Supplementary Questions

Questions from The Hon. Dr Sarah Kaine MLC

No. 1 - Supplementary Question:

Can you please provide a copy of the contract for the printers (including toners and servicing) for the printers in the Member's offices and electorate offices?

Answer:

Contract enclosed.

No. 1a – Supplementary Question:

I note Members pay a per page cost for printing using printers in Members' offices, are there any circumstances where a member would be expected to purchase toner outside of this arrangement? Are there any elements of the contract that would require a Member to purchase ink for their office in particular circumstances?

Answer:

Members would only be charged for toners in the following circumstances:
- All members were given a spare set of toners when the printer was installed. If a member requests an additional set of toners, so they have two spares of each in total, it is not covered under our service agreement and are therefore chargeable.
- If the service agreement with Toshiba has expired and has not been renewed as yet. This is rare and usually rectified before the toners have been invoiced.

No. 1a (i) – Supplementary Question:

If so how does a Member's purchase of toner outside of this arrangement affect the per page cost they pay?

Answer:

Purchasing additional toner will not affect the per page cost.

No. 1b – Supplementary Question:

There have been a number of reports of delayed arrival of toner to Member's offices, in some circumstances leaving Members and their staff without a usable printer in their office. While there are Follow Me printers available this may not be an appropriate solution given the sensitive nature of the material being printed. Are you aware of the issue of delayed toner shipments/arrival?

Answer:

We are aware of some delays in offices receiving their toner delivery. The most common reasons for these delays are:
- Reporting between the printer and Toshiba isn't working due to a technical reason, resulting in delays.
- Incorrect address details on Toshiba's side – this is due to room changes in Parliament House which haven't been passed on to Toshiba.
- Delays in delivery due to couriers.
- Delays in delivery from the loading dock.

No. 1b (i) – Supplementary Question:

What steps been taken to minimise the occurrence of an office toner shipment being delayed?

Answer:

If IT Services become aware of technical issues with reporting, IT Services is quick to fix the issue before it causes long toner delays. DPS do their best to ensure all room moves are communicated to IT Services and forwarded to Toshiba immediately. Delivery delays due to couriers are rare but can occur, and are difficult to minimise.

No. 1c – Supplementary Question:

What is the average time for a printer maintenance issue to be completely resolved?

Answer:

The average time for a printer maintenance issue to be resolved that only requires one onsite visit is 3hr 40 mins. Over the last 12 months there have been four instances where repeat calls have been required due to replacement parts being required. These instances took an average of 5.5 days to resolve.

No. 1c (i) – Supplementary Question:

Anecdotally we have heard of maintenance issues taking upwards of a month to be resolved, leaving Members' without a usable printer for that time. What steps have been taken to minimise the occurrence and impact of extended maintenance turn around?

Answer:

Over the last 12 months there have been two instances where the maintenance for a machine has taken over 2 weeks to complete from the time the call was logged. One instance took 27 days due to four separate callouts required. The other instance was due to no access to the member's office on two separate occasions. On the third occasion the issue was resolved.

If a long delay in repair is anticipated a temporary loan printer can be installed.

No. 2 – Supplementary Question:

The parliament recently ran a training course for Members' staff entitled 'Thriving in your parliamentary role with Sharon Bent'. Are there plans to instigate similar training that focuses on the unique aspects of the role for staff in the Legislative Council who may not be as constituent facing but deal with high workloads, small teams and extremely sensitive materials - particularly in relation to some recent committee inquiries?

Answer:

It is the intention to run sessions of this nature for staff in the Legislative Council. These would be shorter and half day sessions (as opposed to the full day program for Electorate Officers) and focus on the unique nature of the S/RA role. Sessions would also cover the need for prioritisation, conserving attention and energy, self-coaching, and appropriate routines/rituals to thrive in the role. A pilot program will be offered for up to 14 LC Staffers over the coming months, and based on positive evaluations, continue with these sessions at regular intervals in 2025.

No. 2a – Supplementary Question:

Are there any other general training for Members' staff the parliament is planning to provide?

Answer:

A training calendar for Members' staff is currently being developed. As a pre-cursor, a survey for Members' staff is being planned in order to ascertain the training programs and preferred delivery formats to best meet demand. A training calendar of in-person, virtual and e-learning programs will be developed for 2025 on this basis. There will also be a concerted effort to offer training in regional 'hubs' around the state.

Questions from The Hon. Bob Nanva MLC

No. 3 – Supplementary Question:

The 2024-25 Budget Papers state that in the 2023-24 financial year, $104,042,000 in expenditure was incurred by the Legislature for 'Employee Related' expenses. Are there any legal, regulatory, or other requirements for how this total amount is apportioned within The Legislature?

Answer:

The budget for members staff expenses is based on the entitlements under the Members of Parliament Staff (MOPS) Act. Staff other than for members are governed by the respective awards they are employed under. These staff are apportioned between the Houses based on staff structure approved by Presiding Officers and Heads of Departments.

Employee related expenses related to each of the parliamentary departments are internally apportioned to the relevant department.

The apportioning process within the parliament is based on accounting standards, the results of budget bids and custom and practice.

No. 3a (i-iii) – Supplementary Question:

Of this total expenditure, what proportion of this expenditure was allocated to the following:
i. Department of Parliamentary Services Staff
ii. Members of Parliament Staff
iii. Any other categories of staff

Answer:

The proportions of the Expenditure are:
Department of Parliamentary Services Staff – 35.6%,
LC Members Staff – 8.2%,
Department of the Legislative Council – 10.7%

No. 3b (i-iv) – Supplementary Question:

Could you please also provide the above breakdown for each of the following financial years:
i. 2022-23
ii. 2021-22
iii. 2020-21
iv. 2019-20

Answer:

2022-23
Department of Parliamentary Services Staff – 33.4%,
LC Members Staff – 9.2%,
Department of the Legislative Council – 8.6%

2021-22
Department of Parliamentary Services Staff - 30.9%,
LC Members Staff – 9.1%,
Department of the Legislative Council – 8.8%

2020-21
Department of Parliamentary Services Staff - 28.8%,
LC Members Staff - 9.1%,
Department of the Legislative Council – 9.0%

2019-20
Department of Parliamentary Services Staff - 29.9%,
LC Members Staff – 8.9%,
Department of the Legislative Council – 9.0%

The increasing proportion of expenditure over the last 5 years within DPS and the Department of the Legislative Council has been a result of successful budget bids for additional services such as, AVB, Cyber Security and Communication, Education and Engagement and increased committee work. There is also significantly more project activity occurring in order to address the backlog of infrastructure and technology issues, which has also resulted in more staff in the Department of Parliamentary Services.

No. 3c (i-iii) – Supplementary Question:

For the 2024-25 financial year, $112,328,000 has been budgeted for 'Employee Related' expenses for the Legislature, what proportion of this expenditure is budgeted for:
i. Department of Parliamentary Services Staff
ii. Members of Parliament Staff
iii. Any other categories of staff

Answer:

The proportions of the Expenditure are:
   i.   Department of Parliamentary Services Staff – 37.7%,
   ii. LC Members Staff – 7.6%,
   iii. Department of the Legislative Council – 9.4%

The increasing proportion of expenditure over the last 5 years within DPS and the Department of the Legislative Council has been a result of successful budget bids for additional services such as, AVB, Cyber Security and Communication, Education and Engagement and increased committee work. There is also significantly more project activity occurring in order to address the backlog of infrastructure and technology issues, which has also resulted in more staff in the Department of Parliamentary Services.

No. 4a-c – Supplementary Question:

For how many days in the following financial years was the office holder of the PRT engaged for?
(a) 2022-23
(b) 2023-24
(c) 2024-25 (as of 30 August 2024)

Answer:

(a) 2022-23	36
(b) 2023-24	66
(c) 2024-25 (as of 30 August 2024)	Information not yet available.

No. 5 – Supplementary Question:

How is the office holder of the PRT renumerated for their services?

Answer:

Schedule 2 of the Parliamentary Remuneration Act 1989 (PR Act) provides for the Tribunal arrangements, in regard to appointment and fees.

The Schedule 2, clause 1 provides:

> 1   Appointment of person to constitute Tribunal
>
> (1)   The Tribunal consists of a judicial member or retired judicial member of the Industrial Relations Commission appointed by the President on a part-time basis.
>
> (1A)   (Repealed)
>
> (2)   Subject to this Act, the person appointed holds office as the Tribunal for such period, not exceeding 3 years, as is specified in the instrument of appointment of the Tribunal and is eligible for re-appointment.
>
> (3) A person holding office as the Tribunal immediately before the substitution of subclause (1) by the Industrial Relations Amendment (Industrial Court) Act 2016 continues in office despite that substitution until the person's term ends, unless the person sooner vacates that office.

Acting Justice Schmidt was first appointed as the Parliamentary Remuneration Tribunal on 2 December 2020 for a 3 year term, and subsequently re-appointed for a 3 year term on 2 December 2023. At the time of those appointments, the Act provided for the appointment of the Tribunal by the Governor on the nomination of the Chief Justice of the Supreme Court.

Schedule 2, clause 3 of the PR Act provides the following in relation to fees:

3 Fees etc
(1) The person holding office as the Tribunal and any person appointed under clause 2 are to be paid such fees and allowances as are, from time to time, fixed by the Governor on the recommendation of the Minister made after consultation by the Minister with the President and the Attorney General.
(2) The fees and allowances payable to any such person must be fixed before the person's appointment, and may be varied in respect of any year commencing on 1 January before that day.

At the time of Her Honour's appointment, the provision in 3 (2) above did not refer to the President, but rather to the Chief Justice.

The Tribunal is paid a daily sitting fee equivalent to that payable to an Acting Supreme Court Judge. The current daily sitting fee for an Acting Supreme Court Judge is $2,160, as determined under the Statutory and Other Offices Remuneration Act 1976.

Questions from Ms Abigail Boyd MLC

No. 6 - Supplementary Question:

Is parliament's website fully compliant with digital access guidelines under the Web Content Accessibility Guidelines (WCAG), an internationally recognised standard created by the World Wide Web Consortium?

Answer:

Based on independent WCAG accessibility evaluations of the current website, the current website is not fully compliant with WCAG. A project is currently evaluating the Parliament's website requirements including accessibility standards, in order to plan a modern, accessible website solution for all.

No.7 – Supplementary Question:

Some of the links on parliament's website are not linked across the appropriate words that describe the destination of the link (not just the word "here"). What is the process for ensuring compliance with digital access guidelines like this?

Answer:

Parliament utilises a number of tools to detect and correct accessibility issues where possible. The current systems and infrastructure provide limited capability to correct many accessibility recommendations. These recommendations will form requirements for a future project to plan a modern, accessible website solution for all. In the meantime, there is a "contact us" form (https://www.parliament.nsw.gov.au/about/contactus/Pages/contact-us-online.aspx), where Members or citizens can notify us of specific links or content of concern, and Parliament will endeavour to correct them and/or capture them as requirements for our future website.

No. 8 – Supplementary Question:

When Parliament is conducting any kind of disability work or upgrades, who is consulted and what is the process for this?

Answer:

For accessibility projects, concept designs are presented to the Parliament House Disability Inclusion Network Consultative Group for in-person consultation. Depending on the scope of the project, other forms of consultation may also take place, such as online surveys. For instance, during the development of the Level Two recreational facility upgrades currently underway, we conducted extensive consultation with those that have primary responsibility over the space as well as end users to gather feedback and ensure the design met their needs.

All work at Parliament House must comply with the relevant National Construction Code (NCC) and the Disability Discrimination Act (DDA) 1992 design and construction standards. To ensure compliance, certifiers are engaged to review designs and construction, providing the necessary certifications to confirm that all requirements are met.

No. 8a – Supplementary Question:

Are you consulting with any disability organisations or experts?

Answer:

As part of each project, the Parliament engage certifiers to ensure that the designs and construction comply with relevant accessibility standards and provide the necessary certifications. Additionally, the Parliament consults with those that have primary responsibility over the space as well as end users to gather feedback and ensure the design meets their needs.

No. 9 – Supplementary Question:

Have you done a full audit of the building to determine exactly what is accessible and what isn't?

Answer:

Over the past 15 years, multiple audits of the building have been conducted to assess accessibility. The recommendations from these audits are integral to our project proposals and form a key part of the 10-year capital investment strategy for Parliament House. These audits support major capital work bids submitted to New South Wales Treasury, including projects such as the ramps to the Hospital Road entrance, Speaker's Garden improvements, and the current upgrades to the recreational facility. We are also in consultation regarding new access to the Level 9 rooftop garden, and investigation works are underway to design access solutions to both chambers' public galleries.

