

MASTER MANAGED SERVICES AGREEMENT GMU-JR0809-24

This **Agreement** (“Agreement”) is made and entered into effective as of the 1st day of August 2025 (the “Effective Date”) by and between

Canon U.S.A., Inc., a New York corporation (“CUSA”, herein after also called “Contractor”), having its principal place of business at One Canon Park, Melville, New York 11747, and

George Mason University, (herein after also called “Customer or Mason” having its principal place of business at 4441 George Mason Boulevard, Fairfax, VA 22030.

NOW, THEREFORE, for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, CUSA and Customer agree as follows:

1. SCOPE OF AGREEMENT

1.1 Managed Services.

- 1.1.1 CUSA shall supply to Customer in the United States the managed services described in the Statement of Work attached hereto as Schedule 1 (the “Initial Statement of Work”), for the term specified therein and subject to the terms and conditions of this Agreement.
- 1.1.2 Customer may from time-to-time request, and CUSA may agree to provide, managed services at facilities of Customer within the United States in addition to the services specified in the Initial Statement of Work. If applicable, such managed services shall be provided under an amendment to the Initial Statement of Work entered into in accordance with the provisions hereof, or under additional Statements of Work (together with the Initial Statement of Work, “Statements of Work” or “SOWs”) entered into between CUSA and Customer. The Initial Statement of Work and each other Statement of Work may be amended by mutual agreement of the parties.
- 1.1.3 Each Statement of Work shall specify the projected commencement date (or dates, if implementation will be on a staged or phased basis) of full performance of the managed services thereunder. Prior to the projected commencement of services, CUSA will have reasonable access to Customer’s premises, systems and networks to install any equipment and software for purposes of its performance of the managed services and otherwise to prepare for commencement of the managed services. To the extent that CUSA commences partial performance of managed services prior to commencement of full performance thereof (or full performance of any stage or phase), Customer will be charged on a pro-rated basis.
- 1.1.4 A Statement of Work may provide that managed services will be provided in part through CUSA personnel working at facilities of Customer (“On-site Personnel”). CUSA will endeavor to provide substitute personnel for individuals assigned as On-site Personnel who may be temporarily unavailable due to illness, vacation, training, etc. Overtime may be available on an as-requested basis by Customer and will be invoiced at CUSA’s then-current rates. All On-site Personnel will be professional, well-groomed and will demonstrate a good work ethic. CUSA shall use commercially reasonable efforts to ensure that all On-site Personnel shall comply with Customer facility policies and procedures applicable to Customer’s on-site employees generally, as such policies and procedures are furnished by Customer to CUSA from time to time. If an unresolvable personality conflict should arise, CUSA will change the On-site Personnel upon written request of Customer, to the extent legally permissible. Should On-site Personnel be subject to inappropriate conduct, harassment or other conduct in violation of applicable law by Customers’ employees or agents, at the request of CUSA, Customer shall investigate such claims and, working with CUSA as appropriate, shall take necessary action to address and resolve the matter.
- 1.1.5 Should a conflict arise between a CUSA employee and an employee, contractor or agent of Customer, the parties shall meet to discuss such conflict and the remedies therefore.



1.1.6 CUSA and Customer acknowledge and agree that, as labor pricing and workplace standards contemplated under a SOW are based upon the applicable laws and regulations in effect as of the commencement date thereof, CUSA and Customer, shall in good faith, reopen and negotiate such pricing and standards in the event of a change in applicable laws, regulations, or governmental orders that directly or indirectly impact wages, benefits, or working conditions (including, without limitation, leave or other time-off mandates) of the On-site Personnel performing Services thereunder. Any resulting revisions to labor pricing or workplace standards shall be memorialized via amendment to the Agreement or Statement of Work.

1.1.7 Customer agrees to provide to CUSA in connection with its performance of services the following without charge: appropriate workspace and a safe working environment; basic utilities such as electricity, water, telephone, etc., and access to Customer's bathroom facilities; a single point of contact for day-to-day operational issues; and basic custodial services and waste disposal to ensure a clean and efficient work environment.

1.2 Deliverables.

(a) To the extent that any Statement of Work provides that equipment or software is to be provided by CUSA for purposes of the managed services thereunder, such equipment and software shall be deemed to be for CUSA's use only and shall be procured by CUSA, unless otherwise stated in the Statement of Work in which case it shall be deemed a Deliverable. CUSA shall retain title to any such equipment and shall be the sole licensee of any such software (but Customer agrees to comply with any applicable provisions of any end-user license agreements relating to any such software). Equipment and/or software for use by Customer, and maintenance services may be supplied to Customer by CUSA hereunder, and all such equipment or software shall be provided pursuant to the terms of a Deliverables Supply Addendum. (For purposes hereof, (i) "Services" means the managed services provided under all SOWs and all other services provided pursuant hereto, including any maintenance services provided under a Deliverables Supply Addendum, and (ii) "Deliverables" means all equipment and software supplied by CUSA pursuant to a Deliverables Supply Addendum or Statement of Work as aforesaid.)

(b) As the owner of the equipment, CUSA may, at any time, substitute any unit of equipment with a comparable unit ("substantive substitution rights"), at its sole cost and expense, for the remaining term of such unit of equipment and at the same charges as were applicable to the replaced unit. CUSA will provide a minimum of thirty (30) days advance written notice to Customer of such substitution and shall comply with the applicable provisions of this Agreement pertaining to the delivery, removal and installation of equipment.

1.3 Transition from Legacy Agreement. CUSA and Customer are parties to a Master Management Services Agreement Contract No. 904003, dated July 1, 2016 (the "Legacy Agreement"), as amended, pursuant to which CUSA is providing the Equipment identified in Appendix A hereto (the "Legacy Equipment") and providing services for such equipment. As of the Effective Date of this Agreement:

(i) The parties hereto agree that the Legacy Agreement has expired as of July 31, 2025, with the parties having no further obligations thereunder other than obligations thereunder incurred prior to the Effective Date of this Agreement or obligations thereunder which pursuant to the provisions thereof are expressly stated, or can be reasonably construed to, survive termination of the Legacy Agreement.

(ii) The Legacy Equipment shall be deemed to be "Equipment" within the meaning of this Agreement and subject to all of the provisions hereof, including CUSA's services obligations as set forth in Schedule 1 (the Initial Statement of Work) and the Deliverables Supply Addendum, with the charges for the Legacy Equipment being as set forth in Schedule 1.

(iii) Notwithstanding the Usage Term for Legacy Equipment specified in the Legacy Agreement, each unit of Legacy Equipment shall be terminated without an early termination fee or other penalty effective upon commencement of the Usage Term of replacement Equipment being simultaneously ordered and as listed in Exhibit A to Schedule 1 to this Agreement and return to CUSA of such units of Legacy Equipment.



2. TERM

- 2.1 This Agreement shall terminate upon the fifth anniversary of the Effective Date (the “Initial Term”) unless otherwise earlier terminated in accordance with the provisions of Section 4 below or renewed by the parties in accordance with the provisions of Section 2.2 below.
- 2.2 This Agreement may be renewed five (5) times for one-year increments (each a “Renewal Term” and collectively with the Initial Term, the “Term”) upon mutual agreement of the parties.

