

STATEMENT OF WORK , REV. 0
REQUEST FOR PROPOSAL NO: 110959

STATEMENT OF WORK (SOW)

August 25, 2004

***HANFORD SITE
CONVENIENCE COPIER CONTRACT***

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Statement of Work

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1.0 Introduction and Background

Fluor Hanford, Inc. (FH) has the responsibility for administering convenience copier requirements for the U.S. Department of Energy (DOE) and its Sub-Contractors.

The purpose of this contract is to provide new and/or replacement copiers. The copiers shall reside in various buildings throughout Washington State; the Hanford Site, the Tri-Cities (Kennewick, Pasco, and Richland), and Olympia. Presently, there are approximately 600 convenience copiers. The snapshot below is for January 2004.

Volume Band	Number of Copiers
1	116
2	195
3	213
4	62
5	<u>9</u>
Total	595

All quantities mentioned throughout this Statement of Work for copiers, supplies, and services are estimates only. The quantities of copiers listed above are estimates of the number of copiers to be installed during the base period of the contract.

The contract is for an indefinite quantity term agreement for a monthly rental contract that includes low to medium volume digital copying capability. The period of performance under this three-year contract will begin January 1, 2005, and end on December 31, 2007. Two one-year contract extension options (January 1, 2008 and January 1, 2009) are included, and may be exercised at the sole discretion of FH.

The Seller may be requested to supply copiers to other Fluor entities and the contract shall be transferable to other Fluor entities with no restriction of use.

2.0 Scope of Work – Specific

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2.1 Delivery and Initial Copier Installation

Copier installation shall begin immediately after contract award and must be completed within ninety (90) calendar days with as little disruption as possible to the users of the copiers. As each copier is installed and declared operational, the Seller shall provide a detailed installation report including model, serial number, and location to the FH Buyer's Technical Representative (BTR). The Seller shall post service information to include model and serial number, telephone number, and name of appropriate vendor service contact on each copier.

If the copiers are not delivered within the 90 day period described above, FH will rent copiers comparable to the copiers ordered from the Seller on an open-market basis until delivery and the Seller completes installation. The Seller shall deduct the additional Buyer cost of open-market rental including delivery, removal, and supplies from the Monthly Cost Report.

The Seller shall have adequate numbers of trained personnel on the Hanford Site during the initial installation period to resolve problems as they arise.

2.1.2 Site Preparation

FH shall provide the Seller access to installation locations to evaluate space, power, and safety requirements. Site visits shall be arranged through the Buyer's Technical Representative (BTR). The BTR shall also arrange for any rewiring/recabling necessary to accommodate the Seller's copiers. The rewiring/recabling shall be done by FH at no cost to the Seller.

Prior to installation, the Seller shall verify that the electrical supply is adequate relative to grounding, voltage, wattage, and etc. Should a deficiency be discovered, the installation shall not be completed, and the Seller shall tag the copier appropriately, i.e., "do not connect to the electrical supply", and notify the BTR.

2.2 Supplies

The Seller shall ensure that each copier installation location is furnished with enough consumable supplies (all supplies required to maintain copiers including but not limited to toner, developer and oil; does not include paper) to produce a volume of copies equal to the upper limit of the copier's Volume Band. This will include any item such as fuser oil, toner, developer, waste toner receptacles, or staples for copiers bid with this feature, whether or not FH has specified this feature as a requirement. In addition, the Seller shall respond to verbal requests for additional consumable supplies under the following conditions: (1) Requester shall state the serial number and location of the copier that needs supplies; (2) The Seller shall deliver supplies within 4 hours after verbal request,

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and (3) Supplies shall be delivered during Hanford Site working hours. If supplies are not delivered within the 4-hour period, the BTR shall purchase a one-month supply on an open-market basis and the Seller shall deduct these costs from the Monthly Cost Report to FH.

The Seller's toner cartridge shall provide a means and material required for resealing the toner outlet opening such that when used as intended, the risk of direct exposure to toner during the toner cartridge recycling process is minimized.

The Seller shall be responsible for removal and recycling spent toner cartridges.

The Seller shall provide Material Safety Data Sheets (MSDS) for any products brought on the Hanford Site.

2.3 Maintenance/Repairs

The Seller shall provide sufficient personnel for proper servicing of all installed models of copiers including network connectivity and operation as appropriate; service personnel must be qualified and manufacturer certified on each model installed. Maintenance shall include all services, including but not limited to labor, parts, training, supplies, periodic preventative maintenance, emergency repair services, and any/all services required to maintain all copiers covered in good working order as required in the statement of Work. Replacement parts will be manufacturer's new or equal to new performance. Excluded from preventative maintenance are any/all repairs as a result of damage from abuse or misuse to copiers caused by other than the Seller.