No. 10 – Supplementary Question:

When was the accessible toilet on level 6 installed?

Answer:

The Changing Places accessible toilet near the Theatrette was constructed in 2017. It was one of the first of its kind in the Sydney CBD.

No. 10a-c – Supplementary Question:

(a) How much did it cost?
(b) Who did parliament consult with before this process?
(c) Is there any intention to build any further accessible toilets in the building?

Answer:

(a) How much did it cost?

The Changing Places accessible toilet was constructed as part of a $4.9M Treasury funded extensive program of work that included the Media Offices, Education Centre spaces, the Theatrette and lobby area, the lift and change bathroom.

(b) Who did parliament consult with before this process?

Consultative processes have been undertaken with multiple stakeholders, including representatives from the Changing Places advocacy organisation. These consultations ensure that Parliament's accessibility upgrades align with best practices and meet the needs of users.

(c) Is there any intention to build any further accessible toilets in the building?

Currently the Level 2 Recreational Facility is undergoing extensive renovations, which includes the provision of an accessible bathroom.

No. 11 – Supplementary Question:

Have you considered doing a survey of all staff who work in the building about the kind of food they'd like on the menu in the cafe and restaurant, with questions around dietary requirements, allergies and food preferences?

Answer:

Catering conducts surveys and seeks feedback on menu items in the café and restaurants. Recently catering conducted a survey in *Paril-news* on soup offerings, and the menus were changed to suit the most popular items identified by members and staff. Further targeted surveys are planned for future editions of *Parli-news*. In addition, DPS is in the process of developing an annual survey on our suite of services, and questions on catering offerings will be included in that survey.

Catering regularly receives feedback from members and staff, for example a request for extended hours for Café Quorum during Budget Estimates hearings, which we were able to accommodate.

No. 12 – Supplementary Question:

How many site visits in total have Legislative Council Committees, including both standing and select, undertaken in each year from 2018 to 2024?

Answer:

The table below shows the total number of site visits as well as regional/offsite hearings undertaken by Legislative Council Committees from the 2017/2018 to 2024/2025 financial years (to date):

Financial Year	Site visits	Hearings	Total
2018 - 2019	14	14	28
2019 - 2020	14	14	28
2020 - 2021	10	10	20
2021 - 2022	19	19	38
2022 - 2023	3	3	6
2023 - 2024	15	3	18
2024 - 2025 (YTD)	7	7	14
	82	**70**	**152**

Source: Annual reports of the Department of the Legislative Council.

Please note:
- where a regional hearing and site visit took place on the same date, this was counted once.
- where a committee conducted site visits to more than one location within the same day, this was counted once.
- where a committee held regional hearings in more than one location within the same day, this was counted once.

No. 13 – Supplementary Question:

How many site visits in total have Joint Committees, including select, statutory and standing, undertaken in each year from 2018 to 2024?

Answer:

The table below shows the total number of site visits as well as regional/offsite hearings undertaken by joint committees administered by the Legislative Council from the 2017/2018 to 2024/2025 financial years (to date):

Financial Year	Site visits	Hearings	Total
2022 - 2023	0	0	0
2023 - 2024	3	0	3
2024 - 2025 (YTD)	0	0	0
	3	**0**	**3**

Source: Annual reports of the Department of the Legislative Council.

Please note: The majority of joint committees are administered by the Legislative Assembly, with the Legislative Council only responsible for administering:
- one joint statutory committee, namely the Modern Slavery Committee.
- one joint standing committee, namely the Joint Standing Committee on Net Zero Future.
- joint select committees from time to time (such as the Joint Select Committee on Arts and Music Education and Training in New South Wales).

No. 14 – Supplementary Question:

In answers to supplementary questions for the November 2023 Budget Estimates hearing, it was stated that smoking is allowed on Members' office balconies. Given that smoke from balconies is commonly blown back into other people's offices, how is this compliant with the Smoke Free Environment Act 2020?

Answer:

Under the Smoke Free Regulation 2016, Members balconies meet the exclusion from being an enclosed public place - which is considered to be substantially enclosed if the total area of the ceiling and wall surfaces (the *total actual enclosed area*) of the public place is more than 75 per cent of its total notional ceiling and wall area.

Where there are complaints that there is smoke drift into other areas, this is managed and followed up by DPS Property Services.

Questions from The Hon Chris Rath MLC

No. 15 – Supplementary Question:

How much did it cost to renovate the public bar / café?

Answer:

The recent renovations to the Public Café cost $778,000 (+GST).

No. 16 – Supplementary Question:

Are there any planned upcoming renovations for either the public bar / café or Strangers Dining Room?

Answer:

No.

No. 17 – Supplementary Question:

What is the current access policy for Members and Staff concerning the rooftop of the twelve-storey office block facing onto the Domain: are they able to access it?

Answer:

Currently only accompanied access is provided for occasional supervised small groups during inductions. The space has many hazards including slip, trip and fall amongst others that are not easily solved.

No. 17a-b – Supplementary Question:

(a) If no, are there any plans to allow Members and Staff to access this rooftop in future, as an open space for fresh air?

(b) If yes, how can Members and Staff access this rooftop?

Answer:

(a) No. There are no plans to make this available due to the safety issues highlighted above.

(b) A member wishing to organise a safe, supervised visit to view the rooftop can make arrangements with DPS through the Chief Executive's office.

No. 18 - 19 – Supplementary Questions:

Did the Table Office, Clerks of the Parliament, or the President's Office provide any advice to the Minister for Local Government or Office of Local Government regarding the interim report for the Section 430 investigation into Liverpool City Council?

Answer:

The availability of "out of session" tabling of reports when Parliament is not sitting is governed by the provisions of Standing Order 57 and also depends upon the precise terms of the relevant statute. Procedure Office staff and the Clerk are regularly consulted by Ministers, their staff, and departmental officials, in relation to tabling requirements, and advice is provided on a confidential basis. For further information about the tabling of documents in the Legislative Council when the House is not sitting see S Want & J Moore, edited by D Blunt, Annotated Standing Orders of the New South Wales Legislative Council, The Federation Press, 2018 at pages 183-184 (noting that the relevant Standing Order at the time of publication was SO 55 – which is now SO 57).

No. 20 – Supplementary Question:

What was the total cost of the Acknowledgement of Country Sculpture and its unveiling on the 21st of August?

Answer:

Total cost of the Acknowledgment of Country Sculpture and Plaque and the Unveiling Ceremony was $162,721.

Schedule 1: General Order Form

PROCURE IT VERSION 3.2

[Use instruction: If the order is a straight forward and/or low value order for hardware, software or services where the maximum value of the order can be calculated with certainty (i.e. the maximum amount payable is set out in the "Total Amount Payable" box in Item 11), then the Parties may use a shortened version of the General Order Form and any Module Order Form.

*The shortened version of the General Order Form **must**:*

- *Include all the Items that are set out in clause 3.4 of the Customer Contract. (i.e. Items 1, 4, 7 (if there is a Head Agreement), 8, 10, 11, 12 and 13);*

- *Include any other Items (if any) that the Parties agree;*

- *Be in the same form and structure (even if some Items are omitted);*

- *Ensure that the Items that remain have the same number <u>or</u> heading as the number or heading in this pro forma General Order Form;*

- *Include the following as a title:*

   "General Order Form. Schedule 1 to the Customer Contract"

- *Include the following text above the signature box:*

   "This General Order Form is part of the Customer Contract and incorporates all Parts, terms and conditions and other documents listed in clause 3.8 of the Customer Contract as if repeated in full in this General Order Form."

- *Be signed by both Parties;*

- *Cross reference and include the relevant Order Details from any Module Order Form and any details from the Module Order Forms that are required to describe the Products or Services.*

Item 1 Name of Customer

Details to be included from the Customer Contract	Order Details agreed by the Contractor and the Customer
Formation (clause 3.4)	
Specify the Customer's full legal name:	Parliament of NSW (The Legislature) ABN 89 288 775 026

Item 3 Customer's Representative

Details to be included from the Customer Contract	Order Details agreed by the Contractor and the Customer
Representatives (clause 23.1)	
Specify an employee who is the Customer's Authorised Representative:	Andrew Johnston, Project Manager, Digital Transformation And Michael Crawford, Snr Manager, IT Services

Item 4 Name of Contractor

Details to be included from the Customer Contract	Order Details agreed by the Contractor and the Customer
Formation (clause 3.4)	
Specify the Contractor's full legal name:	Toshiba (Australia) Pty Limited

Item 6 Contractor's Representative

Details to be included from the Customer Contract	Order Details agreed by the Contractor and the Customer
Representatives (clause 23.1)	
Specify an employee who is the Contractor's Authorised Representative:	Paul Dutch NSW/ACT Regional Manager, Electronic Imaging Division Toshiba (Australia) Pty Limited

Item 7 Head Agreement

This Item 7 must be completed when the Customer Contract is entered into under a Head Agreement.

Details to be included from the Customer Contract	Order Details agreed by the Contractor and the Customer
Formation (clause 3.1)	

Details to be included from the Customer Contract	Order Details agreed by the Contractor and the Customer
Specify the Head Agreement number:	Contract 2390
Specify the Head Agreement title:	IMAGING DEVICES – HARDWARE – Contract 2390

Specify the Term of the Head Agreement:
    Start Date:
    End Date:
 	
If the Term of the Head Agreement has expired the Customer must obtain the Contract Authority's approval to enter into a further Customer Contract, and this approval should be attached to this General Order Form.
	14 Aug 2012
	29 Nov 2021

Insurance (clause 16.2)	
Specify the insurances required under the Head Agreement:	
The default insurance requirement under the Head Agreement is public liability insurance with an indemnity of at least $10,000,000 in respect of each claim for the period of cover. Specify any higher limit of cover that is required by the Head Agreement:	$20 Million
The default insurance requirement under the Head Agreement is product liability insurance with an indemnity of at least $10,000,000 for the total aggregate liability for all claims for the period of cover. Specify any higher limit that is required by the Head Agreement:	$20 Million
Specify if professional indemnity/errors and omissions insurance was required under the Head Agreement. If so, the default insurance requirement is for a limit of cover of $1,000,000 in respect of the total aggregate liability for all claims for the period of cover. Specify any higher limit that is required by the Head Agreement:	$10 Million
Workers' compensation insurance in accordance with applicable legislation:	In accordance with applicable legislation for all the Contractor's employees
Specify any other type of insurance required under the Head Agreement and the specified amount:	Not Applicable
Performance Guarantee (clause 17.1)	
Specify if the Contractor was required to provide a Performance Guarantee under the Head Agreement:	Not Applicable

Item 8 Modules that form part of the Customer Contract

Formation (clause 3.8(a))

Indicate, by marking with an X, the Modules that apply

Module 1 – Hardware Acquisition and Installation	☒	Module 11 – Telecommunications as a Service	☐
Module 2 – Hardware Maintenance and Support Services	☒	Module 12 – Managed Services	☐
Module 3 – Licensed Software	☒	Module 13 – Systems Integration	☐
Module 4 – Development Services	☐	Module 13A – Major Project Systems Integration Services	☐
Module 5 – Software Support Services	☒		
Module 6 – Contractor Services	☐		
Module 7 – Professional Services	☐		
Module 8 – Training Services	☐		
Module 9 – Data Migration	☐		
Module 10 – As a Service	☐		

Item 10 Contract Period

Details to be included from the Customer Contract	Order Details agreed by the Contractor and the Customer
Contract Period (Clause 2.4)	
Specify the Commencement Date if it is not the date when the Customer and the Contractor sign the Customer Contract:	The date when the Customer and the Contractor sign this General Order Form
Specify the end of the Contract Period:	5 years from the Commencement Date
Specify any period of extension of the Contract Period in days/weeks/years:	Extensions are available and can be negotiated upon contract expiry.