3. PRICING AND PAYMENT

- 3.1 Pricing. Services provided under Statements of Work shall be provided for the charges specified in the applicable Statement of Work, and Deliverables provided under Deliverable Supply Addendum shall be provided for the charges specified in the applicable Deliverable Supply Addendum. If any Statement of Work or Deliverable Supply Addendum is extended beyond its initial term, then-current pricing shall remain in effect until adjusted by CUSA upon written notice to Customer.
- 3.2 Invoicing and Payment. Charges will be billed as set forth in the applicable Statement of Work or Deliverable Supply Addendum and shall be due in full within thirty (30) days of the date of CUSA’s invoice. A monthly late charge equal to one and one-half percent (1.5%) of the overdue amount, or if lesser the maximum amount allowed by law, shall accrue on all overdue amounts. CUSA’s payment methods are Company Check, ACH (Automated Clearing House) or EFT (Electronic Fund Transfer) only. Additionally, if the master mail services chargeback reconciliation report is not completed by the 15th of the following month due to formatting, data sharing, or other CUSA-caused reconciliation issues, Customer will withhold ten percent (10%) of the monthly payment amount until such time as reconciliation is successfully completed.
- 3.3 Taxes. Where applicable, CUSA shall charge Customer for any sales or use tax related to the Services and Deliverables, unless Customer supplies CUSA with tax exemption certificates acceptable to the relevant taxing authorities.
- 3.4 Transition Services. Provided Customer is not in default of its obligation under this Agreement, and the Agreement is in full force and effect, CUSA shall provide financial assistance to Customer for costs it incurs in transitioning from its existing contract to this Agreement and not covered under this Agreement (“Transition Costs”). CUSA shall provide a one-time payment in the amount of \$150,000 to Customer within ninety (90) days of the Effective Date of this Agreement. Should this Agreement or any Statement of Work or Deliverables Order terminate or cancel for any reason prior to the end of the Initial Term, Customer shall refund the Transition Costs on a pro rata basis based on the number of months remaining in the Initial Term, within thirty (30) days of such termination or cancellation. For example, if said cancellation occurs in month 25 of the Initial Term, Customer shall pay to CUSA the sum of the \$87,500 (\$2,500 X 35 months remaining in the Initial Term). Customer shall be responsible to report and pay all taxes due on such payments. Notwithstanding the foregoing, any such payments shall not be used for non-educational related expenses or commercial purposes.

4. TERMINATION

- 4.1 Non-Payment. If at any time Customer believes that any amounts invoiced by CUSA are not properly payable, Customer shall promptly notify CUSA thereof and the parties shall promptly investigate and attempt to resolve expeditiously and in good faith such issue. Notwithstanding, CUSA shall not be required to credit or refund any charges not disputed by Customer within one hundred eighty (180) days of its invoice date. Customer acknowledges however that timely payments (except for amounts being disputed in good faith as aforesaid) are necessary for CUSA’s ongoing performance of Services and provision of Deliverables, and that therefore CUSA shall not be required to accept any Deliverables Order, and may suspend performance of any or all Services, for so long as any such payment hereunder is overdue. Without limiting the foregoing, CUSA may terminate this Agreement and/or any or all Statements of Work then in effect and/or, if a Deliverables Supply Addendum has been entered into, any or all Deliverables Orders, upon written notice to Customer if any amount owing by Customer hereunder or thereunder, is overdue and payable (except to the extent of the portion of any invoices which are being disputed expeditiously and in good faith as aforesaid), unless such amount is paid in full within thirty (30) days after CUSA notifies Customer that such payment is overdue.



- 4.2 Insolvency. Either party may terminate this Agreement and/or any Statement of Work and/or, if a Deliverables Supply Addendum has been entered into, any or all of Deliverables Orders, immediately upon notice to the other party if such other party files a voluntary petition in bankruptcy or reorganization or fails to have such a petition filed against it dismissed within sixty (60) days or admits in writing its insolvency or inability to pay its liabilities as they come due, or assigns its assets for the benefit of creditors, or suffers a receiver to be appointed for its assets or suspends its business.
- 4.3 Other Breach. Except as provided in Sections 4.1 and 4.2 above with respect to overdue payments and insolvency, this Agreement or any Statement of Work may be terminated by the non-breaching party upon thirty (30) days' prior written notice to the breaching party if the breaching party fails to perform or observe in any material respect any other term or condition of this Agreement or Statement of Work, whichever is applicable, unless such failure is reasonably cured within such thirty (30) days period, or if such failure cannot be reasonably cured within such thirty (30) day period, the breaching party makes commercially reasonable efforts to cure same as soon as reasonably possible. A termination pursuant to this Section 4.3 shall entitle the non-breaching party to terminate only the Statement(s) of Work as to which such breach relates, and not any other Statements of Work. Notwithstanding the foregoing, a Deliverable Order may only be terminated pursuant to the terms of its Deliverable Supply Addendum, and a Deliverable provided under a Statement of Work may only be terminated pursuant to the terms of its Statement of Work.
- 4.4 Effect of Termination. Termination shall not, except as otherwise provided herein, limit or restrict the exercise of any other rights or remedies which a party may have against the other under this Agreement, or at law or in equity, for the other's failure to perform its obligations under this Agreement. Furthermore, unless otherwise stated in a Deliverable Supply Addendum or a Statement of Work, termination under Sections 4.1 to 4.3 above shall not relieve Customer from its obligation to pay all charges for Deliverables for their entire Usage Term as defined in such documents.
- 4.5 Survival. All obligations of the parties under this Agreement, and each Statement of Work and each Deliverables Order, that have accrued prior to the termination thereof or that could reasonably be construed to survive the termination thereof shall survive such termination.
- 4.6 CANCELLATION OF AGREEMENT: Mason reserves the right to cancel this Agreement, in part or in whole, without penalty, for any reason, upon sixty (60) days' written notice to CUSA. Should Customer cancel without cause this Agreement, any Deliverable Supply Schedule, Deliverable Supply Order or Statement of Work, in whole or in part, pursuant to which CUSA is providing Deliverables, equipment or software, or should CUSA cancel the Agreement, in whole or in part for cause, Mason shall pay to CUSA the cancellation charges ("Cancellation Fee") as set forth in the applicable agreement. Any such cancellation shall not relieve CUSA of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.

5. REPRESENTATIONS AND WARRANTIES

5.1 CUSA represents and warrants that:

- (a) all Services will be performed by qualified personnel in a professional and workmanlike manner, consistent with industry standards;
- (b) it has the requisite ownership, rights and licenses to perform its obligations under this Agreement fully as contemplated hereby; and
- (c) there are no pending or threatened lawsuits, claims, disputes or actions adversely affecting any Services or CUSA's ability to perform its obligations hereunder.

5.2 THE WARRANTIES IN SECTION 5.1 ABOVE ARE IN LIEU OF ALL OTHER WARRANTIES OR CONDITIONS, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OR CONDITIONS REGARDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, RELATING TO THE SERVICES, AND ALL SUCH OTHER WARRANTIES ARE HEREBY EXPRESSLY DISCLAIMED.