The Seller shall schedule preventative maintenance services during Hanford Site working hours to ensure copiers remain in proper working condition. The Seller shall respond within two (2) hours, to verbal/telephone service calls for copiers designated as critical by the BTR. Standard on-site response time shall be four (4) hours. If a copier cannot be repaired within 24 continuous hours, the Seller shall provide a replacement copier (of equal or greater capability) and make it operational by the end of that 24-hour period and until the original copier is repaired and operational. If the copier is not replaced within that period, FH shall obtain a copier comparable to the inoperable copier on an open-market basis until the replacement is delivered and installed by the Seller. The Seller shall deduct the cost of open-market rental including delivery, removal, and supplies from the monthly cost report to FH. Any copier with repetitive or continuing malfunctions shall be replaced as deemed necessary by the BTR based on the number of work days per month that a copier is making acceptable copies/not making acceptable copies.

A service ticket for all repairs shall be provided to the Key Operator.

2.4 Key Operator Training

Key Operator training shall be provided by the Seller at time of installation and shall cover, but not be limited to, the following topics:

- Basic features of copier
- Loading paper
- Changing toner (written instructions shall be provided communicating proper steps required to minimize direct exposure to toner during toner cartridge installation and disposal processes)
- Clearing paper jams
- Cleaning of glass and platen
- Supplies ordering, delivery, and use
- Safety Features
- Key Operator interface and communications
- A list of supplier contacts and phone numbers

2.5 Replacement and Removal of Copiers

2.5.1 New Models or Capabilities

At any time during the contract period should the Seller or Seller's vendor introduce new or improved models of copiers or enhanced networking or electronic processing capabilities, the Seller shall be allowed to propose the substitution of new models initially offered under this contract. The Seller's proposal shall be made in writing to the FH Contract Specialist. Any new model or capability offered shall be of equal or greater capability as the provided model. The BTR shall approve acceptance of technically approved new models. Pricing shall remain unchanged should a new model copier exchange occur.

2.5.2 Replacement of Copiers

During the contract period, should the repair record of any copier reflect any downtime in four (4) or more working days in any calendar month, a determination may be made by the BTR to replace the initial copier with a new copier, or to have the Seller or Seller's Vendor certify on the repair record that sufficient repairs have been made to preclude continuing abnormal breakdowns. In those cases where a repaired copier continues to break down, the Seller shall grant credit or reimbursements at the rate of the average daily charge, times the total number of days certified by the BTR as downtime.

FH shall not pay the monthly copier cost(s) if the Seller fails to maintain the copier(s) in good operating condition; fails to respond to service calls; or fails to maintain a crew of

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experienced, qualified, and trained service personnel in sufficient numbers to actively and efficiently service and support the population of copiers covered under the resulting contract. Also, FH shall not pay the guaranteed minimum monthly volume for reasons “beyond the control” of FH. An example shall include, but not be limited to, the following: delays in removal of equipment by the Seller, barricaded facilities, facility emergencies, and/or security emergencies.

2.5.3 Implementation Process

All copiers ordered after the initial installation period shall be delivered and installed within an agreed time period after the order is placed.

2.5.4 Removal/Termination Charges

No charges will be paid by FH for removal of copiers.

2.6 Monthly Cost Report

The Seller shall furnish a single Monthly Cost Report, in electronic format, for each given month’s copier service by the 20th day of the current month. The Monthly Cost Report shall be itemized to show the following:

- Hanford Site Company Receiving Services,
- Copier Installation Date
- Copier Location
- Key Operator
- Key Operator Phone Number
- P-Card Holder
- Copier Model Number
- Copier Serial Number
- Unit Cost Per Copier
- Total Cost for the Period Being Reported.

3.0 Scope of Work – General

3.1 Network Printing Capability (refer to Volume Band V)

Printing/Copy Centers on the Hanford Site will require multi-function-networked devices that copy and function as a printer through a network interface.

Copiers that have a network interface and can serve as a multi-functional networked device or print server must meet the following requirements:

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- A. The network interface shall be able to connect to the following networks:
 - Twisted Pair 10/100BaseT
- B. Shall support the Transmission Control Protocol/Internet Protocol (TCP/IP) network protocol (including Line Printer Remote (LPR) remote printing).
- C. TCP/IP network configurability shall be easily accomplished (either through Domain Host Control Protocol (DHCP), front panel on device, or network interface).
- D. Shall provide for unlimited distribution of printer drivers for the following clients:
 - Windows XP
 - UNIX
- E. Shall support PostScript Levels 1 and 2.
- F. Shall provide tools for remote administration and monitoring (Simple Network Management (SNMP) desirable).
- G. Shall be equipped with at least 64-MB memory.
- H. Shall pass an acceptance test by FH Network Infrastructure Systems staff.
- I. Shall have an automatic means of encrypting, cleaning or overwriting memory after each use of any process which causes information to be saved in memory (scanning, printing, copying, etc.).