Item 11 Common Details
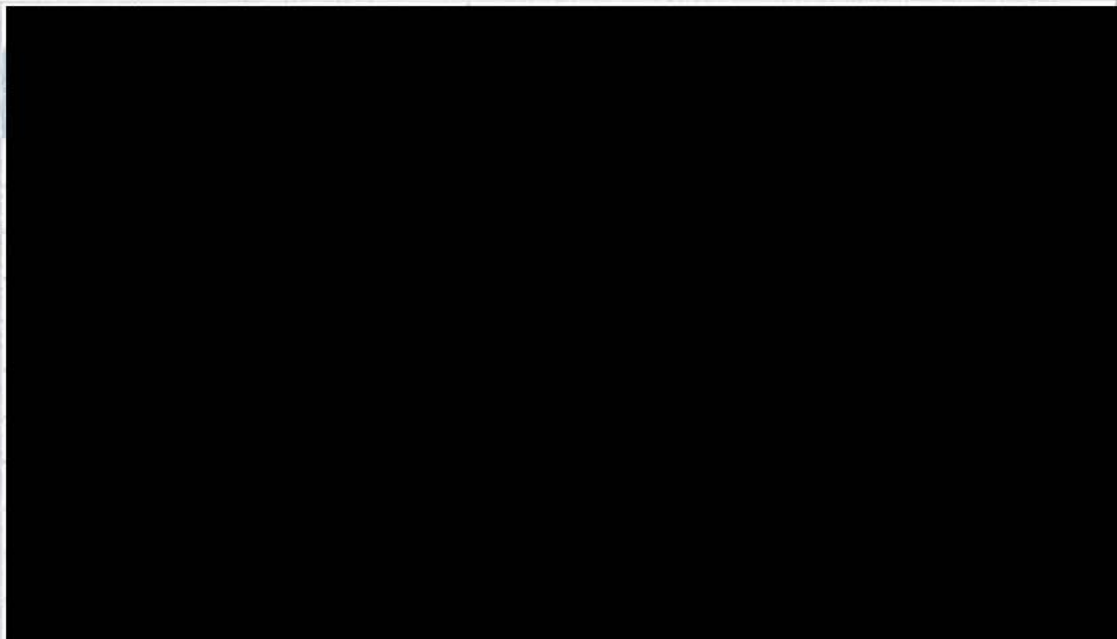
Item 12 Delivery Address

Details to be included from the Customer Contract	Order Details agreed by the Contractor and the Customer
Delivery (clause 5.1)	
Specify the address of the Site where delivery is to be made:	Parliament of NSW, 6 Macquarie Street Sydney (Loading dock access via Hospital Road)
Specify any delivery instructions:	Not Applicable
Specify the hours during which delivery may be made to the Site:	Not Applicable

Item 13 Contract Specifications

Details to be included from the Customer Contract	Order Details agreed by the Contractor and the Customer
Formation (clause 3.4)	
If the Contract Specifications are the User Documentation leave this Item blank. If the Contract Specifications comprise other documents, list those documents in order of priority:	
System (clauses 5.11 and 9.3)	
Specify whether the Products and Services comprise a System.	YES

This General Order Form is part of the Customer Contract and incorporates all Parts, terms and conditions and other documents listed in clause 3.8 as if repeated in full in this General Order Form.

SIGNED AS AN AGREEMENT

Signed for and on behalf of [*insert name of Customer*]

Parliament of NSW (The Legislature)

By [*insert name of Customer's Representative*] but not so as to incur personal liability

Mark Webb, Chief Executive, Department of Parliamentary Services

In the presence of: [*insert name of witness*]

Signature of Customer

Mark Webb

Print name

16/3/2021.

Date

Signature of Witness

MELINDA MCINTYRE

Print name

16.3.21.

Date

Signed by [Toshiba (Australia) Pty Limited] in accordance with section 127(1) of the *Corporations Act 2001* (Cth) by:

Signature of director/company secretary

Kevin McCurley

Print name

18 March 2021

Date

Signature of director

Mark Whittard

Print name

Schedule 2 : Agreement Documents

Itemise all documentation (including any supplemental terms and conditions agreed to by the Customer, accepted tenders, offers or quotes from the Contractor, and any letter of acceptance or award issued by the Customer) between the Customer and the Contractor. All such documentation must be itemised in this Schedule 2 and listed below in descending date order (i.e. the latest document is listed first.)

Document	Date of Document
Attachment 1 Toshiba e-STUDIO 400AC Brochure	12 March 2021
Attachment 2 Toshiba PaperCut MF Brochure	12 March 2021
Attachment 3 Toshiba Kodo Application for Scan Plus Brochure	12 March 2021
Attachment 4 Toshiba Kodo Application for Office 365 Brochure	12 March 2021
Attachment 5 NSW2390 Service Level Agreement	12 March 2021

PROCURE IT VERSION 3.2
MODULE ORDER FORM
MODULE 1 - HARDWARE ACQUISITION
AND INSTALLATION

Box 1   Spares Availability Period

Details to be included from Module 1	Order Details agreed by the Contractor and the Customer
Agreed Terms (clause 1.8)	
Spares Availability Period is the period within which spares must be available in accordance with clause 4. Specify if a period other than 3 years from the AAD is agreed, otherwise the default period of three years from the AAD will apply.	Five years from the Actual Acceptance Date (AAD).

Box 2   Delivery

Details to be included from Module 1	Order Details agreed by the Contractor and the Customer
Delivery (clause 2.1)	
Specify if the Contractor is required to: (a) Install the Hardware; and (b) demonstrate its use. [If this Box is not completed the Contractor must install the Hardware and demonstrate its use.]	The Contractor is required to install the hardware and demonstrate its use.
Delivery (clause 2.1)	
If the Hardware is to be installed by the Contractor, specify if the Contractor is required to remove or dispose of any packing materials. [If this Box is not completed the Contractor must remove or dispose of any packing materials.]	The Contractor is required to remove and dispose of all packing materials.

Box 3　Risk and Title

Details to be included from Module 1	Order Details agreed by the Contractor and the Customer
Risk and Title (clause 2.3)	
Specify when title to the Hardware passes. [If this Box is not completed title to the Hardware passes in accordance with clause 2.3(a).]	Upon payment.

Box 4　Additional Capacity or Features that the Customer can activate in the Hardware and/or Machine Code

Details to be included from Module 1	Order Details agreed by the Contractor and the Customer
Additional Capacity or Features (clause 2.7)	
Specify the Prices for any additional capacity or features that can be activated by the Customer. Specify if there are any additional Prices for Hardware Maintenance and Support Services for any additional capacity and features that can be activated by the Customer.	None.

Box 5　Hardware is to be Used for a Restricted Purpose

Details to be included from Module 1	Order Details agreed by the Contractor and the Customer
Additional Capacity or Features (clause 2.8)	
Specify if the Hardware and/or Machine Code has a restricted use in a manner described in clause 2.8, e.g. the hardware is to be used only as a test machine.	None.

Box 6　Ancillary Services

Details to be included from Module 1	Order Details agreed by the Contractor and the Customer
Ancillary Services (clause 2.9)	
Specify the details of any Integration services the Contractor is to provide, the Prices and when payment is due.	None.

Specify the details of any training services the Contractor is to provide, the Prices and when payment is due.	Technical/user training and training documents will be provided within one week after installation;

Box 7   Business Models of the Reseller

Details to be included from Module 1	Order Details agreed by the Contractor and the Customer
Acquisition through a Reseller (clause 3.1)	

Are any of the Deliverables being provided by the Contractor in the capacity as a Reseller?
 	
 If yes:
 	
     (a)   specify if the Hardware and/or Machine Code are supplied by the Contractor who is acting as Reseller as Facilitator.
 	
     [Note: Reseller as Facilitator means the Contractor is acting in a particular role and has a particular set of responsibilities described in clause 3.1(a).]
 	
 OR
	No

(b) specify if the Hardware and/or Machine Code are supplied by the Contractor who is acting as Reseller with Pass Through Warranties. [Note: Reseller with Pass Through Warranties means the Contractor is acting in a particular role and has a particular set of responsibilities described in clause 3.1(b).]	No

Box 8   Value Added Services

Details to be included from Module 1	Order Details agreed by the Contractor and the Customer
Acquisition through a Reseller (clause 3.3)	
Specify the details of any value added services the Contractor is to provide, the Prices and when payment is due.	None

Box 9   Training on use of Updated Hardware

Details to be included from Module 1	Order Details agreed by the Contractor and the Customer
Availability of Hardware and Spares (clause 4.2(b))	
Specify the details of: (a) any training or other services the Contractor is to provide to assist the Customer to use and maintain the Hardware; (b) any spares provided for the Hardware during the Contract Period; and (c) the Prices and when payment is due. [If this Box is not completed no such training is provided.]	Training is to be provided when reasonably required by the Customer.

Box 10 Specific Warranties

Details to be included from Module 1	Order Details agreed by the Contractor and the Customer
Scope (clause 5.1(c))	
Specify the Customer's hardware and software environment with which the Hardware and/or Machine Code must be compatible and interoperable in accordance with clause 5.1(c). [Note: Include the model and make of hardware, name and version of software.]	1, Toshiba e-STUDIO 400AC Colour MFP 40 page per minute, A4 Colour MFD, Automatic Reversing Document Feeder, 1 x 550 sheet standard paper trays, Duplex Printing and Network Ready Please refer to Attachment 1 Toshiba e-STUDIO 400AC Brochure. 2, Large Capacity Feeder Part number: KD1071 2000 Sheet Tray for the e-STUDIO 400AC 3, PaperCut Embedded Solution PaperCut MF, part number: PCMF-AU02EGMFTO3, Version number 20.1 Please refer to Attachment 2 Toshiba PaperCut MF Brochure 4, Prox Card Reader and Bracket, part number: PDR-80581AKU 5, Kodo Application for Scan Plus Please refer to Attachment 3 Toshiba Kodo Application for Scan Plus Brochure

	6, Kodo Application for O365
	Please refer to Attachment 4 Toshiba Kodo Application for Office 365 Brochure
	7, Papercut Support Costs (1st Year of Contract Period), Part Number: PCUT-Upgrade
	8, Warranty Services
	~~As per the tender document and UAT.~~
Scope (clause 5.1(e))	
Specify the extent to which the Hardware is required to be scalable. [Note: For example insert the extent to which the Hardware has to support additional usage over a defined time period.]	Toshiba devices are scalable; scoping would be required for future requirements.

PROCURE IT VERSION 3.2
MODULE ORDER FORM
MODULE 2 - HARDWARE MAINTENANCE AND SUPPORT SERVICES

Box 1 Right to Suspend

Details to be included from Module 2	Order Details agreed by the Contractor and the Customer
Right to suspend (clause 2.3)	
Specify the consequences if the Customer exercises its right to suspend the Hardware Maintenance and Support Services during the Contract Period in accordance with clause 2.2, if the consequences are any different to those stated in clause 2.3(a).	Clause 2.3 applies.

Box 2 Details of Hardware Maintenance and Support Services

Details to be included from Module 2	Order Details agreed by the Contractor and the Customer
Scope (clause 3.1)	
Specify the Hardware Maintenance and Support Services which are to be provided, including: (a) the Contract Period (12 months from AAD of the relevant Hardware by default); (b) the Hardware and related Machine Code that is to be the subject of the Hardware Maintenance and Support Services; [E.g. The model and serial number of Hardware; the version of Machine Code; etc.] (c) the details relating to any of the following Services that the Contractor is to provide: (i) Remedial Maintenance; (ii) Preventative Maintenance;	a) Contract Period: 5 years from AAD of relevant Hardware. b) The Hardware and solutions specified in Item 11 of General Order Form c) As per stipulated in NSW2390 Imaging Devices Agreement. d) Response time 2 hours, and other SLAs same as NSW2390 Imaging Devices Agreement. Please refer to Attachment 5 NSW2390 Service Level Agreement e) As per stipulated in NSW2390 Imaging Devices Agreement. f) As per stipulated in General Order

(iii)   Help Desk Services, including the hours of operation; and

(iv)   any ancillary services;

(d)   any applicable Service Levels;

(e)   the particulars of any access to the Site or the Deliverables, on-site storage of parts and equipment or other resources that may be needed in connection with the Services;

(f)   the Price and any expenses or other charges that apply for each Service; and

(g)   if the Services are to be provided by the Contractor as a Reseller, set out details of:

(i)   the manufacturer's support and maintenance services that the Contractor will co-ordinate and manage; and

(ii)   any value added services that the Reseller will provide.

Form.

g)   Not applicable.

Box 3   Price Reduction for Overlapping Warranty and Maintenance

Details to be included from Module 2	Order Details agreed by the Contractor and the Customer
Scope (clause 3.4)	
Specify if the amount by which the Price for Hardware Maintenance and Support Services is reduced because of any overlapping Warranty Period. If this Box is not completed the reduction is 35% of the Contract Price for the first year.	The Contract Price has taken the potential overlap into account and there is no reduction on the Contract Price.

