

From: Cheryl Lightfoot
To: [REDACTED]@dallasisd.org
Date: 8/5/2005 9:06:32 AM
Subject: Kinko's Copier/Printer Contract

Hi Nora:

Highland Meadows was a brand new school opening last August. When we got into our building we had no copiers/printers at all. Kinko's brought us several copiers & copy/scan/fax machines without having an official assessment because we had nothing to use. All last year they said that they would be coming to our building to assess our needs so that we could have an official contract - this never happened - we have no contract. We don't have issues regarding the performance of the equipment, **we have big issues regarding the cost of the lease, the service policy and the supplies. They are all way too high!** When we prepared our budget for 2005-2006, we budgeted an amount which was half as much as we had used at M. T. Reilly (we were taking half the staff and students to Highland Meadows - so we figured that half would be an adequate amount - that amount would have lasted all year with the Risos and Minoltas we had there.) We had exceeded that figure by November! Also, the Riso and Minolta leases included supplies and a certain number of copies per month (if you went over, you paid extra at a set rate per copy). The cost of leases also included service by a company representative. The Kinko's service policy on the machines was very high and every time you had a scheduled maintenance, you had to buy a maintenance kit that cost \$531.56!

When we needed service on a machine, they were prompt and efficient. When the DISD Technical Assistance Center took over the service of the Kinko's leased equipment we were having to wait a very long time for a technician to come.

Any documentation that I could send you regarding cost of lease, service or supplies you already have, but if there is anything else I can do for you, please let me know.

CC: Jan Jones