Volume Band V for networked multi-function copiers will only be located in Printing/Copy Centers and run by Reproduction Operators - estimated requirement is 3-5 copiers.

3.2 Safety and Security

The Seller's personnel shall comply with all FH safety and security regulations when performing work on the Hanford Site.

The Seller's personnel shall be required to obtain Hanford Site badges, attend Hanford General Educational Training (HGET), and other required training for access to the Site and shall be subject to background checks prior to being granted access to some installation locations. The Seller shall bear all costs associated with these requirements (HGET is approximately \$100.00 annually per person [approximately 3 hours per

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session]). FH reserves the right to refuse access to any of the Seller's employees at FH's discretion.

The Seller shall have the ability to provide adequate service in classified areas without requiring a FH escort. The Seller shall be responsible for planning, and maintaining a sufficient number of technicians in order to provide uninterrupted services. Timely requests for clearances shall be made by the Seller to maintain such level. FH shall bear costs associated with this requirement.

Per DOE Manual 471.1C, "Classified Matter Protection and Control Manual," the memory chips on digital copy machines will not be removed without permission and any remote diagnostics capabilities will be disabled."

3.3 Discontinuance of Service

Upon receipt by the Seller of a 30-calendar day written notice from the Buyer, copier service for any copier shall be discontinued. The notification shall contain the following information: (a) copier location, (b) copier model and serial number, (c) and date copier shall be available for removal.

3.4 Quantity of Copiers

The number of copiers and related features may be increased or decreased solely at FH's request at anytime during the term of the contract.

3.5 Title to Copiers

Title to all copiers shall remain with the Seller.

3.6 Performance Review

FH and the Seller shall review performance under this contract with the goal of improving the effectiveness of services. These reviews will be monthly for the first three months of the contract, and on a quarterly basis thereafter. The Seller's performance shall be reviewed in the areas of quality, timeliness of work, cost management, attitude/cooperation, and safety. FH and the Seller shall also establish mutually beneficial goals to improve overall performance, including total cost reduction under the contract.

4.0 Technical Requirements for Hanford Site Copiers

4.1 Copier Reliability

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Copiers offered for each Volume Band shall be capable of reliably producing the maximum number of copies for that Volume Band without causing excessive service requirements. Excessive service requirements are defined as three (3) or more service calls within a 30 calendar-day period, or any downtime occurring in four (4) or more work days within a calendar month.

Remanufactured copiers are acceptable, provided that copy quality and all requirements of new copiers are maintained. Remanufactured copiers are defined as “factory” remanufactured (and certified) copiers that are warranted the same as new.

4.2 Copier Standardization

- A. Copiers shall be capable of operating on 115- or 220-volt, 60 Hz, AC electrical current.
- B. Copiers shall be equipped with a lighten/darken contrast control.
- C. Configuration of copiers shall either be console model or desktop-type with stand, and storage underneath for supplies.
- D. Copiers shall be capable of producing copies on transparencies.
- E. Copiers shall have a self-diagnostic system that indicates, as a minimum, the following conditions:
 - Needs toner
 - Needs paper
 - Paper misfeed or jams
 - Network connection status (applies only to Volume Band V copiers located in Printing/Copy Centers).
- F. Copiers shall have coded operational access capability, including separate copy count accumulators for each access code.
- G. Copiers shall clearly indicate when energized. This may be accomplished with a special power-on light or an appropriate indicator on the control panel.
- H. Copiers shall be standardized to operate functionally the same:
 - Face up automatic document feeders

