of this Agreement, Company may increase the Base Rate(s) and/or the Overage Rate(s) on an annual basis, in an amount not to exceed 15%. Company retains the right to have all or some of the amounts due hereunder billed and/or collected by third parties. If Customer requires any specialized billing procedure or invoicing, Company reserves the right to bill an administrative fee not to exceed \$100 per invoice.

3. **TAXES.** Payments are exclusive of all state and local sales, use, excise, privilege and similar taxes. You will pay when due, either directly or to Us upon demand, all taxes, fines and penalties relating to this Agreement that are now or in the future assessed or levied.

4. **SOFTWARE LICENSE.** Company grants (and is hereby authorized by its licensor's to grant) you a non-exclusive, non-transferable license to use in the U.S.: (a) software and accompanying documentation ("Base Software") only with the Equipment with which it was delivered; and (b) Software that is set forth as a separate line item in this Agreement ("Application Software") (including its accompanying documentation), as applicable, for as long as you are current in the payment of all applicable software license fees. "Base Software" and "Application Software" are referred to collectively as "Licensed Software". You have no other rights and may not: (1) distribute, copy, modify, create derivatives of, decompile, or reverse engineer Licensed Software; (2) activate Licensed Software delivered with the Equipment in an inactivated state; or (3) allow others to engage in same. Title to, and all intellectual property rights in, Licensed Software will reside solely with Company and/or its licensors (who will be considered third-party beneficiaries of this Section). Licensed Software may contain code capable of automatically disabling the Equipment. Disabling code may be activated if: (x) Company is denied access to periodically reset such code; (y) you are notified of a default under this Agreement; or (z) your license is terminated or expires. The Base Software license will terminate: (i) if you no longer use or possess the Equipment; or (ii) upon the expiration or termination of this Agreement, unless you have exercised your option to purchase the Equipment. Neither Company nor its licensors warrant that Licensed Software will be free from errors or that its operation will be uninterrupted. The foregoing terms do not apply to Diagnostic Software or to Licensed Software/documentation accompanied by a clickwrap or shrinkwrap license agreement or otherwise made subject to a separate license agreement.

5. **DIAGNOSTIC SOFTWARE.** Software used to evaluate or maintain the Equipment ("Diagnostic Software") is included with the Equipment. Diagnostic Software is a valuable trade secret of Company, or its Licensors. Title to Diagnostic Software will remain with Company or its licensors. Company does not grant Customer any right to use Diagnostic Software, and Customer will not access, use, reproduce, distribute or disclose Diagnostic Software for any purpose (or allow third parties to do so). Customer will allow Company reasonable access to the Equipment to remove or disable Diagnostic Software if Customer is no longer receiving Service from Company, provided that any on-site access to Customer's facility will be during Customer's standard business hours.

6. **SOFTWARE SUPPORT.** Except for Products and/or Third Party Products identified as "No Svc.", Company (or a designated servicer) will provide the software support set forth below or in accordance with an attached statement of work ("Software Support"). For Base Software for Equipment, Software Support will be provided during the initial Term and any renewal period but in no event longer than 5 years after Company stops taking customer orders for the subject model of Equipment. For Application Software, Software Support will be provided as long as you are current in the payment of all applicable software license and support fees. Company will maintain a web-based or toll-free hotline during Company's standard working hours to report Licensed Software problems and answer Licensed Software-related questions. Company, either directly or with its vendors, will make reasonable efforts to: (a) assure that Licensed Software performs in material conformity with its user documentation; (b) provide available workarounds or patches to resolve Licensed Software performance problems; and (c) resolve coding errors for (i) the current Release and (ii) the previous Release for a period of 6 months after the current Release is made available to you. Company will not be required to provide Software Support if you have modified the Licensed Software. New releases of Licensed Software that primarily incorporate compliance updates and coding error fixes are designated as "Maintenance Releases" or "Updates". Maintenance Releases or Updates that Company may make available will be provided at no charge and must be implemented within six months. New releases of Licensed Software that include new content or functionality ("Feature Releases") will be subject to additional license fees at then-current pricing. Maintenance Releases, Updates and Feature Releases are collectively referred to as "Releases". Each Release will be considered Licensed Software governed by the Software License and Licensed Software Support provisions of this Agreement (unless otherwise noted). Implementation of a Release may require you to procure, at your expense, additional hardware and/or software from Company or another entity. Upon installation of a Release, you will return or destroy all prior Releases. For Third Party Software identified as "No Svc.", you shall enter into a support agreement with a Third Party Software vendor or its support services provider, who shall be solely responsible for the quality, timeliness and other terms and conditions of such support services. Company shall have no liability for the acts or omissions of such third party support services provider.

7. **WARRANTY:** You acknowledge that the Equipment covered by this Agreement was selected by you based upon your own judgment. COMPANY MAKES NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, ORAL OR WRITTEN, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF NON-INFRINGEMENT; IMPLIED WARRANTIES OF MERCHANTABILITY; OR, FITNESS FOR A PARTICULAR PURPOSE, ALL OF WHICH ARE SPECIFICALLY AND UNRESERVEDLY EXCLUDED.