6. CONFIDENTIALITY; COPYRIGHT LAWS

- 6.1 Confidentiality. CUSA recognizes that the Services shall be conducted in a manner that minimizes the risk that information that Customer protects as confidential or proprietary would be disclosed to third parties. CUSA agrees that it will use its commercially reasonable efforts during the recruiting, training and supervising of its personnel to advise them that they are required to refrain from reading, or removing from Customer's facility, any such confidential or proprietary information (except as reasonably necessary in the course of performing the Services), or using any such information except as necessary for the performance of the Services. CUSA agrees to have its personnel execute an appropriate written undertaking to comply with the provisions of this Section 6.1.
- 6.2 Copyright Laws. Customer represents and warrants that it shall be solely responsible for complying with all copyright laws, including, without limitation, to obtain any necessary permission from the author or publisher, before permitting any material that belongs to others to be printed or reproduced by On-site Personnel at Customer's premises or otherwise in connection with the Services. In the event any action is taken by such publisher or author against CUSA or any affiliate thereof arising directly or indirectly from CUSA's performance of Services, Customer will indemnify and hold CUSA and its affiliates harmless from any and all damages, costs and expense, including attorney's fees, arising therefrom. CUSA shall give Customer prompt written notice of any claim, authority to assume control of the defense and settlement of such claim and reasonable assistance, at Customer's expense, as Customer shall request.
- 6.3 Confidentiality of Personally Identifiable Information: CUSA shall ensure that personally identifiable information ("PII") which is defined as any information that by itself or when combined with other information can be connected to a specific person and may include but is not limited to personal identifiers such as name, address, phone, date of birth, Social Security number, student or personal identification numbers, driver's license numbers, state or federal identification numbers, biometric information, religious or political affiliation, non-directory information, and any other information protected by state or federal privacy laws, will be collected and held confidential and in accordance with this Agreement, during and following the term of this Agreement for as long as subject to such laws, and will not be divulged without the individual's and Mason's written consent and only in accordance with federal law or the Code of Virginia.

7. ADDITIONAL COVENANTS

- 7.1 Compliance with Laws; Customer Policies and Procedures. All goods and services provided to Mason shall be done so in accordance with any and all applicable local, state, federal, and international laws, regulations and/or requirements and any industry standards, including but not limited to: the Family Educational Rights and Privacy Act (FERPA), Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology for Economic and Clinical Health Act (HITECH), Government Data Collection and Dissemination Practices Act, Gramm-Leach-Bliley Financial Modernization Act (GLB), Payment Card Industry Data Security Standards (PCI-DSS), Americans with Disabilities Act (ADA), and Federal Export Administration Regulations. Any Contractor personnel visiting Mason facilities will comply with all applicable Mason policies regarding access to, use of, and conduct within such facilities. Mason's policies can be found at <https://universitypolicy.gmu.edu/all-policies/> and any facility specific policies can be obtained from the facility manager.
- 7.2 Publicity. Neither party to this Agreement shall use the other party's name or marks or logos, in connection with any publicity, release, advertisement or other publication without the prior written consent of the other party.
- 7.3 No-Hire Covenant. So long as any Statement of Work remains in effect and for one (1) year following the expiration or termination of such Statement of Work (for each Statement of Work, the "Restriction Period"), Customer agrees that it will not, directly or through any third party (including a service provider providing services substantially similar to any of the Services), intentionally solicit, offer employment to, hire, interfere with, or endeavor to entice away from CUSA any On-site Personnel or other employee of CUSA who, at any time during the Restriction Period, was involved in providing Services to Customer under any Statement of Work.

Notwithstanding the foregoing, Customer's obligations under this section shall not apply to any CUSA personnel who independently seek employment with Customer through public job postings or open recruitment processes in accordance with applicable laws, regulations, and policies governing public



employment. Nothing herein shall be construed to prevent CUSA employees from applying for and obtaining employment with Customer on their own initiative and without any direct solicitation or inducement by Customer.

Customer further agrees that, with respect to any former On-site Personnel or other employee of CUSA who was involved in providing Services to Customer under any Statement of Work, it will not, directly or through any third party, solicit, offer employment to, or hire such individual during the one (1) year period following the date he or she ceases to be employed by CUSA, except where such individual independently applies to a publicly advertised position through Customer's standard hiring procedures.

- 7.4 Tax Exempt Bond Financing. The parties agree that the services may take place in building financed with tax-exempt bond proceeds. CUSA and Mason intend that this agreement will comply with Revenue Procedure 97-13, as modified by Revenue Procedure 2001-39 and as amplified by Notice 2016-67, and applicable successor guidelines (the "Internal Revenue Service Management Contract Guidelines"), and the implementation of the terms and provisions of this Agreement shall conform to the Internal Revenue Service Management Contract Guidelines. This Agreement shall be modified by CUSA and Mason if (i) nationally recognized bond counsel determines that such modification is necessary to avoid jeopardizing the tax-exempt status of any State or local government debt obligations benefitting Mason (any such debt constituting "Tax-Exempt Debt", or (ii) such modification is necessary in connection with the execution and delivery of any agreement between the governmental issuer of Tax-Exempt Debt (or the Customer) and the Internal Revenue Services, which agreement is being entered into to preserve the tax-exempt status of said governmental debt.

8. CHOICE OF LAW AND FORUM; LIMITATION OF ACTIONS, CLASS WAIVER AND JURY TRIAL WAIVER.

- 8.1 Applicable Law and Choice of Forum: This Agreement shall be construed, governed and interpreted pursuant to the laws of the Commonwealth of Virginia. All disputes arising under this Agreement shall be brought before an appropriated court in the Commonwealth of Virginia.

9. GENERAL

- 9.1 Limitation on Liability. Except for liability with respect to (i) any intentional or willful misconduct or negligence of any employee, agent or subcontractor of CUSA, (ii) any act or omission of any employee, agent or subcontractor of CUSA, (iii) claims for bodily injury, including death, and real and tangible property damage, (iv) CUSA's indemnification obligations, and (v) CUSA's confidentiality obligations, CUSA's liability shall be limed to twice the aggregate value of Products, Software Deliverables and Services provided under this Agreement. CUSA agrees that it is fully responsible for all acts and omissions of its employees, agents and subcontractors, including their gross negligence or willful misconduct. FOR ALL OTHER CONTRACTUAL CLAIMS, IN NO EVENT WILL ANY PARTY BE LIABLE TO ANY OTHER PARTY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, INCLUDING (WITHOUT LIMITATION) LOSS OF PROFIT, INCOME OR SAVINGS, EVEN IF ADVISED OF THE POSSIBILITY THEREOF, EXCEPT WHEN SUCH DAMAGES ARE CAUSED BY THE GROSS NEGLIGENCE OR WILLFUL MISCONDUCT OF THE PARTY, ITS EMPLOYEES AGENTS OF SUBCONTRACTORS.

- 9.2 Reserved

- 9.3 Relationship between Customer and CUSA. The relationship of CUSA and Customer under this Agreement and under each Statement of Work and Deliverables Order, is that of independent contractors. Neither party shall be deemed to be an agent, partner or joint venturer of the other party for any purpose as a result of this Agreement or the transactions contemplated hereby. Any persons who perform Services hereunder will be solely the employees or agents of CUSA under its sole and exclusive direction and control. CUSA is solely responsible for: (a) the hours of work, methods of performance and compensation of its employees and agents; (b) compliance with all federal, state and local rules and regulations including but not limited to those governing worker's compensation, unemployment, disability insurance and social security withholding for its employees and agents; and (c) all federal and state income taxes with respect to its income under this Agreement.



