



## **Dynamic Advantage, Inc.**

100 E. Old Country Road, Suite: 5A

Mineola, NY 11501

Phone: (516) 294-1888 • Fax: (516) 864-4620

<http://www.dynamicadvantage.com>

December 18, 2024

### **EXECUTIVE SUMMARY**

RE: Bid Number 50-00146640 Manage Print Service and Copier Maintenance Repair.

Thank you for considering Dynamic Advantage to provide printer maintenance and repair service for the Jefferson Parish Library Department (JPLD). In order to perform to the JPLD satisfaction, Dynamic Advantage will be using only OEM Authorized service partners and technicians to perform work on this contract.

Dynamic Advantage has been providing maintenance and repair of IT equipment since 1998. Over the years, we have become certified to do warranty work for numerous manufacturers and have also built a national network of over 700 certified technicians. This not only allows us to provide a national coverage but it also helps us provide a response time unmatched by many companies. Our clients include, the DHS, US DOL, Air Force, and bureau of public debt, US EPA, and numerous Counties and State Agencies as well as mid-large corporations.

#### **Dynamic Advantage Service Partners**

Ricoh USA Inc.  
6620 Riverside Dr  
Metairie, LA 70003`

Ricoh Inc  
3100 Transcontinental Dr  
Metairie, LA 70006  
Phone: 504-455-7700

#### **Acknowledgments**

Dynamic Advantage agrees to “ALL” specifications, conditions or requirements stated throughout the bid documentation.



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## **SUPPORT PLAN**

### **Dispatch Methodology**

The Jefferson Parish Library Department may open service call using one of two ways.

- The preferred way is to use our web helpdesk portal. We will provide the JPLD designated representative with a username/password to open support tickets.
- The second way is for the JPLD to call our toll-free phone number 24/7 and provide all the details of the service call to the helpdesk manager. Dynamic Advantage will call back the JPLD contact within 1 hour of been notified of the equipment failure and provide the contact with an estimated time of arrival (ETA). ETA time for this contract will be within 4 hours of notification Monday through Friday. Also, the JPLD will be given access to our helpdesk web portal to keep track of our technicians (ETA) and call resolution.

### **Documentation Process / Monthly Reports**

The JPLD may check our helpdesk portal for the status and resolution of all support tickets. Furthermore, Dynamic Advantage will provide the JPLD with a monthly report (PDF format) which describes all the support calls and outcome

### **Escalation Procedures**

In the event that a technician has not closed a service call within 2 days, the service call will be elevated to a level 3 which may involve the manufacturer for further troubleshooting assistance

Our technicians have full access to various knowledgebase (internal and external), whitepapers as well as manufacturer assistance to help them determine problems. Technicians will have full access to our 24/7 technical support department (Level 1-3) to help them diagnose and repair problems.

### **Parts Stocking Strategy**

- 1) Dynamic Advantage and its service partners store most spare parts at its facilities to expedite the repair timeframe. We may also provide loaner copier in the event that the copier needing repair cannot be fixed within 3 business days.
  - a) Repair parts not stocked locally will be shipped FedEx overnight.
  - b) We generally use OEM spare parts but may use comparable parts if the failed part has been discontinued and is no longer available.
  - c) We have numerous vendors / distributors and refurbished parts vendors in the event that a part has been discontinued by the manufacturer and are no longer available in the market.
  - d) Spare parts will meet or exceed the quality of the part been replaced. Loaner equipment will meet or exceed the failed one.



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### **Reference**

Tarrant County Texas

Attn.: Amos Jones Jr

Contact: 817-212-6829

Email: [adjones3@tarrantcountytx.gov](mailto:adjones3@tarrantcountytx.gov)

100 East Weatherford, Suite 303

Fort Worth, Texas 76196-0104

U.S. Immigration and Customs Enforcement

Enforcement and Removal Operations

Miami Field Office, Miramar Sub-Office

2805 SW 145TH AVENUE Miramar, FL 33027

Contact Person: Robin King

Tel: 954-843-5883 Email: [Robin.P.King@ice.dhs.gov](mailto:Robin.P.King@ice.dhs.gov)

MICC – FT MCCOY

Contact: Christopher Brown

Phone: 608-388-2527

Email: [christopher.m.brown67.civ@army.mil](mailto:christopher.m.brown67.civ@army.mil)

Contract # W911SA23P3090

Type: MFP Printer/Copier Maintenance and Consumable Supplies

### **What's included?**

The total cost of this contract includes travel, Labor, parts Tools and supplies except papers.