8. **LIMITATION OF LIABILITY.** In no event, shall Company be liable for any indirect, special, incidental or consequential damages (including loss profits) whether based in contract, tort, or any other legal theory and irrespective of whether Company has notice of the possibility of such damages.

9. DEFAULT; REMEDIES: Any of the following events or conditions shall constitute an Event of Default under this Agreement: (a) failure to make payment when due of any indebtedness to Company or for the Equipment, whether or not arising under this Agreement, without notice or demand by Company; (b) breach by you of any obligation herein; or (c) if you cease doing business as a going concern. If you default, Company may : (1) require future Services, including supplies to be paid in advance, (2) require you to immediately pay the amount of the remaining unpaid balance of the Agreement, (3) terminate any and all agreements with you, and/or (4) pursue any other remedy permitted at law or in equity. In the Event of Default, remaining payment amounts due will be calculated using the average of the last six months' billing periods or the face value of the Agreement, whichever is greater, multiplied by the remaining months of the Agreement. You agree that any delay or failure of Company to enforce its rights under this Agreement does not prevent Company from enforcing any such right at a later time. All of Company's rights and remedies survive the termination of this Agreement. In the event of a dispute arising out of this Agreement or the Equipment listed herein, should it prevail, Company shall be entitled to collection of its reasonable costs and attorneys' fees incurred in defending or enforcing this Agreement, whether or not litigation is commenced.

10. ASSIGNMENT: You may not sell, transfer, or assign this Agreement without the prior written consent of Company. Company may sell, assign or transfer this Agreement.

11. NOTICES: All notices required or permitted under this Agreement shall be by registered mail to such party at the address set forth in this Agreement, or at such other address as such party may designate ~~in writing from time to time. Any notice from Company to you~~ shall be effective three days after it has been deposited in the mail, duly addressed. All such notices to Company from you shall be effective three days after is has been deposited in the mail, duly addressed.

12. INDEMNIFICATION. You are responsible for and agree to indemnify and hold Us harmless from, any and all (a) losses, damages, penalties, claims, suits and actions (collectively, "Claims"), whether based on a theory of contract, tort, strict liability of otherwise caused by or related to Your use or possession of the Equipment, and (b) all costs and attorneys' fees incurred by Us relating to such claim.

13. FAX EXECUTION. A faxed or electronically transmitted version of this Agreement may be considered the original and you will not have the right to challenge in court the authenticity or binding effect of any faxed or scanned copy or signature thereon. This Agreement may be signed in counterparts and all counterparts will be considered and constitute the same Agreement.

14. MISCELLANEOUS. (a) Choice of Law. This Agreement shall be governed by the laws of the State of Illinois (without regard to the conflict of laws or principles of such states); (b) Jury Trial. YOU EXPRESSLY WAIVE TRIAL BY JURY AS TO ALL ISSUES ARISING OUT OF OR RELATED TO THIS AGREEMENT; (c) Entire Agreement. This Agreement constitutes the entire agreement between the parties for the subject matter herein and supersedes all prior agreements, proposals or negotiations, whether oral or written; (d) Enforceability. If any provision of this Agreement is unenforceable, illegal or invalid, the remaining provisions will remain in full force and effect; (e) Amendments. This Agreement may not be amended or modified except by a writing signed by the parties; provided you agree that we are authorized, without notice to you, to supply missing information or correct obvious errors provided that such change does not materially alter your obligations; (f) Force Majeure. Company shall not be responsible for delays or inability to service caused directly or indirectly by strikes, accidents, climate conditions, parts availability, unsafe travel conditions, or other reasons beyond our control; (g) Company has the right to modify/correct any clerical errors.

Customer Initials: _____



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Schedule "A"

CONTRACT NO

This Schedule "A" is to be attached to and becomes part of the Agreement dated _____ by and between the undersigned and COTG.

MAKE	MODEL	LOCATION	EQ#	SERIAL NO.	B/W START	CLR START
Xerox	B7035H2	VH LL - Detectives				
Xerox	B7035H2	VH LL - Report Room Print Area				
Xerox	B7035H2	Fire Station Battalion Chief				
Xerox	B7035H2	VH FLR 2 - Neighborhood Serv.				
Xerox	B7035H2	VH FLR 2 - Health				
Xerox	WC5955	VH FLR 1 - Parking near 102				
Xerox	WC5955	VH LL - Police Records				
Xerox	WC5955	VH LL - IT				
Xerox	WC5955	VH LL - Police Front Desk				
Xerox	WC5955	PW Room 207 Copy Area				
Xerox	WC5955	VH FLR 1 - Central Services				
Xerox	WC5955	VH FLR 1 - Central Services				
Xerox	WC5955	VH FLR 1 - VMO				
Xerox	C8030T2	VH LL - Police				
Xerox	C8030T2	VH FLR 1 - Near Payroll Office				
Xerox	C8030T2	PW Room 143				
Xerox	C8030T2	VH FLR 1 - Central Services				

CUSTOMER ACCEPTANCE

Village of Oak Park

X

CUSTOMER

SIGNATURE

TITLE

Dated

(Schedule A)