Box 4   Ancillary Services

Details to be included from Module 2	Order Details agreed by the Contractor and the Customer
Ancillary Services (clause 3.30)	
Specify if other services are to be provided after the Commencement Date of the Contract, including the Prices and when payment is due. [E.g. This may include training services and consulting services needed to implement installation of patches, fixes and updates; installation of additional hardware and/or software; and other additional services under clause 3.30.]	Additional services not included in the Agreement will be discussed and agreed on case by case basis. Toshiba device relocation services are • free of charge within Sydney metro area; • $341.25 to/from regional areas in NSW.

Box 5   Business Models of the Reseller

Details to be included from Module 2	Order Details agreed by the Contractor and the Customer
Reseller Provision (clause 4.1)	
Are any of the Deliverables being provided by the Contractor in the capacity as a Reseller? If yes: (a) specify if the Hardware Maintenance and Support Services are supplied by the Contractor who is acting as Reseller as Facilitator. [Note: Reseller as Facilitator means the Contractor is acting in a particular role and has a particular set of responsibilities described in clause 4.1(a).]	No
OR	
(b) specify if the Hardware Maintenance and Support Services are supplied by the Contractor who is acting as Reseller with Pass Through Warranties. [Note: Reseller with Pass Through Warranties means the Contractor is acting in a particular role and has a particular set of responsibilities described in clause 4.1(b).]	No

Box 6   Value Added Services

Details to be included from Module 1	Order Details agreed by the Contractor and the Customer
Acquisition through a Reseller (clause 4.3)	
Specify the details of any value added services the Contractor is to provide, the Prices and when payment is due.	None.

PROCURE IT VERSION 3.2
MODULE ORDER FORM
MODULE 3 – LICENSED SOFTWARE

Box 1   Approved Purpose

Details to be included from Module 3	Order Details agreed by the Contractor and the Customer
Agreed Terms (clause 1.1)	
Specify what purpose is the Licensed Software used for. If no other purpose is specified in this Box the Approved Purpose is the internal processing of the Customer's own data.	the Approved Purpose is the internal processing of the Customer's own data

Box 2   Class of Licence

Details to be included from Module 3	Order Details agreed by the Contractor and the Customer
Agreed Terms (clause 1.2)	
Specify the specific rights that are granted by the Contractor to the Customer to use the Licensed Software. The Class of Licence defines the Price, e.g. If the Licensed Software is licensed for X "Named Users", the Class of Licence must define what a "Named User" is. Examples of the types of issues that are included in the Class of Licence include: (a)　the Licence Period; (b)　number and type of user; (c)　number, type or capacity of Hardware; or (d)　any other licence restriction/right. Also specify whether the	Type of Licence: per MFD with unlimited users Licences included: 40 Toshiba MFDs PaperCut End User License Agreement applies: https://www.papercut.com/support/resources/manuals/ng-mf/common/topics/license.html The Customer is granted the right to transfer the Licensed Software to an outsourcer in accordance with clause 2.17.

Customer is granted the right to transfer the Licensed Software to an outsourcer in accordance with clause 2.17.

[Note: If this Box is not completed then the Contractor grants the Customer the default rights to use the Licensed Software and User Documentation as described in clauses 2.2 and 2.9 of Module 3.]

Box 3   Designated Equipment

Details to be included from Module 3	Order Details agreed by the Contractor and the Customer
Agreed Terms (clause 1.3)	
Specify the Hardware platform/operating system combination upon which the Licensed Software is installed. [Note: Specify the type and version number of the operating system and capacity/model of the Hardware, especially if the Class of Licence is based on type or size of capacity of the Hardware.]	Toshiba MFDs

Box 4   Third Party Components

Details to be included from Module 3	Order Details agreed by the Contractor and the Customer
Agreed Terms (clause 1.14)	
Third Party Components Specify if the details of any software components, plug-ins and other programs are owned by third parties. This should include name and version number of each Third Party Component. Specify if the Third Party Components are supplied by the Contractor: (a) as part of the Licensed Software; or (b) as a Reseller (in which case Box 11 must be completed) [Note: See clause 2.7 for details.] [Note: Open Source Software is not	PaperCut solution is supplied by the Contractor as a Reseller.

included within the definition of Third Party Component.]

Box 5   Extension of Period to Notice to Renew Licence

Details to be included from Module 3	Order Details agreed by the Contractor and the Customer
Licence Period (clause 2.6(a))	
If the Licence is not perpetual, then specify the number of days written notice prior to the end of each current Licence Period that the Contractor must give of the Price, payment arrangements and/or terms for any extended Licence Period or new Licence Period that is to commence immediately after the end of the current Licence Period. If no period is specified in this Box, the period is 30 days.	Perpetual

Box 6   Installation

Details to be included from Module 3	Order Details agreed by the Contractor and the Customer
Installation (clause 3.1)	
Specify if the Contractor is responsible to install the Licensed Software.	yes
If the Contractor is responsible for installation of the Licensed Software: (a) specify the details of the Installation and the date of installation; and	Licensed Software is installed together with the installation of MFDs or as requested by the Customer
(b) specify the Price for the installation, and when the Price is due.	As stipulated in the General Order Form
Installation (clause 3.3)	.
Specify the date by which the access codes must be made available, if applicable. If a date is not specified, the access codes must be provided promptly following the date the Parties enter into the Customer Contract.	The access codes must be provided promptly following the date the Parties enter into the Customer Contract.

Box 7   First Release

Details to be included from Module 3	Order Details agreed by the Contractor and the Customer
First Release (clause 3.9)	
Specify if the Licensed Software or any New Release will be a First Release. If so, specify the any additional terms and conditions that apply to the First Release. If this Box is not completed, the Licensed Software and each New Release is deemed not to be a First Release.	No

Box 8   Right to Receive Updates and/or New Releases

Details to be included from Module 3	Order Details agreed by the Contractor and the Customer
Updates and New Release (clause 4.1)	
Specify if the Contractor provides the Customer the rights to receive: (a) Updates; and (b) New Releases, as part of the Licence (as opposed to part of a separate Software Support Service under Module 5).	Not applicable. Updates and New Releases are included in Module 5 software support service.
Updates and New Release (clause 4.4(c))	
Specify the increased Licence Price when the Customer accepts the Update or New Release. If an increased Price is not specified, the Licence Price must not be increased for any Update or New Release provided during the Licence Period.	Not applicable

Box 9   Warranties for Open Source Code

Details to be included from Module 3	Order Details agreed by the Contractor and the Customer
Open Source Software (clause 5.2(b))	
If the software is Open Source Software: (a) specify the Open Source Licence that governs the use of the Open Source Software; and (b) specify whether the Open Source Software is provided with the warranties that the Contractor provides in respect of Licensed Software, or whether the Contractor provides the Open Source Software without any warranty (to the extent permitted by law).	Not applicable

Box 10 Ancillary Services

Details to be included from Module 3	Order Details agreed by the Contractor and the Customer
Training (clause 6.1)	
Specify if training services are to be provided.	yes
If so, specify details, dates and the Prices of the training services, and when payment is due.	as per NSW 2390
Other Services (clause 6.2)	
Specify the details, times, Prices for ad hoc issue resolution or support service for the Licensed Software, and when payment is due. [Note: If Software Support Services are being provided for the Licensed Software under Module 5, do not complete this Box.]	Not applicable

Box 11 Business Models of the Reseller

Details to be included from Module 3	Order Details agreed by the Contractor and the Customer
Reseller Provision of Licensed Software (clause 7.1)	
Are any of the Deliverables being provided by the Contractor in the capacity as a Reseller? If yes: (a) specify if the Licensed Software is supplied by the Contractor who is acting as Reseller as Facilitator. [Note: Reseller as Facilitator means the Contractor is acting in a particular role and has a particular set of responsibilities described in clause 7.1(a).] **OR**	Yes, PaperCut solution is provided by the Contractor as a Reseller.
(b) specify if the Licensed Software is supplied by the Contractor who is acting as Reseller with Pass Through Warranties. [Note: Reseller with Pass Through Warranties means the Contractor is acting in a particular role and has a particular set of responsibilities described in clause 7.1(b).]	Yes, PaperCut solution is provided by the Contractor as Reseller with Pass Through Warranties.

Box 12 Value Added Services

Details to be included from Module 3	Order Details agreed by the Contractor and the Customer
Acquisition through a Reseller (clause 7.3)	
Specify if the details of any value added services the Contractor is to provide, the Prices and when payment is due.	Not applicable

Box 13 Customer Maintains Records

Details to be included from Module 3	Order Details agreed by the Contractor and the Customer
Records (clause 10.1(a))	
Specify if and, if so, how the Customer must maintain records as to the locations of all copies of the Licensed Software and the usage of the Licensed Software.	Not applicable
Records (clause 10.1(b))	
Specify the frequency with which the Customer provides copies of the records under clause 10.1(a). If this Box is not completed the Customer must provide copies of the records every six months.	Not applicable

PROCURE IT VERSION 3.2
MODULE ORDER FORM
MODULE 5 – SOFTWARE SUPPORT SERVICES

Box 1   Designated Equipment

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Agreed Terms (clause 1.1)	
Specify the Hardware platform/operating system combination upon which the Supported Software is installed. [Note: Specify the type and version number of the operating system and capacity/model of the Hardware.]	Toshiba MFDs in General Order Form

Box 2   Developed Software

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Agreed Terms (clause 1.2)	
Specify which of the following categories of software to which each of the items of Developed Software applies: (a) an adaptation, translation or derivative of the Licensed Software; or (b) software that has been newly created by the Contractor under Module 4, or any other Module; or [Note: For example "Payroll application developed under Module 4".] (c) other software, including software that is already owned by or licensed to the Customer or Open Source Software. [Note: The definition of Developed Software does not include Licensed Software.]	Not applicable

Box 3 Installed on Contractor Equipment

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Agreed Terms (clause 1.6)	
Specify if the Supported Software is to be installed on equipment which is owned or controlled by the Contractor.	Not applicable

Box 4 Prices of Software Support Services

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Agreed Terms (clause 1.13)	
Specify the fees payable for supplying the Software Support Services, and when they are due. [E.g. This may be on a monthly, quarterly or yearly basis or any other term that is agreed by parties.]	Toshiba software support price is included in MFD service agreement cost per impression as stipulated in General Order Form. PaperCut support price is an annual fee, as stipulated in General Order Form.

Box 5 Period of Software Support Services

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Support Period (clause 2.2)	
Specify the Contract Period during which the Software Support Services will be provided. If this Box is not completed and the Contract Period is not specified on the General Order Form, the Software Support Services will be deemed to start on the AAD of the relevant Supported Software, and continue until terminated by either Party giving the other 30 days Notice in Writing.	Toshiba software Support Period is same as MFDs service agreement period. PaperCut support service period included in the Total Amount of General Order Form is first 12 months of Contract Period, and then to be renewed and paid annually.

Box 6 Extension of Contract Notification

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Support Period (clause 2.3)	
Specify (a) the number of days written notice prior to the end of each	30 days

current Contract Period that the Contractor must give of the Price;

(b) payment arrangements; and

(c) whether the Contract Period will be extended under this Customer Contract, or whether a new Customer Contract will be entered into, after the end of the current Contract Period.

If no period is specified in this Box, the period is 30 days.

Box 7   Details of Software Support Services

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Scope (clause 3.1)	
Specify the details of Software Support Services, including: (a) the Contract Period [Note: the default period is 12 months from AAD]; (b) the Supported Software that is to be the subject of the Software Support Services, being: (i) Licensed Software; and (ii) details of any Developed Software; (c) whether the Licensed Software is a First Release, or whether the First Release of New Release of any Licensed Software will be provided as part of the Software Support Services; (d) the details relating to any of the following Services that the Contractor is to provide: (i) Help Desk Services, including the hours of operation; and (ii) whether the Customer is entitled to receive Updates and/or New Releases if and when they become available from the	(a) Toshiba licensed software Support Period is same as MFDs service agreement period. PaperCut support service included in the Total Amount of General Order Form is first 12 months of Contract Period, and then to be renewed and paid annually. (b) Supported Software that is to be the subject of the Software Support Services is Licensed Software (c) The Licensed Software is not a First Release (d) As per NSW2390 (e) As per NSW2390 (f) As agreed by the Customer (g) Toshiba software support price is included in MFD service agreement cost per impression as stipulated in General Order Form. PaperCut support price is an annual fee, as stipulated in General Order Form.