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- Control panel layout and operation
 - Programmed the same way
 - Use the same toner, where possible
 - Location of on/off switch and copies meter
- I. An operator's manual shall be furnished with each copier.
- J. Each copier shall have The Seller or Seller's Vendor's name, model number, and serial number permanently and legibly stamped or affixed on a major component in a readily accessible standardized location. Any appropriate network connectivity information shall also be posted on Volume Band V copiers.-
- K. Copiers shall operate effectively using recycled paper (minimum 50% waste paper including 20% post consumer recovered materials conforming to Executive Order 12873, Federal Acquisition, and Recycling & Waste Prevention).
- L. Copiers shall perform satisfactorily at any temperature between 50 and 90 degrees Fahrenheit.
- M. Copiers shall not contain either asbestos or polychlorinated biphenyls (PCB's).
- N. The Seller shall specifically identify the presence of beryllium or beryllium compounds and lithium or lithium compounds. Example: If lithium is used in batteries, the Seller shall state that lithium is so used, and the numbers of locations of such batteries. Seller shall remove all batteries from the Hanford Site, which are removed from copiers because of failure or pending expiration of useful life.
- O. Underwriters' Laboratory, Inc., or an equivalent-testing laboratory, shall approve copiers. The FH Buyer shall approve the equivalent-testing lab.
- P. Copiers shall meet all applicable OSHA and WISHA standards and regulations. Copiers shall be equipped with a three-wire grounded plug.
- Q. Copiers shall be provided with a non-resettable counter (meter) that shall provide a continuous copy count of the copies made by the copier.
- R. Copiers shall have an Energy Saver feature.
- S. When required for the efficient operation of any copier provided under this contract, the Seller shall provide a surge protector to the Buyer at no charge.

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4.3 Copier Capabilities

Each model provided shall comply with all general requirements stated herein, plus those specific requirements applicable to the Volume Band. The Seller shall provide requirements for each suggested Volume Band, which include both a requirement for a minimum number of copies per minute and a requirement for a monthly volume production capability. There is no direct relationship either stated or implied between these two requirements. The fact that any copier meets the copies-per-minute requirement for a particular Volume Band does not, in any way, imply that it automatically qualifies to meet the monthly volume capability. That is to be based solely upon the Seller or Seller's vendor's engineering knowledge of an in-service experience with copier model being provided for a particular Volume Band.

Conformance with the "minimum copy speed" requirements for each of the Seller's provided Volume Bands of copiers covered by this solicitation shall be determined in the following manner:

The copy quality selector shall be set at the number of copies per minute required for a particular Volume Band plus one copy. For example, a Volume Band II copier with a required minimum speed of 25 copies per minute would have its quantity selector set at 26.

The "START" control shall be activated and measurement of elapsed time will begin when the first copy is deposited in the receiving bin.

The elapsed time shall end when the last copy is deposited in the receiving bin.

The elapsed time shall be noted. If 60 seconds or less have elapsed for delivery of specified volume, the copier shall be judged to have passed the examination. If more than 60 seconds have elapsed, the copier shall be judged to have failed the examination. The Seller or Seller's vendor, at his/her discretion, may request one re-test of copiers failing this examination and such a request shall be granted. The offered copier shall again be subjected to the above procedure. A second failure to meet this requirement shall be considered final.

4.4 Copier Features

The Seller shall make available any and all stated/listed features applicable to each copier provided for each Volume Band at no additional cost.

5.0 Specific Volume Band Requirements

5.1 Volume Band I – Reliable up to 5,000 copies per month

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1. Standard Requirements

All copiers furnished under this Volume Band I shall meet the following minimum requirements, as well as applicable requirements for features specified as “Available Features”:

- A. Copier shall have a minimum speed of 15 letter size (8-1/2” x 11”) copies per minute.
- B. Copier shall be capable of reliably producing up to 5,000 copies per month.
- C. Copier shall be tabletop design with the Buyer’s choice of ordering with or without standard cabinet base.
- D. Paper supply trays shall be furnished with each copier in conformance with the following conditions: (a) A minimum of two trays shall be furnished, one of which supplies 8-1/2” x 11” paper and the other of which supplies 8-1/2” x 14” paper or 11” x 17” paper (adjustable paper tray).
- E. Copier shall have standard automatic duplexing feature.
- F. Copier shall have reduction and enlargement features as standard.
- G. Copier shall have manual feeding by means of a 20-sheet bypass tray.
- H. Semi-Automatic document feeder specifically manufactured for this particular copier shall be available.

2. Available Features

Standard cabinet/stand specifically manufactured for this particular copier shall be available.

5.2 Volume Band II – Reliable up to 20,000 copies per month

1. Standard Requirements

All copiers furnished under this Volume Band II shall meet the following minimum requirements, as well as applicable requirements for features specified as “Available Features”.