- 9.4 Entirety of Agreement and Amendments. This Agreement, including all schedules or attachments hereto and together with all Statements of Work hereunder, and any Deliverables Supply Addendum if entered into and Deliverables Orders thereunder, comprises the entire agreement between Customer and CUSA with respect to the subject matter hereof, superseding any prior understandings, agreements, conditions or representations, oral or written, with reference to the subject matter hereof. Neither this Agreement nor any SOW or Deliverables Order may be amended or modified except by a written instrument duly executed by duly authorized representatives of Customer and CUSA.
- 9.5 Non-Disclosure. Except as required by law or governmental regulation, Customer shall not disclose the terms of this Agreement or the contents thereof, including any pricing information, to any third party without the prior written consent of CUSA.
- 9.6 Waiver. A waiver on the part of Customer or CUSA of any term or condition hereof shall not bind either such party to a waiver of any succeeding breach of the same or any other terms or conditions hereof.
- 9.7 Judicial Construction. Judicial construction and interpretation of this Agreement shall be made as though this Agreement were mutually drafted by both parties hereto; and shall not, on the basis of drafting, be construed in favor of or against a particular party.
- 9.8 Force Majeure. Neither party shall be liable for any delay in performing, or failure to perform, any obligation under this Agreement (including any Statement of Work or Deliverables Order), other than payment obligations, that is due to any of the following causes, to the extent such delay or failure is caused by acts which are beyond the reasonable control of the party so affected, including, but not limited to, acts of God, accident, riots, war, terrorist act, epidemic, pandemic (including the COVID-19 pandemic), quarantine, civil commotion, natural catastrophes, governmental acts or omissions, changes in laws or regulations, national strikes, fire, explosion, or a generalized lack of availability of Products and Services or parts and supplies therefore, raw materials or energy. For the avoidance of doubt, Force Majeure shall not limit Customer's obligation to make payment(s) for delivered Equipment or Software or performed Services. Once causes for such Force Majeure are rectified and remedied, both Parties agree to resume performance of this Agreement
- 9.9 Savings Clause. In the event any provision of this Agreement or Statement of Work shall be judicially interpreted or held to be void or otherwise unenforceable as written, it shall be deemed to be revised and modified to the extent necessary to make it legally enforceable, and the remaining terms of this Agreement or such Statement of Work shall not be affected thereby.
- 9.10 Assignment. Neither party to this Agreement may assign any of its rights or obligations hereunder or thereunder or under any Statements of Work or Deliverables Orders without the prior written consent of the other party, which consent shall not be unreasonably withheld; provided, that CUSA may assign any of its rights or obligations hereunder to any of its affiliates. Subject to the foregoing, this Agreement shall be binding on the parties hereto and their respective successors and permitted assigns.
- 9.11 Notices. Customer acknowledges that CUSA shall send notices by regular mail to the physical address provided by Customer below, and/or by email to the email address provided by Customer below. To be effective, all notices to CUSA concerning cancellation, breach, default, assignment, indemnity, non-renewal, change of address or email address for notices, or any other demand or claim against CUSA must be in writing detailing all such issues, and sent to CUSA via courier or certified mail to the physical address(es) provided by CUSA below, with a copy of any notice of default, breach, request for indemnity, or any other demand or claim against CUSA, sent to CUSA via courier or certified mail, to Legal Division, Canon U.S.A., Inc., One Canon Park, Melville, New York, 11747, or sent by email to cusalegal@cusa.canon.com.

10. ADDITIONAL TERMS AND CONDITIONS:

- 10.1 AGREEMENT PARTICIPATION: It is the intent of this Agreement to allow for cooperative procurement. Accordingly, any public body, public or private health or educational institutions, or affiliated corporations may access this Agreement if authorized by Contractor.

Participation in this Agreement is strictly voluntary. If authorized by Contractor, the Agreement will be extended to the entities indicated above to purchase goods and services in accordance with Agreement terms. As a separate contractual relationship, the participating entity will place its own orders directly with Contractor and shall fully and independently administer its use of the contract(s) to include contractual disputes, invoicing and payments without direct administration from Customer. No modification of this



Agreement or execution of a separate agreement is required to participate; however, the participating entity and Contractor may modify the terms and conditions of the Agreement to accommodate specific governing laws, regulations, policies, and business goals required by the participating entity. Any such modification will apply solely between the participating entity and Contractor.

Customer may request Contractor provide semi-annual usage reports for all entities accessing the Agreement. Customer shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by Contractor to extend the Agreement. It is understood and agreed that Customer is not responsible for the acts or omissions of any entity and will not be considered in default of the Agreement no matter the circumstances.

Use of this Agreement does not preclude any participating entity from using other contracts or competitive processes as needed.

- 10.2 **ANTI-DISCRIMINATION**: By entering into this Agreement Contractor certifies to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians with Disabilities Act, the Americans with Disabilities Act and §§ 9&10 of the *Governing Rules*. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the Agreement on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (*Governing Rules*, § 36).

In every contract over \$10,000 the provisions in 1. and 2. below apply:

1. During the performance of this Agreement, the Contractor agrees as follows:
 - a. The Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Contractor. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
 - b. The Contractor, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, will state that such Contractor is an equal opportunity employer.
 - c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.
2. The Contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or Contractor.

- 10.3 **ANTITRUST**: By entering into this Agreement, the Contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under this Agreement.

- 10.4 **AUDIT**: The Contractor shall retain all books, records, and other documents related to all financial and operations data under this Agreement for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. Customer, its authorized agents, and/or state auditors shall have full access to and the right to examine any of said materials during said period.



- 10.5 **AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that Customer shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this Agreement. Customer warrants that it has funds available to make all payments under this Agreement until the end of its current appropriation period and warrants that it presently intends to make payments in each appropriation period from now until the end of this Agreement. The officer of Customer responsible for preparation of Customer's annual budget shall request from its legislative body or funding authority funds to be paid to Contractor under this Agreement. If notwithstanding the making in good faith of such request in accordance with appropriate procedures and with the exercise of reasonable care and diligence, such legislative body or funding authority does not appropriate funds to be paid to Contractor for the equipment, Customer may, upon prior written notice to Contractor, effective upon the exhaustion of the funding authorized for the then current appropriation period, return the equipment to Contractor, at Customer's expense and in accordance with this Agreement, and thereupon, Customer shall be released of its obligation to make payments to Contractor due thereafter, provided: (1) the equipment is returned to Contractor as provided for in the Agreement; (2) the above described notice states the failure of the legislative body or funding authority to appropriate the necessary funds as the reason for cancellation; (3) such notice is accompanied by payment of all amounts then due to Contractor under the Agreement; and (4) Customer does not replace the equipment with like competitive equipment for one (1) year. In the event Customer returns the equipment pursuant to the terms of this Agreement, Contractor shall retain all sums paid by Customer. Customer's Payment obligations under this Agreement in any fiscal year shall constitute a current expense of Customer for such fiscal year, and shall not constitute indebtedness or a multiple fiscal year obligation of Customer under Customer's state constitution, state law or home rule charter. Nothing in this Agreement shall constitute a pledge by Customer of any taxes or other monies, other than as appropriated for a specific fiscal year for this Agreement and the Equipment.
- 10.6 **BACKGROUND CHECKS:** Prior to any of Contractors employees, agents, or subcontractors (collectively "Personnel") performing services on any Mason campus, Contractor or its subcontractor shall, at their sole expense, obtain comprehensive background checks on all Personnel that they employ. Such background checks shall include, at minimum: a review of the Personnel's records to include social security number search, local and federal criminal records (any misdemeanor convictions and/or felony convictions), the Sex Offender Registry, and the SanctionsBase+ Search or equivalent. In addition, for sensitive financial work or when operating a motor vehicle in the performance of duties for Mason, the background investigation shall include a motor vehicle check. Contractor, or its subcontractor, warrant that all such Personnel have successfully passed these background checks and are qualified to perform the contracted services. Contractor shall maintain records of all background checks and will certify that such checks have been satisfactorily completed to Mason upon request. If an unresolvable personality conflict should arise, Contractor will change the On-site Personnel upon written request of Mason, to the extent legally permissible. Should On-site Personnel be subject to inappropriate conduct, harassment or other conduct in violation of applicable law by Mason's employees or agents, at the request of Contractor, Mason shall investigate such claims and, working with Contractor as appropriate, shall take necessary action to address and resolve the matter. Signature on this Agreement confirms your compliance with this requirement.
- 10.7 **CHANGES TO THE CONTRACT:** Changes can be made to this Agreement by amendment upon mutual agreement of the parties.
- 10.8 **CLAIMS:** Contractual claims, whether for money or other relief, shall be submitted in writing no later than one hundred eighty (180) days after final payment. However, written notice of CUSA's intention to file a claim shall be given within sixty (60) days of the occurrence or beginning of the work upon which the claim is based, whichever is later. Nothing herein shall preclude a contract from requiring submission of an invoice for final payment within a certain time after completion and acceptance of the work or acceptance of the goods. Pendency of claims shall not delay payment of amounts agreed due in the final payment.
1. The Contractor must submit written claim to:
Chief Procurement Officer
George Mason University
4400 University Drive, MSN 3C5
Fairfax, VA 22030
 2. The Contractor must submit any unresolved claim in writing no later than 60 days after final payment to the Chief Procurement Officer.
 3. Upon receiving the written claim, the Chief Procurement Officer will review the written



materials relating to the claim and will mail their decision to the Contractor within 60 days after receipt of the claim.