Contractor during the Contract Period, for:

     (A)   the Licensed Software; and

     (B)   any Developed Software; and

(iii)   any ancillary services;

(e)   any applicable Service Levels;

(f)   the particulars of any access to the Site and the Supported Software, including VPN access to the Supported Software required by the Contractor to effectively perform the Software Support Services; and

(g)   the Price and any expenses or other charges that apply for each Service.

[Note: Each of the items above should be fully detailed in this Box.

The version numbers of each item of Support Software should be included.

If the Software Support Services are described in another document, such as the Contractor's Software Support policies, this document should be cross-referenced in this Box.]

Box 8   Period of Support for each Release

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Updates and New Releases **(clause 3.20(b))**	
Specify the period for which the Contractor will continue to offer standard support for each release.	18 months
If this Box is not completed the period is 18 months from the date of general release of the New Release.	

Box 9   Transition out Services

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Scope (clause 3.14)	
Specify if transition out services are to be provided.	yes
Specify the details of the transition out services, dates, Price for such transition out services, and when payment is due.	As per NSW2390

Box 10 Business Models of the Reseller

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Reseller Provision of Software Support Services (clause 4.1)	
Are any of the Deliverables being provided by the Contractor in the capacity as a Reseller? If yes: (a) specify if the Software Support Services are supplied by the Contractor who is acting as Reseller as Facilitator. [Note: Reseller as Facilitator means the Contractor is acting in a particular role and has a particular set of responsibilities described in clause 4.1(a).]	Yes, PaperCut is provided by the Contractor in the capacity as a Reseller
OR	
(b) specify if the Software Support Services are supplied by the Contractor who is acting as Reseller with Pass Through Warranties. [Note: Reseller with Pass Through Warranties means the Contractor is acting in a particular role and has a particular set of responsibilities described in clause 4.1(b).]	Yes, Software Support Services of PaperCut are supplied by the Contractor who is acting as Reseller with Pass Through Warranties.

Box 11 Value Added Services

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Acquisition through a Reseller (clause 4.3)	
Specify if the details of any value added services the Contractor is to provide, the Prices and when payment is due.	The Contract is to provide technical support of PaperCut by its own employees.

Box 12 Ancillary Services

Details to be included from Module 5	Order Details agreed by the Contractor and the Customer
Ancillary Services (clause 5.1)	
Specify if other services are to be provided during the Contract Period.	Additional services not included in the Agreement will be discussed and agreed on case by case basis.
Specify the details of these other services, the Prices and when payment is due. [E.g. Ancillary services may include the consulting services needed to implement Updates or New Releases or training services.]	Additional services not included in the Agreement will be discussed and agreed on case by case basis.

TOSHIBA

e·STUDIO330AC
e·STUDIO400AC

Product brochure

- Toshiba's A4 colour systems deliver outstanding document output at a speed of up to 40 pages per minute.

- Large, fully customisable user interfaces enable you to boost efficiency and tailor workflows to fit your needs.

- Both models easily integrate into Toshiba's A3 e-BRIDGE Next line up. They give you all the convenience of Toshiba colour systems, fit seamlessly into modern business environments, as well as support both cloud and mobile printing.

TOGETHER INFORMATION

Connect. Integrate. Simplify. And more.

Advanced functionality, ease of use and peace of mind.
Every business is unique. That's why Toshiba offers not only the latest technology, but also outstanding adaptability. Our customisable solutions can be precisely tailored to meet your needs. With Toshiba colour systems, you can simplify complex tasks and maximise productivity. They let you handle large numbers of documents – efficiently and securely from diverse sources and media types that include recycled, card, label, envelopes, water resistant paper and banners to name a few.

Toshiba's latest series delivers on our promise of Together Information – our commitment to working with clients to provide tailored, cost-effective solutions that meet all your print, document management and content needs. At the same time, we want to support you in fulfilling your energy-efficiency and sustainability objectives.

Superior document workflows, outstanding colour output.
No reason to compromise on colour; Toshiba's e-STUDIO400Ac series gives you excellent workflow efficiency and top-notch image quality combined. With advanced features built-in, even your most demanding needs are covered.

- Advanced Toshiba e-BRIDGE Next controller technology for easy integration into IT environments and customised document workflows.
- Impeccable, high-quality output with a resolution of up to 2,400 x 1,200 dpi.
- Colour consistency in small and high-volume print jobs.

Simple. Smart. And up-to-date.

Toshiba has designed the e-STUDIO400Ac series to ensure an easy and pleasant user experience. The 26 cm (10.1"), tablet-style multi-touch technology screen is not only user friendly but incredibly intuitive to operate.

The touchscreens are also fully customisable for increased productivity and efficiency. That means complicated multi-step processes can be turned into one-touch functions to help streamline your document workflows.

Unique user experience
The large and fully customisable user interface makes the MFP intuitive to use. Simply swipe through the menu and select the feature or function you need. You can then modify the screen to suit your individual preferences.

Advanced technology for more efficiency.

To succeed in today's business world, you need fast, flexible and easy access to information and data – anytime, anywhere. But **you also need ironclad security and excellent energy efficiency.** The e-STUDIO400AC series has it all covered.

Profit from; flexible integration with third-party solutions and applications, an embedded web browser and support of cloud and mobile printing. These are just some of the features that will **boost your efficiency and productivity.**

Every company has its own individual needs, processes and preferences for storing and sharing data, we have also designed the colour systems for easy customisation using apps[1]. Whether you want to connect to cloud services or local applications – or **have other requirements – the cost-effective and** simple-to-operate e-STUDIO400AC series has the answers.

Remote Monitoring Services

We have you covered 24-7 with e-BRIDGE Cloud Connect[2] remote monitoring services designed to maximise your MFP's uptime, performance and features.

- Auto supply of consumables.
- System health monitoring and maintenance.
- Updates to security and performance.
- Feature enhancements.
- Automated backups.

Mostly performed after hours with zero inconvenience and zero downtime.

Seamlessly connect with your business platforms
- Find better ways of managing your compliance **obligations.**
- **Introduce business efficiencies through** simple workflows and automation.
- Handle hard copy documents with ease.
- Eliminate information security concerns with on-board direct-to-platform processing (no **intermediate software or cloud services).**

For more information go to
www.toshiba-business.com.au/apps

State-of-the-art security

Of course, all of the advanced features of the e-STUDIO400AC series are designed with your data security as a top priority. In addition, **we offer a large range of built-in and optional features to protect** your business data:

- The self-encrypting Toshiba Secure HDD provides top-level security and makes unauthorised access to the data virtually impossible.
- Card readers not only provide an extra layer of security, but also give direct access to the user's print jobs. **We offer a large selection of card readers with different** features to match your data security needs.
- By adding optional security functions, the systems can be made conformant with HCD-PP v1.0 and Common Criteria certified.

Environmental Protection

Protecting the environment is embedded in our corporate philosophy and we ensure that our products comply to the highest environmental standards.

Best in class Typical Energy Consumption (TEC) values and a low-power sleep mode are just two examples of how we can help you save valuable resources and reduce your CO2 footprint.

The e-STUDIO400AC series complies with the following international environmental standards, with certifications in various overseas markets for Energy Star, EPEAT and Blue Angel.

For more information go to
www.toshiba-business.com.au/company/standards

Compact. Cool.
And fully customisable.

Don't be fooled by the small footprint of the e-STUDIO400AC series; the systems are packed with industry-leading technology and innovations. They are systematically engineered to help workgroups connect, integrate and simplify processes.

RGB Colour Substitution keeps colours accurate when using office applications. Your documents appear exactly as you want them to.

Multi-Station Print Solution lets you send print jobs from your desktop and retrieve them at up to 50 different MFPs. All you need to do is identify yourself at the device, e.g. by simply swiping your card.

Embedded Optical Character Recognition (OCR) simplifies the creation of searchable PDFs, giving you the ability to find any document quickly by entering any word using free tools. With the editable document formats such as Microsoft Word you never have to re-type a document again.

Scan and Fax Preview enables you to review, rotate and modify your scanned documents or incoming faxes before saving or printing them.
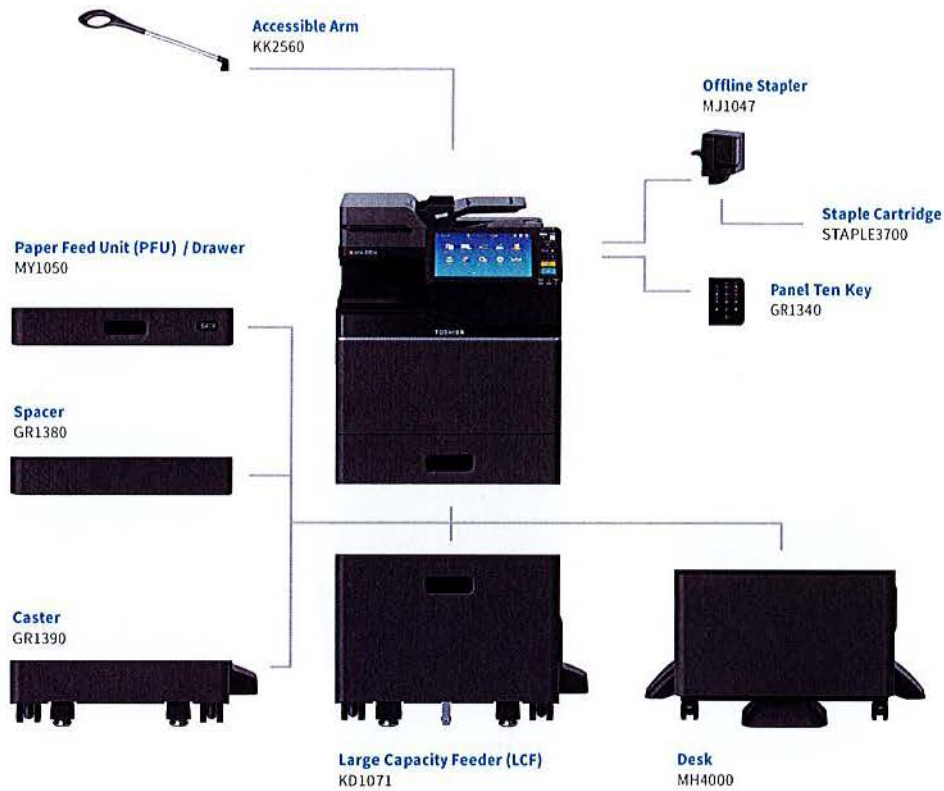
Print from and Scan to USB is great for working with documents when you're on the go. This helps to complete quick and easy printouts, with the ability to automatically scale to the available paper size required.

E-mail Direct Printing can automatically print attached documents from e-mails sent to the MFP.

Barcode Printing gives you the option of sending print data from your ERP system directly to the MFP. The barcode sequence is automatically processed and printed without the need of additional middleware.

Configuration

Accessible Arm
KK2560

Offline Stapler
MJ1047

Staple Cartridge
STAPLE3700

Panel Ten Key
GR1340

Paper Feed Unit (PFU) / Drawer
MY1050

Spacer
GR1380

Caster
GR1390

Large Capacity Feeder (LCF)
KD1071

Desk
MH4000

Highlights

Your Compact Workhorse
Compact yet packed with all the features and performance you might expect from larger devices.

Flexible Media
Don't limit output to plain paper, why not explore other possibilities with the high quality output of your Toshiba e-STUDIO400AC series MFP.

- Envelopes
- Water resistant charts and business cards
- GHS labels
- Banners (up to 215.5 x 1321 mm)

Impressive Performance
Single pass duplex scanning is standard, so too is "Continue Mode" and with this feature up to 1000 pages can be scanned into a single job. Add to that an impressive scan speed of 116 images per minute (ipm) and you've got all the performance you'll ever need.

Environmental Protection
Protecting the environment is embedded in our corporate philosophy. We ensure that our products comply with the highest environmental standards.

