



Commonwealth of Kentucky

MASTER AGREEMENT MODIFICATION

CONTRACT INFORMATION

MASTER AGREEMENT NUMBER: MA 758 0700001893

Effective Date: 6/15/07

Record Date: 7/23/18

Expiration Date: 7/30/23

Procurement Folder: 13748

Document Description: IKON Document Services

Procurement Type: Standard Goods and Services

Cited Authority: GSA Based Contracts

Version Number: 2

CONTACT INFORMATION

ISSUER:

Jay Dutta

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REASON FOR MODIFICATION

7-23-18 Modification to extend the expiration date from 7-30-2018 to 7-30-2023 per GSA amendment. JDutta 7-23-18

VENDOR INFORMATION

Name /Address:

KY0028274: RICOH USA INC

PO BOX 532530

ATLANTA GA 30353-2530

Contact:

ACCOUNTS PAYABLE

800-565-0283

ELECTRONICPAY@RICOH-USA.COM

COMMODITY / SERVICE INFORMATION

Line	Quantity	UOM	Unit Price	Service Amount	Service From	Service To	Line Total
1	0.00000	HOUR	\$36.250000	\$0.00			\$0.00

Site Supervisor

Extended Description:

Responsible for supervising document production services operations including personnel direction, equipment operation, coordination of service vendors and ensuring operational systems. Train, guide and supervise all Customer Service Operators and train Leads to ensure effective account operation. Communicate consistently with customer to ensure that all services are performed with high degree of satisfaction. Coordinate account production activities to meet all required Service Level Agreements. Assist with the development of and manage to SOP's. Manage staffing plans (including back-up during absences; temp usage). Identify opportunities within existing accounts for revenue and profit growth. Differences in position descriptions are based on level of experience, but are also impacted by site size, complexity, number of personnel, number of sites, etc.

Line	Quantity	UOM	Unit Price	Service Amount	Service From	Service To	Line Total
2	0.00000	HOUR	\$25.430000	\$0.00			\$0.00

Customer Service Operator

Extended Description:

	Document Description	Page 1
0700001893	IKON Document Services	of 2

See "Attachment A" for Terms and Conditions. The terms and conditions set out in "Attachment A" are incorporated into and are a part of the Contract.