- 10.9 **CONFLICT OF INTEREST:** Contractor represents to Customer that its entering into this Agreement with Customer and its performance through its agents, officers and employees does not and will not involve, contribute to nor create a conflict of interest prohibited by Virginia State and Local Government Conflict of Interests Act (Va. Code 2.2-3100 *et seq*), the Virginia Ethics in Public Contracting Act (§57 of the *Governing Rules*), the Virginia Governmental Frauds Act (Va. Code 18.2 – 498.1 *et seq*) or any other applicable law or regulation.
- 10.10 **CONTINUITY OF SERVICES:**
1. The Contractor recognizes that the services under this Agreement are vital to Customer and must be continued without interruption and that, upon Agreement expiration, a successor, either Customer or another contractor, may continue them. The Contractor agrees:
 - a. To exercise its best efforts and cooperation to affect an orderly and efficient transition to a successor;
 - b. To make all Customer owned facilities, equipment, and data available to any successor at an appropriate time prior to the expiration of the Agreement to facilitate transition to successor; and
 - c. That Customer Procurement Officer shall have final authority to resolve disputes related to the transition of the Agreement from the Contractor to its successor.
 2. The Contractor shall, upon written notice from the Procurement Officer, furnish phase-in/phase-out services for up to ninety (90) days after this Agreement expires and shall negotiate in good faith a plan with the successor to execute the phase-in/phase-out services. This plan shall be subject to the Procurement Officer's approval.
 3. The Contractor shall be reimbursed for all reasonable, pre-approved phase-in/phase-out costs (i.e., costs incurred within the agreed period after Agreement expiration that result from phase-in, phase-out operations). All phase-in/phase-out work fees must be approved by the Procurement Officer in writing prior to commencement of said work.
- 10.11 **DEBARMENT STATUS:** As of the Effective Date, the Contractor certifies that it is not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of services covered by this Agreement, nor is the Contractor an agent of any person or entity that is currently so debarred.
- 10.12 **RESERVED**
- 10.13. **DRUG-FREE WORKPLACE:** Contractor has, and shall have in place during the performance of this Agreement, a drug-free workplace policy (DFWP), which it provides in writing to all its employees, vendors, and subcontractors, and which specifically prohibits the following on company premises, during work-related activities, or while conducting company business: the sale, purchase, manufacture, dispensation, distribution possession, or use of any illegal drug under federal law (including marijuana). For purposes of this section, "drug-free workplace" covers all sites at which work is done by Contractor in connection with this Agreement.
- 10.14 **FUTURE GOODS AND SERVICES:** Mason reserves the right to have Contractor provide additional goods and/or services that may be required by Mason during the term of this Agreement. Any such goods and/or services will be provided by Contractor under similar discounts off of MSRP terms and conditions of this Agreement. Such additional goods and/or services may include other products, components, accessories, subsystems or related services that are newly introduced during the term of the Agreement. Such newly introduced additional goods and/or services will be provided to Mason at similar discounts off of MSRP, terms and conditions.
- 10.15 **IMMIGRATION REFORM AND CONTROL ACT OF 1986:** By entering into this Agreement Contractor certifies that they do not and will not during the performance of this Agreement employ illegal alien workers or otherwise violate the provisions of the federal Immigration Reform and Control Act of 1986.
- 10.16 **INDEMNIFICATION:** CUSA agrees to indemnify, defend and hold harmless Customer, any User, their officers, directors, agents and employees (collectively, "Customer's Indemnified Parties") from and against





any and all losses, damages, claims, demands, proceedings, suits and actions, including any related liabilities, obligations, losses, damages, assessments, fines, penalties (whether criminal or civil), judgments, settlements, expenses (including attorneys' and accountants' fees and disbursements) and costs (each, a "Claim" and collectively, "Claims"), incurred by, borne by or asserted against any of Customer's Indemnified Parties to the extent such Claims in any way relate to, arise out of or result from: (i) any intentional or willful conduct or negligence of any employee, agent, or subcontractor of CUSA, (ii) any act or omission of any employee, agent, or subcontractor of CUSA (iii) breach of any representation, warranty or covenant of CUSA contained herein, (iv) any defect in the Product or Services, or (v) any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Product or Services. Selection and approval of counsel and approval of any settlement shall be accomplished in accordance with all applicable laws, rules and regulations. In all cases the selection and approval of counsel and approval of any settlement shall be satisfactory to Customer.

In the event that a Claim is commenced against any of Customer's Indemnified Parties alleging that use of the Products, Software, Deliverables or that the provision of Services under this Contract infringes any third party's intellectual property rights and CUSA is of the opinion that the allegations in such Claim in whole or in part are not covered by this indemnification provision, CUSA shall immediately notify Customer and the affected User(s) in writing, via certified mail, specifying to what extent CUSA believes it is obligated to defend and indemnify under the terms and conditions of this Contract. Supplier shall in such event protect the interests of the Customer's Indemnified Parties and secure a continuance to permit Customer and the affected User(s) to appear and defend their interests in cooperation with CUSA as is appropriate, including any jurisdictional defenses Customer or the affected User(s) may have.

In the event of a Claim pursuant to any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Products, Software, Deliverables or Services, and in addition to all other obligations of CUSA in this Section, CUSA shall at its expense, either (a) procure for all Users the right to continue use of such infringing Products, Software, Deliverables or Services, or any component thereof; or (b) replace or modify such infringing Products, Software, Deliverables or Services, or any component thereof, with non-infringing products, software, deliverables or services satisfactory to Customer. And in addition, CUSA shall provide any User with a comparable temporary replacement or reimburse Customer or any User for the reasonable costs incurred by Customer or such Authorized User in obtaining an alternative products, software, deliverables or services in the event such User cannot use the affected Products, Software, Deliverables or Services. If CUSA cannot accomplish any of the foregoing within a reasonable time and at commercially reasonable rates, then CUSA shall accept the return of the infringing Products, Software, Deliverables or Services, along with any other components rendered unusable by any User as a result of the infringing component, and refund the price paid to CUSA for such components.

- 10.17 **INDEPENDENT CONTRACTOR:** The Contractor is not an employee of Mason but is engaged as an independent contractor. The Contractor shall indemnify and hold harmless the Commonwealth of Virginia, Mason, and its employees and agents, with respect to all withholding, Social Security, unemployment compensation and all other taxes or amounts of any kind relating to the Contractor's performance of this Agreement. Nothing in this Agreement shall be construed as authority for the Contractor to make commitments which will bind Mason or to otherwise act on behalf of Mason, except as Mason may expressly authorize in writing.
- 10.18 **INFORMATION TECHNOLOGY ACCESS ACT:** Computer and network security is of paramount concern at Mason. Mason wants to ensure that computer/network hardware and software does not compromise the security of its IT environment. Contractor agrees to use commercially reasonable measures in connection with any offering your company makes to avoid any known threat to the security of the IT environment at Mason.