Specifications

General

Print & Copy Speed	33/40 ppm
Warm-up Time	~ 18 seconds from low power mode
Paper Size & Weight	Cassette : A5-A4 (60-256 g/m²), envelope (DL, Monarch, Com10, YOU-4, CHO-3) Bypass: 98 x 148 mm - A4 (52-256 g/m²), envelope (DL, Monarch, Com10, YOU-4, CHO-3), banner paper up to 215.5 x 1,321 mm (90-163 g/m²)
Paper Capacity	Cassettes: 550 sheets, 60 envelopes Bypass: 100 sheets Max. 3,200 sheets
Inner Output Tray	250-sheet capacity
Automatic Duplex	A6-A4 (35-105 g/m²)
Controller Type	Toshiba e-BRIDGE Next
Control Panel	26 cm (10.1") Multi-touch technology Colour Panel
Memory	Toshiba Secure HDD 320 GB³⁾, 4 GB RAM
Interface	10Base-T/100Base-TX/1000Base-T, High Speed USB 2.0, WLAN¹⁾, Bluetooth¹⁾, Wi-Fi Direct¹⁾
Dimensions & Weight	520 x 540 x 634 mm (W x D x H), ~ 53 kg

Print

Resolution	600 x 600 dpi, 3 bit, 1,200 x 1,200 dpi, 1 bit with PostScript driver only
Page Description Language	PCL5e, PCL5c, PCL6 (PCL XL), XPS, PDF and PostScript 3 compatible
Supported Systems	Windows 10/8.1, Windows Server 2019 (64 bit)/Server 2016/Server 2012 R2/Server 2012, Mac OS X 10.6.8-10.15, Linux/Unix, Citrix, Novell SLES, SAP, AS/400
Network Protocols	TCP/IP (IPv4/IPv6), IPX/SPX, EtherTalk, NetBios over TCP/IP
Colour Modes	Auto-Colour (ACS), Colour, Twin Colour, Monochrome
Colour Settings	ICC profile colour management, RGB substitution, Brightness, Saturation, Contrast, Colour Balance
Mobile Printing	e-BRIDGE Print & Capture, AirPrint, Mopria Print Service, Google Cloud Print
Print Functions	Universal Printer Driver, Driver Templates, Driver plug-ins¹⁾, Print from USB, Hold print, Tandem printing, Rules Based Printing

Scan

Resolution	Max. 600 x 600 dpi (10 bit 1024 levels)
Scan Speed	Dual Scan Document Feeder (DSDF): up to 80 ipm in colour and 116 ipm in monochrome (300 dpi/duplex)
Scan Modes	Auto-Colour (ACS), Colour, Greyscale, Monochrome
File Formats	JPEG, Multi/Single Page TIFF/XPS/PDF, Secure PDF, Slim PDF, PDF/A, PDF/A-2, Searchable PDF¹⁾ (and other formats like DOCX, XLSX)¹⁾
Scan Functions	WS Scan, Scan to USB, Scan to E-Mail, Scan to File (SMB, FTP, FTPS, IPX/SPX, Local), Meta Scan¹⁾, OCR scan¹⁾, Scan to Box (e-Filing), WIA, TWAIN

Copy

Resolution	Scan: 600 x 600 dpi monochrome, 300 x 600 dpi colour Print: 600 x 600 dpi, 3 bit, equiv. 2,400 x 600 dpi with smoothing (monochrome only)
First Copy Output Time	Colour: ~ 7.2/6.3 seconds Monochrome: ~ 5.7/5.1 seconds
Zoom	Platen: 25-400%, Dual Scan Document Feeder (DSDF): 25-200%
Copy Modes	Text, Text/Photo, Photo, Printed Image, Map, Image Smoothing
Colour Modes	Auto-Colour (ACS), Full Colour, Twin Colour, Mono Colour, Monochrome
Colour Settings	Hue, Saturation, Colour Balance, RGB adjustment, 5 one-touch modes
Copy Functions	Electronic Sort, ID Card Copy, Edge Erase, 2-in-1 / 4-in-1 mode

Fax¹⁾

Communication	Super G3, Internet Fax, T.37
Transmission Speed	~ 3 seconds per page
Compression	JBIG, MMR, MR, MH
Fax Memory	1 GB Transmission/Reception
Network-Fax	Driver for Windows 10/8.1 (32/64 bit), Windows Server 2019/Server 2016/Server 2012 R2/Server 2012
Incoming Fax Routing	To shared folders (SMB, FTP), E-Mail, e-Filing

System & Security

Device Management	Top Access for remote administration and configuration
System Features	e-Filing document server for secure storage, Document distribution and Print-on-Demand (1 public box, 200 user boxes), 12,060 one-touch templates for storage of personalised settings or workflows, Scan/Fax Preview, Rip-while-Print, e-BRIDGE Open Platform, Embedded Web Browser, Job Skip, PCL Barcode printing, e-BRIDGE Plus and Kōdo embedded apps
Accounting & Security	Role Based Access, LDAP support, 1,000 department & 10,000 user codes, Card Reader³⁾, Private print, Standard data encryption with Toshiba Secure HDD, Data Overwrite Enabler¹⁾, IP and MAC address filter, Port filter, Support of SSL and IPsec¹⁾ protocols, IEEE802.1x support, CC certified (ISO/IEC15408) with HCD-PP v1.0¹⁾, Scan to Secure PDF, Pull-printing¹⁾

Options

PAPER FEED UNIT (PFU)	1x 550-sheet capacity, A5-A4, 60-256 g/m², 520 x 540 x 147 mm (W x D x H), ~7.5 kg
LARGE CAPACITY FEEDER (LCF)	1x 2,000-sheet capacity, A4, 60-256 g/m², 605 x 578 x 427 mm, ~29 kg
DESK	766 x 742 x 402 mm (W x D x H), ~15.8 kg
SPACER	520 x 540 x 132 mm (W x D x H), ~5.2 kg
CASTER	605 x 578 x 164 mm (W x D x H), ~12 kg
OFFLINE STAPLER	
PANEL TEN-KEY	
HARD DISK DRIVE 320 GB[3]	FIPS 140-2 Standard
FAX BOARD	
WIRELESS LAN/BLUETOOTH MODULE	(incl. Wi-Fi Direct)
CARD READERS	(RFID, Barcode, Magstripe)
ACCESSIBLE ARM	

EMBEDDED OCR

MULTI STATION PRINT

DATA OVERWRITE ENABLER

IPsec ENABLER

HARD COPY SECURITY KIT

MONOTYPE FONT

UNICODE FONT ENABLER

META SCAN ENABLER

Works with Apple AirPrint
Windows Server 2016 Certified
Google Cloud Print Ready

CITRIX ready
Bluetooth ®
Wi-Fi CERTIFIED
mopria
Cerner VALIDATED

[1] Optional.

[2] Not available in all areas, check with your Authorised Toshiba Service provider for availability of e-BRIDGE Cloud Connect.

[3] 1 GB = 1 billion bytes; the actual formatted capacity is less. Available capacity will also be less if software applications are pre-installed.

About Toshiba

Toshiba (Australia) Pty Limited is part of the globally operating Toshiba Tec Corporation, active in various high-tech industrial sectors.

Toshiba is a leading provider of information technology, operating across multiple industries - ranging from retail, education and business services to hospitality and manufacturing. With headquarters in Japan and over 80 subsidiaries worldwide, Toshiba Tec Corporation helps organisations transform the way they create, record, share, manage and display information. For more information please contact us:

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Together Information is Toshiba's vision for how people and organisations create, record, share, manage and display ideas and data.

It is based on our belief that the most successful organisations are those that communicate information in the most efficient way.

We make that possible through an integrated portfolio of industry-specific solutions, all of which reflect Toshiba's commitment to the future of the planet.

For more information please visit:
www.toshiba-business.com.au
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TOSHIBA

PaperCut MF

Product brochure

> Managing costs and reducing waste are two of the challenges businesses face today. One of the most effective ways to reduce costs and improve the productivity of network printing is with PaperCut MF.

> A scalable solution for all businesses from SME to enterprise which allows you to easily manage your print assets, collect usage data by location and device, identify inefficiency and implement cost recovery and allocation strategies to maximise your system productivity and return on investment.

> PaperCut MF also adapts to the size of your network. The modern design and architecture of the software provides full scalability. So it does not make a difference if your network consists of a single server and has only a few users or a multi-server network with a large number of users - PaperCut MF adapts to your needs.
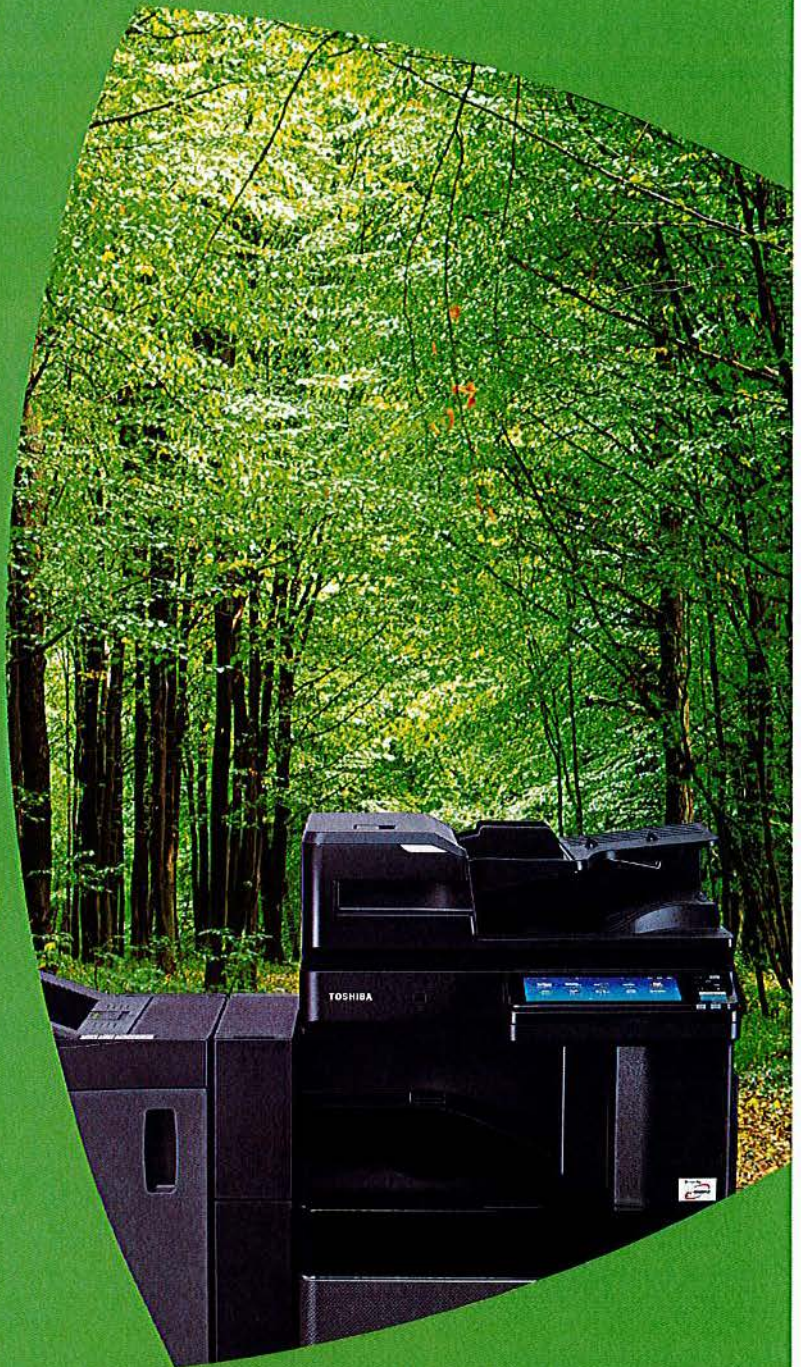
TOGETHER INFORMATION

KEY FEATURES

> Print to a virtual queue and collect your print job from any networked Toshiba printer or MFP. Thanks to user authentication at the device, your sensitive data is protected from prying eyes.

> Control your device, paper and toner usage with intelligent printing policies to decide who prints what, where and how.

> Mobility Print allows you to print from any mobile or personal device for more flexibility. Multiple other mobile and BYOD solutions are also available.

> Installing and configuring PaperCut MF via the browser-based administrator interface is extremely easy. All Toshiba MFPs and printers on your existing print server will automatically be found and imported.

> You can also allocate print quotas to user groups. With the over 50 standard reports in PaperCut MF, you can track who, where and how much is being printed on all the printers on your network.

> Easy integration with popular payment gateways allow users to transfer funds from external accounts into their personal PaperCut MF account.

> Minimise waste with data visualisation and print controls. This not only helps you save money, it also saves resources.

> PaperCut MF Professional edition offers Law Firms, Accountancy Practices, Architecture Firms and some Higher Education the ability to bill their clients for Copy, Print, Fax and Scan via a simple popup for matter codes, client codes, job numbers, case numbers etc.