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- A. Copier shall have minimum copy speed of 25-30 letter size (8-1/2" x 11") copies per minute.
- B. Copier shall be capable of reliably producing up to 20,000 copies per month.
- C. Copier shall be a console model or come with cabinet specifically manufactured for this particular copier.
- D. Paper supply tray/paper drawers shall be furnished with each copier in conformance with the following conditions: (a) A minimum of two trays shall be furnished, one of which supplies 8-1/2 x 11" paper and the other of which supplies 8-1/2" x 14" paper or 11" x 17" paper (adjustable paper tray/drawer).
- E. Copier shall have standard automatic duplexing feature.
- F. Copier shall have at least three pre-set reduction and enlargement modes.
- G. Copier shall have manual feeding by means of a 20-sheet bypass tray.
- H. Copier shall have automatic document feeder or recirculating document handler specifically manufactured for this particular copier.

5.3 Volume Band III – Reliable up to 30,000 copies per month

1. Standard Requirements

All copiers furnished under this Volume Band III shall meet the following minimum requirements, as well as applicable requirements for features specified as "Available Features".

- A. Copier shall have minimum copy speed of 35-40 letter size (8-1/2" x 11") copies per minute.
- B. Copier shall be capable of reliably producing up to 30,000 copies per month.
- C. Copier shall be a console model or come with cabinet specifically manufactured for this particular copier.
- D. Copier shall have zoom reduction and enlargement modes, allowing variable reduction and enlargement in increments no larger that one percent (Range 64%-156% enlargement).
- E. Copier shall have standard automatic duplexing feature.

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- F. Paper supply tray/paper drawers shall be furnished with each copier in conformance with the following conditions: (a) A minimum of two trays shall be furnished, one of which supplies 8-1/2" x 11" paper and another which supplies 8-1/2" x 14" paper or 11" x 17" paper (adjustable paper tray/drawer).
- G. Copier shall have automatic document feeder or recirculating document handler specifically manufactured for this particular copier.
- H. Copier shall have manual feeding by means of a 50-sheet bypass tray.

2. Available Features

- A. Large capacity paper tray (at least 1,000 sheets) specifically manufactured for this particular copier shall be available.

5.4 Volume Band IV – Reliable up to 50,000 copies per month

1. Standard Requirements

All copiers furnished under this Volume Band IV shall meet the following minimum requirements, as well as applicable requirements for features specified as "Available Features".

- A. Copier shall have minimum copy speed of 50-60 letter size (8-1/2" x 11") copies per minute.
- B. Copier shall be capable of reliably producing up to 50,000 copies per month.
- C. Copier shall be a console model, with automatic document feeder or recirculating document handler specifically manufactured for this particular copier, as standard.
- D. Copier shall have variable zoom reduction and enlargement modes, allowing variable reduction and enlargement in increments no larger than one percent (Range 64%-156% enlargement).
- E. Copier shall have standard automatic duplexing feature.
- F. Copier shall copy from sizes: 8-1/2" x 11", 8-1/2" x 14", and 11" x 17" onto paper sizes: 8-1/2" x 11", 8-1/2" x 14", and 11" x 17" and paper supply tray/paper drawers to accommodate all sizes.

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- G. A large capacity paper tray (at least 1,000 sheets) specifically manufactured for this particular copier shall be standard for this copier.
- H. Copier shall have manual feeding by means of a 50-sheet bypass tray.

5.5 Volume Band V – Reliable up to 50,000 copies per month

1. Standard Requirements

All copiers furnished under this Volume Band V shall meet the following minimum requirements, as well as applicable requirements for features specified as “Available Features”.

- A. Copier shall be a multi-function device that copies and functions as a printer through a network interface.
- B. Copier shall have minimum copy speed of 50-60 letter size (8-1/2” x 11”) copies per minute.
- C. Copier shall be capable of reliably producing up to 50,000 copies per month.
- D. Copier shall be a console model, with automatic document feeder or recirculating document handler specifically manufactured for this particular copier, as standard.
- E. Copier shall have variable zoom reduction and enlargement modes, allowing variable reduction and enlargement in increments no larger than one percent (Range 64%-156% enlargement).
- F. Copier shall have standard automatic duplexing feature.
- G. Copier shall have at least three pre-set reduction and enlargement modes. Copier shall copy from sizes: 8-1/2” x 11”, 8-1/2 x 14”, and 11” x 17” onto paper sizes: 8-1/2” x 11”, 8-1/2” x 14”, and 11” x 17” and paper supply tray/paper drawers to accommodate all sizes.
- H. Copier shall have manual feeding by means of a 50-sheet bypass tray.
- I. A large capacity paper tray (at least 1,000 sheets) specifically manufactured for this particular copier shall be standard for this copier.
- J. Volume Bank V copiers shall have the ability of double stapling, 3-hole punching, folding in ½ and “Z”, and creasing upon Fluor Hanford’s request. It is anticipated that these capabilities will be needed on some Volume Band 5 copiers.