All e-learning and information technology developed, purchased, upgraded or renewed by or for the use of Mason shall comply with all applicable Customer policies, Federal and State laws and regulations including but not limited to Section 508 of the Rehabilitation Act (29 U.S.C. 794d), the Information Technology Access Act, §§2.2-3500 through 2.2-3504 of the Code of Virginia, as amended, and all other regulations promulgated under Title II of The Americans with Disabilities Act which are applicable to all benefits, services, programs, and activities provided by or on behalf of the Customer. The Contractor shall also comply with the Web Content Accessibility Guidelines (WCAG) 2.0. For more information please visit <http://ati.gmu.edu>, under Policies and Procedures.

- 10.19 **INSURANCE:** The Contractor shall maintain all insurance necessary with respect to the services provided

to Mason. The Contractor further certifies that they will maintain the insurance coverage during the entire term of the Agreement and that all insurance is to be placed and/or maintained with insurers with a current reasonable A.M. Best's rating A- VII or better, authorized to sell insurance in the Commonwealth of Virginia by the Virginia State Corporation Commission. The Commonwealth of Virginia and Mason shall be included as an additional insured; such requirement may be met with production of a blanket endorsement. By requiring such minimum insurance, Mason shall not be deemed or construed to have assessed the risk that may be applicable to the Contractor. The Contractor shall assess its own risks and, if it deems appropriate and/or prudent, maintain higher limits and/or broader coverage. The Contractor is not relieved of any liability or other obligations assumed or pursuant to this Agreement by reason of its failure to obtain or maintain insurance in sufficient amounts, duration, or types.

1. Commercial General Liability Insurance in an amount not less than one million dollars (\$1,000,000) per occurrence for bodily injury or property damage, personal injury and advertising injury, products and completed operations coverage;
2. Workers Compensation Insurance in an amount not less than that prescribed by statutory limits; and, as applicable;
3. Commercial Automobile Liability Insurance applicable to bodily injury and property damage, covering owned, non-owned, leased, and hired vehicles in an amount not less than one million dollars (\$1,000,000) per occurrence; and
4. An umbrella/excess policy in an amount not less than five million dollars (\$5,000,000) to apply over and above Commercial General Liability, Employer's Liability, and Commercial Automobile Liability Insurance.

10.20 RESERVED

Work Made for Hire. Any work made for hire by CUSA shall be subject to a mutually agreeable statement of work.

10.21 NON-DISCRIMINATION: All parties to this Agreement agree to not discriminate on the basis of race, color, religion, national origin, sex, pregnancy, childbirth or related medical conditions, age (except where sex or age is a bona fide occupational qualification, marital status or disability).

10.22 NON-EXCLUSIVITY: Nothing herein is intended nor shall be construed as creating any exclusive arrangement with Contractor. This Agreement will not restrict or prohibit Mason from acquiring the same or similar goods and/or services from other entities or sources.

10.23 RESERVED

10.24 PUBLICITY: Contractor shall not use, in its external advertising, marketing programs, or promotional efforts, any data, name, insignia, trademarks, pictures or other representation of Customer or its employees except on the specific written authorization in advance by Customer. Customer must receive all requests for authorization in writing no later than ten (10) days in advance of the use date.

10.25 REMEDIES: If the Contractor breaches this Agreement, after thirty (30) days advance written notice detailing such breach and CUSA's failing to reasonably cure same, in addition to any other rights or remedies, Mason may terminate this Agreement without prior notice and without penalty.

10.26 REPORTING OF CRIMES, ACCIDENTS, FIRES AND OTHER EMERGENCIES: Any Mason Employee, including contracted service providers, who is not a staff member in Counseling and Psychological Services (CAPS) or a pastoral counselor, functioning within the scope of that recognition, is considered a "Campus Security Authority (CSA)." CSAs must promptly report all crimes and other emergencies occurring on or near property owned or controlled by Mason to the Department of Police & Public Safety or local police and fire authorities by dialing 9-1-1. At the request of a victim or survivor, identifying information may be excluded from a report (e.g., names, initials, contact information, etc.). Please visit the following website for more information and training: <http://police.gmu.edu/clery-act-reporting/campus-security-authority-csa/>."

10.27 RESPONSE TO LEGAL ORDERS, DEMANDS, OR REQUESTS FOR DATA: Except as otherwise expressly prohibited by law, Contractor will: i) immediately notify Mason of any subpoenas, warrants, or



other legal orders, demands or requests received by Contractor seeking Customer Data; ii) consult with Mason regarding its response; iii) cooperate with Mason's reasonable requests in connection with efforts by Mason to intervene and quash or modify the legal order, demand or request; and iv) upon Mason's request, provide Mason with a copy of its response.

If Mason receives a subpoena, warrant, or other legal order, demand (including request pursuant to the Virginia Freedom of Information Act) or request seeking Customer Data maintained by Contractor, Mason will promptly provide a copy to Contractor. Contractor will promptly supply Mason with copies of data required for Mason to respond, and will cooperate with Mason's reasonable requests in connection with its response.

- 10.28 **SEVERABILITY:** Should any portion of this Agreement be declared invalid or unenforceable for any reason, such portion is deemed severable from the Agreement and the remainder of this Agreement shall remain fully valid and enforceable.
- 10.29 **SOVEREIGN IMMUNITY:** Nothing in this Agreement shall be deemed a waiver of the sovereign immunity of the Commonwealth of Virginia and of Mason.
- 10.30 **SUBCONTRACTS:** No portion of the work shall be subcontracted without prior written consent from Mason. Upon Mason's approval, CUSA may subcontract any of its obligations to a subsidiary thereof, to an independent authorized CANON retail dealer, or to any other third party competent to perform the functions being subcontracted. The Contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of this Agreement. This paragraph applies to, but is not limited to, subcontractor(s) who process Customer Data.
- 10.31 **CUSTOMER DATA:** Customer Data includes all Mason owned, controlled, or collected PII and any other information that is not intentionally made available by Mason on public websites, including but not limited to business, administrative and financial data, intellectual property, and patient, student and personnel data, but does not include account and billing information, data on number or size of copies made, or the status of maintenance of Equipment or supplies that is collected and stored as part of CUSA's remote reporting and data collection software. Contractor agrees to the following regarding Customer Data it may collect or process as part of this Agreement:
1. Contractor will use Customer Data only for the purpose of fulfilling its duties under the Agreement and will not share such data with or disclose it to any third party without the prior written consent of Mason, except as required by the Agreement or as otherwise required by law. Customer Data will only be processed by Contractor to the extent necessary to fulfill its responsibilities under the Agreement or as otherwise directed by Mason.
 2. Customer Data, including any back-ups, will not be accessed, stored, or transferred outside the United States without prior written consent from Mason. Contractor will provide access to Customer Data only to its employees and subcontractors who need to access the data to fulfill Contractor's obligations under the Agreement. Contractor will ensure that employees who perform work under the Agreement have read, understood, and received appropriate instruction as to how to comply with the data protection provisions of the Agreement and to maintain the confidentiality of the Customer Data.
 3. The parties agree that as between them, all rights including all intellectual property rights in and to Customer Data shall remain the exclusive property of Mason, and Contractor has a limited, nonexclusive license to use the Customer Data as provided in the Agreement solely for the purpose of performing its obligations under the Agreement. The Agreement does not give a party any rights, implied or otherwise, to the other party's data, content, or intellectual property, except as expressly stated in the Agreement.
 4. Contractor will take reasonable measures, including audit trails, to protect Customer Data against deterioration or degradation of data quality and authenticity. Contractor shall be responsible for ensuring that Customer Data, per the Virginia Public Records Act, is preserved, maintained, and accessible throughout their lifecycle, including converting and migrating electronic data as often as necessary so that information is not lost due to hardware, software, or media obsolescence or deterioration.