> To further streamline the experience an optional module is also available to exchange billing information automatically with popular practice management platforms such as Infinitylaw, Lexis Affinity, LEAP, MYOB Enterprise, Reckon, Xero and many others.

REDUCE COSTS

User Management
PaperCut MF automatically synchronises user accounts with leading directory services such as Active Directory, Open Directory, LDAP or eDirectory.

One-click reporting
You can choose from more than 50 one-click reports in PDF, HTML or Excel format. Of course, you can also create your own reports by specifying date ranges or filtering and sorting the available data. Access these reports from any web browser or schedule them to be automatically generated and e-mailed.

Page-level colour detection
The page-level colour detection examines each page of a document and detects the use of colour. This allows a more precise analysis of the colour ratio per user, device or department.

Advanced filtering and restriction
With PaperCut MF embedded filters, you can control and implement print policies to improve the device utilisation of your print fleet. Enforce duplex or greyscale printing, automatically detect and delete duplicate jobs, route large jobs to dedicated high-volume printers, ask users to confirm single-sided output or suggest alternative printers. Always print emails on your Toshiba Eco MFP and re-use paper, minimise the blocking of queues and avoid unnecessary print jobs.

With the advanced scripting interface you can create, fine tune and customise your own printing policies. While many settings are made via simple tick boxes, a little JavaScript will open up

a new world of opportunities to you. You can display pop-up messages to remind users to select the duplex option or prompt confirmation for large print jobs.

At a high level, advanced scripting provides the ability to:

> adapt logic based on print job attributes such as cost, pages, document name, time etc.

> modify job attributes and behaviour such as routing the job to another printer, influencing job cost and appending metadata such as comments.

> interact with the users via client messages and pop-ups or dialogue boxes.

PRINT WHEREVER FROM WHATEVER YOU WANT

We know that in today's world you need to be flexible to be successful. PaperCut's "Mobility Print" feature provides the choice and freedom to print from whatever device you want. Setup is quick and easy with a few simple steps to get up and running and new printers are automatically published, so there's no need to know printer IP addresses or download print drivers or brand specific apps. Simply us the Mobilitiy Print app onyour device, print to Find-Me Printing or a local printer and print.

PaperCut's "Find-Me Printing" gives the modern, creative office worker the mobility and freedom they need. PaperCut MF deploys a Virtual Print Queue, so regardless of location, users can retrieve their print jobs from any device in the network, when and where they choose.

Many companies facilitate "Bring Your Own Device (BYOD)" policies and PaperCut caters to these needs with multiple mobile and BYOD solutions available. Devices not connected exclusively to existing print networks can still be used thanks to Web Print, e-mail-to-print, Google Cloud Print and iOS printing features.
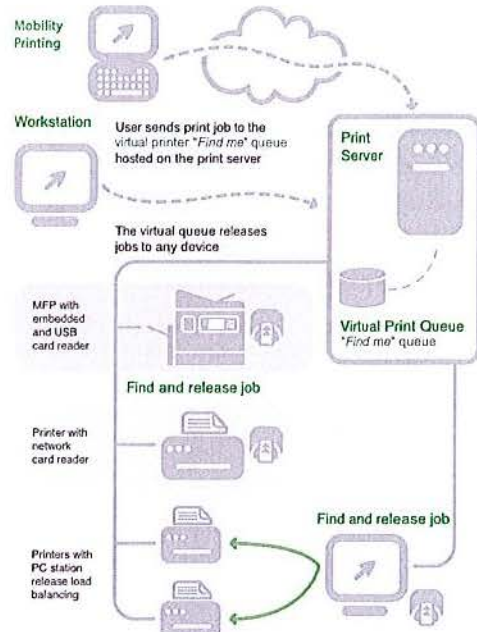
INTEGRATED SCANNING

PaperCut MF's Integrated Scanning provides users seamless control of where and how their documents will be scanned, all within the one display. With user and group scanning permissions pre-configurable through the PaperCut MF web admin interface, users can quickly and easily scan to authorised email and folder destinations.


RESILIENCY

PaperCut MFprovides uninterupted printing with distributed deployments, considerations such as redundancy and resilience to network outages ensures total peace of mind for your organisation.

A GREEN SOLUTION

Implementing printing policies and monitoring the usage of your print fleet offers you more than just the possibility to reduce costs. Today's environmentally conscious world demands ethical solutions. PaperCut MF has an in-built environmental impact reporting tool which delivers real, quantifiable data. It even records the number of pages erased on the e-STUDIO RD30, thus showing the benefits of Toshiba's Eco-MFP.

With this data you can draw the users' attention to their habits. Highlight the environmental impact of their activities to change their behaviour. The resulting reduction will not only help your company save money, it will also make you and your employees better corporate citizens.

PaperCut MF
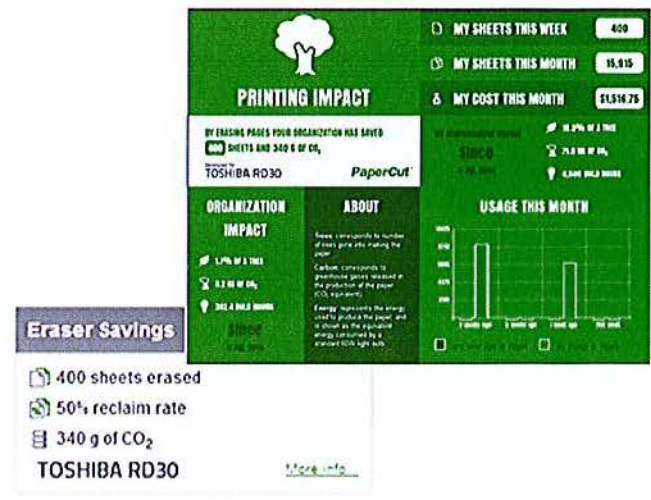
System Requirements

Supported Operating Systems	Windows 10/8/7/Vista/Server 2008 (32/64 bit), Windows Server 2012 R2/Server 2008 R2 (64 bit), Mac OS X 10.4 -El Capitan, Linux, Novell
Memory	Required: 768 MB Recommended: 1 GB or more
Free Disk Space	Required: 300 MB When using Print Archiving then a minimum of 100 GB of free disk space is recommended.

For detailed system requirements and a complete list of compatible MFP, printers and barcode printers, please contact your local Toshiba partner.

For more information go to www.papercut.com/toshiba

About Toshiba

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Toshiba is a leading provider of information technology, operating across multiple industries - ranging from retail, education and business services to hospitality and manufacturing. With headquarters in Japan and over 80 subsidiaries worldwide, Toshiba Tec Corporation helps organisations transform the way they create, record, share, manage and display information. For more information please contact us:

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For more information please visit www.toshiba-business.com.au

TOSHIBA

Kōdo®
APPLICATION

FOR SCAN PLUS

> Scanning made easy Email/
> Network/Intranet/Cloud

> Create your own searchable digital cabinet

> Auto process documents such as batches
> of application forms with absolute simplicity

> Virtually zero training using a
> tablet style interface that even
> remembers your last settings

> Minimal IT support with on
> board processing

> No limit on the number of users or scans

> Industry standard document
> formats including SPDF, SPDF/A
> and MS Office documents

> No middleware perfect for businesses with
> off-premise or cloud hosted infrastructure

MUCH MORE
THAN YOU EXPECT

Kodo applications are designed to make your working
life easy and productive.

Now you can scan documents better than before.

- Virtually zero training with simple one touch controls
  customised to suit you

- We work harder so you don't have to with time saving
  automated features such as batch separation and auto
  form detection

- Enjoy the flexibility of being able to combine cut
  sheets and 3 dimensional objects into the one job

- Get it right the first time with on-screen verification,
  page count and editing

- No need to wait around just scan your documents
  and walk away background processing and auto email
  notification lets you get on with things

- Not only better looking documents for screen view
  and print but even more compact in size saving you
  storage space and network bandwidth.

TOGETHER
INFORMATION

ENHANCED USER EXPERIENCE

EASE OF USE

Working from the touch screen of your e-STUDIO MFP, simply interact with the user-friendly templates to apply scan settings, define the destination of the job and any user data entry.


EFFICIENCY Built-in

Split makes scanning large batches a breeze and with Auto workflow documents such application forms are automatically detected, separated then sent to their respective destinations. Also sending a scan job to multiple destinations with just one scan is built right in.
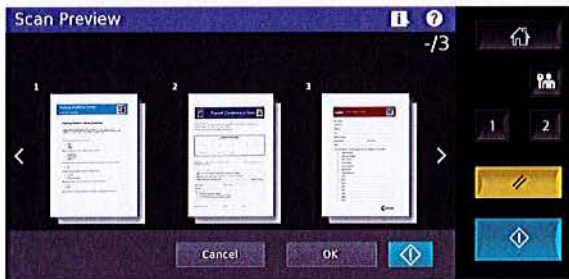
INCREASE ACCURACY

Simple scan verification at the panel with document count and thumbnail preview. Pages can be added or deleted, cut sheets or 3 dimensional objects.
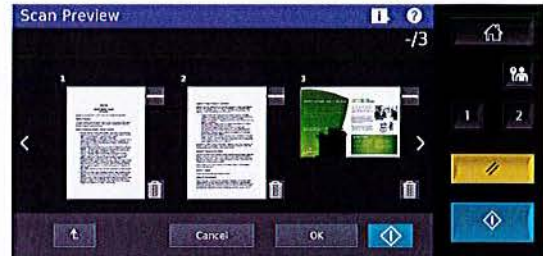
CREATE YOUR OWN DIGITAL LIBRARY

Creating you own digital library is easier than ever just select your cabinet (folder) then your drawer (sub folder) and file name right at the panel.

With our standard searchable PDF/A compliant format, finding documents by any word is so easy even when stored in the wrong location and all with popular free tools such as Adobe® Reader®.

SCAN SETTINGS AVAILABLE

Email address book	Adhoc, MFP, LDAP
File formats (std.)	TIFF, JPEG, PDF, PDF/A, SPDF, SPDF/A, DOCX, XLSX, PPTX
Colour Modes	Full Colour, Grey Scale, Black.
Resolution (dpi)	100, 200, 300, 400, 600.
Original Size	Auto, Mixed, A3, A4, B4, B5, A5-R, A6-R.
Original Type	Text, Text/Photo, Photo.
ICC Colour Profile	JPEG, PDF, PDF/A, Searchable PDF, Searchable PDF/A
Image Correction	Deskew, Alignment, Outside Erase
File Name prefix	User set – (date and time stamp also applied).
Auto Document Rotation	Searchable PDF, Searchable PDF/A only
Destination	Email, *My Email, *My Home, Network Drive, **Intranet, **Cloud (with browse),
Scan once multiple destinations	Combinations of Email, Network Drive, Intranet and Cloud
Job Split	By page or barcode/QR code
Auto Workflow	By barcode/QR code, to network drive or email
Protocols supported	SMTP, SMB, FTP, SFTP, WebDAV

*With Authentication enabled
**With WebDAV support

REQUIREMENTS

Toshiba e-STUDIO Multi-Function Printer (MFP) with e-BRIDGE Next architecture.

Want to know more go to
https://www.toshiba-business.com.au/apps/sp
or scan this QR code

Call Toshiba for more information
1300 794 202
www.toshiba-business.com.au

TOSHIBA

Kōdo®
APPLICATION

FOR MICROSOFT 365

> Upload scanned documents directly to your Microsoft SharePoint site or OneDrive cloud storage at the MFP

> Scan to industry standard documents formats including searchable and editable types

> Conveniently print documents stored in your Microsoft SharePoint site or OneDrive cloud storage direct from the MFP panel

> Familiar tablet style interface requires virtually zero training to use

> Single sign-on means no need to Authenticate twice

> Minimal IT support with embedded on-board processing

> No limit on the number of users or OCR scans

CONVENIENT & EASY-TO-USE

What is Kōdo Application for Microsoft 365?

A safe and convenient embedded application that connects users to their SharePoint site or OneDrive cloud storage service in Microsoft 365, directly from the Toshiba MFP touch panel.

Offers a central information repository for users to directly view and print documents stored, and scan directly to Microsoft 365 via Toshiba's e-STUDIO MFPs.