5. Contractor shall notify Mason within three business days if it receives a request from an individual under any applicable law regarding PII about the individual, including but not limited to a request to view, access, delete, correct, or amend the information. Contractor shall not take any action regarding such a request except as directed by Mason.
6. If Contractor will have access to Customer Data that includes “education records” as defined under the Family Educational Rights and Privacy Act (FERPA), the Contractor acknowledges that for the purposes of the Agreement it will be designated as a “school official” with “legitimate educational interests” in Customer education records, as those terms have been defined under FERPA and its implementing regulations, and the Contractor agrees to abide by the limitations and requirements imposed on school officials. Contractor will use the education records only for the purpose of fulfilling its duties under the Agreement for Mason’s and its end user’s benefit and will not share such data with or disclose it to any third party except as provided for in the Agreement, required by law, or authorized in writing by Customer.
7. Mason may require that Mason and Contractor complete a Data Processing Addendum (“DPA”). If a DPA is completed, Contractor agrees that the information in the DPA is accurate. Contractor will only collect or process Customer Data that is identified in the DPA and will only handle that data (e.g., type of processing activities, storage, security, disclosure) as described in the DPA. If Contractor intends to do anything regarding Customer Data that is not reflected in the DPA, Contractor must request an amendment to the DPA and may not take the intended action until the amendment is approved and documented by Mason.

10.32 CUSTOMER DATA SECURITY: Data security is of paramount concern to Mason. Contractor will utilize, store and process Customer Data in a secure environment in accordance with commercial best practices, including appropriate administrative, physical, and technical safeguards, to secure such data from unauthorized access, disclosure, alteration, and use. Such measures will be no less protective than those used to secure Contractor’s own data of a similar type, and in no event less than reasonable in view of the type and nature of the data involved. At a minimum, Contractor shall use industry-standard and up-to-date security tools and technologies such as anti-virus protections and intrusion detection methods to protect University Data.

1. Immediately upon becoming aware of circumstances that could have resulted in unauthorized access to or disclosure or use of Customer Data, Contractor will notify Mason, fully investigate the incident, and issue a summary of its findings to Mason. Except as otherwise required by law, Contractor will not provide notice of the incident directly to individuals who’s PII was involved, regulatory agencies, or other entities, without prior written permission from Mason.
2. If Contractor provides goods and services that require the exchange of sensitive Customer Data, the Data Security Addendum attached to this Agreement provides additional requirements Contractor must take to protect the Customer Data. Mason reserves the right to determine whether the Customer Data involved in this Agreement is sensitive, and if it so determines it will provide the Data Security Addendum to Contractor and it will be attached to and incorporated into this Agreement. Types of Customer Data that may be considered sensitive include, but is not limited to, (1) PII; (2) credit card data; (3) financial or business data which has the potential to affect the accuracy of the Customer’s financial statements; (4) medical or health data; (5) sensitive or confidential business information; (6) trade secrets; (7) data which could create a security (including IT security) risk to Mason; and (8) confidential student or employee information.

10.33 CUSTOMER DATA UPON TERMINATION OR EXPIRATION: Upon termination or expiration of the Agreement, Contractor will ensure that all Customer Data are securely returned or destroyed as directed by Mason in its sole discretion within 180 days of the request being made. Transfer to Mason or a third party designated by Mason shall occur within a reasonable period of time, and without significant interruption in service. Contractor shall ensure that such transfer/migration uses facilities and methods that are compatible with the relevant systems of Mason or its transferee, and to the extent technologically feasible, that Mason will have reasonable access to Customer Data during the transition. In the event that Mason requests



destruction of its data, Contractor agrees to destroy all data in its possession and in the possession of any subcontractors or agents to which the Contractor might have transferred Customer Data. Contractor agrees to provide documentation of data destruction to the University.

Contractor will notify Customer of any impending cessation of its business and any contingency plans. This includes immediate transfer of any previously escrowed assets and Customer Data and providing Mason access to Contractor's facilities to remove and destroy Mason-owned assets and Customer Data. Contractor shall implement its exit plan and take all necessary actions to ensure a smooth transition of service with minimal disruption to Mason. Contractor will also provide a full inventory and configuration of servers, routers, other hardware, and software involved in service delivery along with supporting documentation, indicating which if any of these are owned by or dedicated to Mason. Contractor will work closely with its successor to ensure a successful transition to the new equipment, with minimal downtime and effect on Mason, all such work to be coordinated and performed in advance of the formal, final transition date.

- 10.34 CUSTOMER REVIEW/APPROVAL: All goods, services, products, design, etc. produced by the Contractor for or on behalf of Mason are subject to Mason's review and approval.
- 10.35 WAIVER: The failure of a party to enforce any provision in this Agreement shall not be deemed to be a waiver of such right.

IN WITNESS WHEREOF, this Agreement has been duly executed by the authorized representatives of CUSA and Customer as of the Effective Date.

CANON U.S.A., INC.

By: Peter P. Kowalczyk
Signature

Name: Peter P. Kowalczyk

Title: EVP

Date: 7/30/2025



CUSA Address for notices:

Canon U.S.A., Inc.
One Canon Park, Melville, New York 11747
Attn: Vice President, Managed Services

GEORGE MASON UNIVERSITY

By: Cliff Shore
Signature

Name: Cliff Shore

Title: Chief Procurement Officer

Date: 7/30/2025

Customer Address for notices:

George Mason University
4400 University Drive MS 3C5, Fairfax, VA 22030
Attn: Cliff Shore - Chief Procurement Officer
Email: cshore@gmu.edu

With a copy to:

George Mason University
4400 University Drive, Merten Hall, Suite 4400
Attn: Adam Basinger - Director of Auxiliary Services
Email: abasinge@gmu.edu

Appendix A
LEGACY EQUIPMENT

Model	Serial #	Location
HP Color LaserJet M452nw	VNB3C29379	4260 Chain Bridge Road, A302, Fairfax VA 22030
imageRUNNER ADVANCE 4535	UMU04827	4260 Chain Bridge Road, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME22485	9900 Main Street, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME22025	9900 Main Street, Fairfax VA 22030
imageRUNNER ADVANCE 4535	UMU05541	9900 Main Street, Fairfax VA 22030
imageRUNNER ADVANCE C5550	XLG01815	4515 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C355	WKE05560	4515 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C355	WKE05579	4515 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C356	2AB01740	4515 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD06227	4515 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME21032	4515 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5560	WXC04541	4515 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	JME22516	4520 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08212	4461 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD07870	4461 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08734	4461 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD10279	4461 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08211	4461 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	XLG02045	4461 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5235	RRB29994	4379 Mason Pond, Fairfax VA 22030
imageRUNNER ADVANCE 4535	UMU05538	4379 Mason Pond, Fairfax VA 22030
imageRUNNER ADVANCE C5550	XLG03315	4379 Mason Pond, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME22001	4343A Chesapeake River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD10845	4087 University Drive, Fairfax VA 22030
imageRUNNER ADVANCE 4535	UMU04792	4460 rockfish Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD05335	4402 University Drive, Fairfax VA 22030
imageRUNNER ADVANCE 4245	RKM15809	4373 Mason Pond Drive, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD07791	4373 Mason Pond Drive, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD09675	4379 Mason Pond, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD10351	4379 Mason Pond, Fairfax VA 22030
imageRUNNER ADVANCE C355	WKE01420	4379 Mason Pond, Fairfax VA 22030
imageRUNNER ADVANCE C356	2AB04053	10408 Rivanna river Way, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD10375	10428 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE 4535	UMU05537	10428 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD07956	10428 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE C356	2AB04076	10410 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD01351	4405 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C356	2AB03596	4403 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C355	WKE03153	4500 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD07692	4500 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE 4245	RKM16213	4500 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	XLG02853	10445 Presidents Park Drive, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD03812	4511 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME22167	4511 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08255	4511 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD11031	4511 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08149	4511 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	XLG03011	4511 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE 4245	RKM15295	4511 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD06685	4511 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD10358	4511 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C355	WKE03049	4511 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD06150	4511 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD07837	4511 Patriot Circle, Fairfax VA 22030