- Store and print documents in folders

- Auto create folders for easy identification by user

- Browse or directly link to SharePoint subsites at the MFP panel

- Supports mandatory entry of SharePoint document library metadata right at the MFP panel

TOGETHER INFORMATION

SCAN & PRINT MOBILE DOCUMENTS

SCANNING MADE EASY

To scan a document to your SharePoint site or OneDrive cloud storage simply select the document type, folder then scan. Also supports mandatory SharePoint document library metadata entry.

FLEXIBLE SCAN SETTINGS

Conveniently, you can modify scan settings directly from the tablet-like touch screen then mix scanning between the document feeder and glass, as required.

SCAN SETTINGS AVAILABLE

File formats	Standard: TIFF. JPEG, PDF, PDF/A Optional: Searchable PDF, Searchable PDF/A, Editable DOC
Colour modes	Auto Colour, Full Colour, Grey Scale, Black.
Resolution (dpi)	100, 150, 200, 300, 400, 600.
Original mode	Text, Text/Photo, Photo.
Rotation (deg)	0, 90, 180, 270.
File name	Auto, freetext.
File size	Max 64MByte.

REQUIREMENTS

Toshiba e-STUDIO Multi-Function Printer (MFP) with e-BRIDGE Next architecture.

Microsoft OneDrive, OneDrive for Business, Microsoft 365 current cloud storage subscription.

OPTIONS

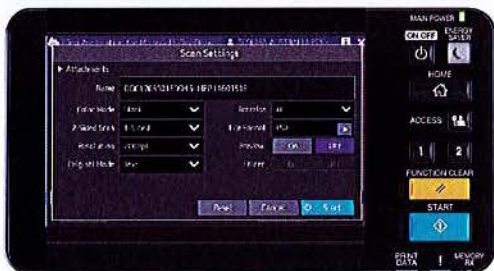Embedded OCR for searchable or editable scan file formats.

INCREASE ACCURACY

To reduce errors and save time, preview your jobs on the screen and auto correct document orientation, if required, before sending to SharePoint site or Microsoft OneDrive.

REMOTE PRINTING

To print a document from your SharePoint site or OneDrive cloud storage, simply select the document, check desired print settings and finishing options, then print.

PRINT SETTINGS AVAILABLE

File formats	JPEG, PDF, DOC, DOCX, ODT, XLS, XLSX, ODS, PPT, PPTX, ODP, RTF.
Sets	1-999.
Colour/Toner Mode	Auto Colour, Full Colour, Black, Erasable Blue.
2 - Sided	1-sided, Book, Tablet.
Staple	Upper Left, Upper Right.
Hole Punch	Middle Left, Centre Top.

Note: Scan and print settings available vary according to MFP model and configuration.

Call Toshiba for more information
1300 794 202
www.toshiba-business.com.au

	Service	Further definition	Region specific requirement	Contractual Requirement	proviso	Coverage Hours	Measurement	measurement responsibility	Minimum Service Level	Target Service Level	KPI	Reporting	Reporting period	Obligation
Service & Maintenance	Time to attend	Under maintenance agreements established with customers, the time taken from a call to the help desk to a technician presenting at the customer premises	Sydney CBD - vendor defined: 2 hrs; Sydney Metro: same day/next day; Newcastle Central coast: same day/next day; Wollongong: same day/next day; Regional - within 100KMS of total service location: next day; Remote - more than 100KMS of total service location: 1 week business days		call by 3PM or otherwise the next day	Business day, business hours as defined in the Statement of Requirements	In business hours, from call to attendance	Contractor	95% on time	100% on time	% on time	DETAIL REPORT - provide detailed granular per instance report monthly with data on time call received, time resolved, elapsed time, flagged when outside of minimum requirements, identify client and location. SUMMARY REPORT - Show statewide % on time. CREDIT REPORT - by instance were obligation is conceded	quarterly report with monthly figures	One instance of late response - the contractor will forgo one months disk charge for the machine concerned
	Time to repair	Under maintenance agreements established with customers, the time taken from a call to the help desk to a machine being fully restored to service	Sydney CBD - vendor defined: 4 hrs; Sydney Metro: next day; Newcastle Central coast: next day; Wollongong: next day; Regional - within 100KMS of total service location: 2 days; Remote - more than 100KMS of total service location: 1 week business days		call by 1PM or otherwise the next day	Business day, business hours as defined in the Statement of Requirements	In business hours, from call to repair	Contractor	99% on time	100% on time	% on time	DETAIL REPORT - provide detailed granular per instance report monthly with data on time call received, time resolved, elapsed time, flagged when outside of minimum requirements, identify client and location. SUMMARY REPORT - Show statewide % on time. CREDIT REPORT - by instance were obligation is conceded	quarterly report with monthly figures	One instance of late response - the contractor will forgo one months disk charge for the machine concerned
	Max Downtime	Under maintenance agreements established with customers, the maximum time that can be taken to restore a machine to acceptable functionality before it must be replaced	Sydney CBD - vendor defined: 3 Days; Sydney Metro: 3 Days; Newcastle Central coast: 3 Days; Wollongong: 3 Days; Regional - within 100KMS of total service location: 1 week business days; Remote - more than 100KMS of total service location: 2 weeks business days			Business day, business hours as defined in the Statement of Requirements	From call to help desk to customer indicating that the machine had acceptable functionality	Contractor	100% on time	100% on time	% comply by instance	DETAIL REPORT - provide detailed granular per instance report monthly with data on time the call received, time resolved, elapsed time, flagged when outside of minimum requirements, identify client and location. SUMMARY REPORT - Show statewide % on time. CREDIT REPORT - by instance were obligation is conceded	quarterly report with monthly figures	If machine cannot be restored in time provide working machine temporary or permanent
	Overall uptime	Under maintenance agreements established with customers, proportion of time machines are in acceptable functionality. Percentage from total machine hours at acceptable functionality as a proportion of total machine hours required	NA	99%		Business day, business hours as defined in the Statement of Requirements	Total machine hours calculation for each machine - machine hours would be total business hours, then sum total business hours for each machine. Machine that the host, for reporting period	Contractor	vendor nominated	vendor nominated	uptime as a % of total business hours	SUMMARY REPORT - provide total machine hours and total machine hours at acceptable functionality provide % uptime	quarterly report with monthly figures	
Machine Reliability	Call Out Frequency	Under maintenance agreements established with customers, average call out model-to-per machine overall	NA	NA		NA	Call out is a help desk call resulting in onsite service. Divide total call outs by total number of machines	Contractor	vendor nominated	vendor nominated	average call out models per machine	SUMMARY REPORT - average call out models per machine for total fleet. DETAIL REPORT - provide average call out in items per model	quarterly report with monthly figures	
	Replacement Frequency	Under maintenance agreements established with customers, average replacement rate per machine overall, through maximum downtime requirement	NA	NA		NA	Call out is a help desk call resulting in onsite service. Divide total replacement by total number of machines	Contractor	vendor nominated	vendor nominated	Average replacement rate per machine	SUMMARY REPORT - average replacements per machine for total fleet. DETAIL REPORT - provide average call out in items per model	quarterly report with monthly figures	
Customer satisfaction	Complaints	report all complaints received and result	NA	resolved and customer satisfied, report as required		NA	each call to help desk pursuant to a complaint to be recorded and reported	contractor	vendor to nominate acceptable no of complaints pro rata to machine no's	vendor to nominate acceptable no of complaints pro rata to machine no's	% of complaints pro rata to machine no's	SUMMARY REPORT - % of complaints pro rata to machine no's. DETAIL REPORT - per instance detail report, description of complaint, client identity, contact details, time and date, resolution, time to resolution, client acceptance	quarterly report with monthly figures	before complaint is signed off, contractor obtain an indication from the customer whether the resolution was satisfactory, if the customer is not satisfied, issue must be escalated to NSWP Vendor Manager
	Escalations	Escalate where resolution does not satisfy client	NA	customer not satisfied with resolution escalate to NSWP vendor manger immediately		NA	Where resolution is provided to client and client is dissatisfied resolution is unsatisfactory	contractor	vendor to nominate acceptable no of escalations pro rata & machine no's	NO escalations	% of escalations pro rata to machine no's	SUMMARY REPORT - no of escalations pro rata to machine no's. DETAIL REPORT - as per id detail report for complaints include confirmation of escalation where customer unsatisfied	quarterly report with monthly figures	
	Customer satisfaction	Key user survey	NA	Run customer satisfaction survey as set by NSW. Procure and 6 monthly and summarise findings		NA	TBA	Contractor	TBA	TBA	% satisfaction	TBA	6 monthly	
Warranty	Warranty fulfilment	Replacement or repair as per contractual requirement	as per contractual requirement	On time fulfilment of all valid warranty claims as per contractual requirement	as per contractual requirement	Business day, business hours as defined in the Statement of Requirements	From call to help desk to fulfilment	contractor	99% on time	100% on time	% on time fulfilment of all valid warranty claims	SUMMARY REPORT - % on time fulfilment of all valid warranty claims. DETAIL REPORT - provide detailed granular per instance report monthly with data on time call received, time resolved, elapsed time, flagged when outside of minimum requirements, identify client and location	quarterly report with monthly figures	
Delivery	Consumables Delivery	Toner, staple wire or other vendor provided consumables	Sydney CBD - vendor defined: 2 hrs; Sydney Metro: same day/next day; Newcastle Central coast: same day/next day; Wollongong: same day/next day; Regional - within 100KMS of total service location: next day; Remote - more than 100KMS of total service location: 1 week		call by 3PM or otherwise next day	Business day, business hours as defined in the Statement of Requirements	In business hours, from call to delivery	contractor	99% on time	100% on time	% on time		quarterly report with monthly figures	In any case of late delivery, 30% of value to be credited to customer
	Equipment Delivery & Installation	Maximum time for delivery and installation	Sydney Newcastle Wollongong: 1 Week (7 calendar days) from placement of order to installation	Installation may not be required for some equipment, if so requirement applies to delivery only	Business day, business hours as defined in the Statement of Requirements	From an order received within business hours to installation, to be completed within business hours	contractor	99% on time	100% on time	% on time	DETAIL REPORT - provide detailed granular per instance report monthly with data on order received, time of installation delivery, elapsed time, flagged when outside of minimum requirements, identify client and location. SUMMARY REPORT - Show statewide % on time. CREDIT REPORT - by instance were obligation is conceded	quarterly report with monthly figures	Where a contractor is not able to provide the ordered machine on time a machine of equal or better capacity and specification that can be installed within the maximum time, must be offered to the customer as a substitute. For each business day the maximum time is exceeded, the contractor will forgo one months disk charge for the machine concerned
			Remainder of NSW: 2 weeks (14 calendar days) from placement of order to installation	Installation may not be required for some equipment, if so requirement applies to delivery only	Business day, business hours as defined in the Statement of Requirements	From an order received within business hours to installation, to be completed within business hours	contractor	99% on time	100% on time	% on time		quarterly report with monthly figures	Where a contractor is not able to provide the ordered machine on time a machine of equal or better capacity and specification that can be installed within the maximum time, must be offered to the customer as a substitute. For each business day the maximum time is exceeded, the contractor will forgo one months disk charge for the machine concerned
Contract Management	Relationship	Supplier Assessment of NSWP management of contract	NA	NA		NA	subjective rating on 10 point scale as per guide provided by NSWP	contractor	NA	NA	NA		Yearly	
		NSWP Assessment of Supplier management of contract	NA	NA		NA	subjective rating on 10 point scale as per guide provided by NSWP	NSWP	NA	NA	% score by NSWP VM		Yearly	
	Innovation	Utilisation	NA	NA		NA	sales performance in comparison with estimates and/or previous year and/or overall contract trend/market conditions accounted for - score out of 10	NSWP	NA	NA	% score by NSWP VM		Yearly	
		Events	NA	NA		NA	Contractor to provide summary of events relevant & contract customers - NSWP score out of 10	NSWP	NA	NA	% score by NSWP VM		Yearly	
		Advice and consultation	NA	NA		NA	subjective rating on 10 point scale as per guide provided by NSWP	NSWP	NA	NA	% score by NSWP VM	No reporting requirement for contractor	Yearly	
	Savings	Tangible / hard overall savings	NA	NA		NA	NSWP to advise appropriate methodology/basis to estimate savings	contractor	NA	NA	% score by NSWP VM	SUMMARY REPORT - total saving through contracting	quarterly	
		Intangibles	NA	NA		NA	NSWP to advise appropriate methodology/basis to estimate savings	contractor	NA	NA	% score by NSWP VM	SUMMARY REPORT - total saving through contracting period	quarterly	