Model	Serial #	Location
imageRUNNER ADVANCE C5550	WXD08866	4511 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD01616	4511 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD06697	4511 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD09798	10443 Sandy Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08157	10443 Sandy Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD11057	10443 Sandy Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD06366	10443 Sandy Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE 4535	UMU04833	10443 Sandy Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD11027	10443 Sandy Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE 4535	UMU05544	10431 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08436	10431 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08213	10431 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE 4245	RKM16260	10431 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD06406	10431 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08643	10431 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08007	10431 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5560	WXC00619	10431 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE 4245	RKM16262	10431 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08878	10398 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE 4245	RKM15214	10398 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE 4535	UMU03344	10700 Campus Drive, Fairfax VA 22030
imageRUNNER ADVANCE 4535	UMU02335	10700 Campus Drive, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD10354	10700 Campus Drive, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08118	4407 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME21021	4348 Chesapeake River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME22024	4348 Chesapeake River Way, Fairfax VA 22030
imageRUNNER ADVANCE 4535	UMU05493	4348 Chesapeake River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD10364	4348 Chesapeake River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME21811	4348 Chesapeake River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08949	4348 Chesapeake River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME22017	4348 Chesapeake River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD11024	4348 Chesapeake River Way, Fairfax VA 22030
HP Color LaserJet M452nw	VNB3N26655	4348 Chesapeake River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME21993	4348 Chesapeake River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08880	10400 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08150	10400 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08102	10402 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08001	10402 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE C356	2AB00798	10403 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5235	RRB27764	10398 Rivanna River way, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD10376	10401 Rivanna River Way. , Fairfax VA 22030
imageRUNNER ADVANCE C356	2AB03550	4401 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME22451	10418 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME21901	4475 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME22491	4475 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08275	4475 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME20856	4475 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME22489	4475 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08435	4475 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE 4535	UMU01424	4475 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD07863	4475 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE 4535	UMU05593	4475 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C356	2AB02392	4475 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08015	4475 Aquia Creek Lane, Fairfax VA 22030
HP Color LaserJet M452nw	VNB3C24570	4475 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08277	4475 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE 4245	RKM15690	4475 Aquia Creek Lane, Fairfax VA 22030

Model	Serial #	Location
imageRUNNER ADVANCE C5550	WXD11055	4450 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5235	RRB31286	4450 Rivanna River Way, Fairfax VA 22030
135-VP	698006742	4450 Rivanna River Way, Fairfax VA 22030
imagePROGRAF 9400	AAHU0609	4450 Rivanna River Way, Fairfax VA 22030
imagePRESS C700	UME02827	4450 Rivanna River Way, Fairfax VA 22030
imagePRESS C700	UME02954	4450 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE C7565	XRP00609	4450 Rivanna River Way, Fairfax VA 22030
PRO-4000S	BAGH00636	4450 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08252	4450 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME21917	4450 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD07132	4450 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME22465	4450 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE 4235	RKJ14968	4450 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08261	4699 Mattaponi River Lane
imageRUNNER ADVANCE C5255	JME21846	4469 Mattaponi River Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08243	4699 Mattaponi River Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD10357	4477 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C355	WKE01419	4477 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	XLG02032	4477 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C355	WKE04998	4477 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08246	4477 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD02180	4477 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME21127	4477 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD07823	4477 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD11032	4477 Aquia Creek Lane, Fairfax VA 22030
HP Color LaserJet M452nw	VNB3C24572	4477 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME20869	4477 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE 4245	RKM15144	4477 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08148	4477 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C356	2AB01858	4461 Rockfish Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD10275	4461 Rockfish Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C355	WKE02889	4467 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C356	2AB03823	4467 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD10366	4467 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME22476	10440 Presidents Park, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME21898	4352 Mason Pond Drive, Fairfax VA 22030
imageRUNNER ADVANCE 4245	RKM15183	4352 Mason Pond Drive, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD07812	4352 Mason Pond Drive, Fairfax VA 22030
imageRUNNER ADVANCE 4245	RKM15913	4352 Mason Pond Drive, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08003	4379 Mason Pond, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD10367	4379 Mason Pond, Fairfax VA 22030
HP Color LaserJet M452nw	VNB3C24573	4379 Mason Pond, Fairfax VA 22030
imageRUNNER ADVANCE 4535	UMU01185	4379 Mason Pond, Fairfax VA 22030
imageRUNNER ADVANCE 4245	RKM15823	4379 Mason Pond, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD10032	4379 Mason Pond, Fairfax VA 22030
imageRUNNER ADVANCE C5550	XLG02380	4441 George Mason Blvd., Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD09740	4441 George Mason Blvd., Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD09678	4441 George Mason Blvd., Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD10311	4441 George Mason Blvd., Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD09711	4441 George Mason Blvd., Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD09677	4441 George Mason Blvd., Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD07790	4441 George Mason Blvd., Fairfax VA 22030
imageRUNNER ADVANCE C355	WKE03137	4441 George Mason Blvd., Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD09674	4441 George Mason Blvd., Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD02767	4441 George Mason Blvd., Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD09652	4441 George Mason Blvd., Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD09642	4441 George Mason Blvd., Fairfax VA 22030

Model	Serial #	Location
imageRUNNER ADVANCE C5550	WXD07133	4441 George Mason Blvd., Fairfax VA 22030
imageRUNNER ADVANCE C355	WKE02335	4441 George Mason Blvd., Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD09667	4441 George Mason Blvd., Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD09676	4441 George Mason Blvd., Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD06558	10470 Holston Creek Court., Fairfax VA 22030
imageRUNNER ADVANCE 4235	RKJ20508	10470 Holston Creek Court., Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD06000	4580 University Drive, Fairfax VA 22030
imageRUNNER ADVANCE C356	2AB01652	4590 University Drive, Fairfax VA 22030
imageRUNNER ADVANCE C355	WKE02460	4590 University Drive, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD10360	4335 Chesapeake River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME22447	4335 Chesapeake River Way, Fairfax VA 22030
imageRUNNER ADVANCE 4535	UMU05701	4480 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE 4535	UMU05678	4480 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE 4245	RKM15689	4480 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	XLG05289	4408 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	XLG05273	4408 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE 4245	RKM15601	4408 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C355	WKE02901	4408 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C355	WKE02892	4408 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	XLG03497	4408 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	XLG02936	4408 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C355	WKE05674	4408 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	XLG05806	4408 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	XLG02376	4408 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C355	WKE02909	4408 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C355	WKE02855	4408 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	XLG02385	4408 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	XLG04032	4408 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	XLG05272	4408 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C355	WKE05019	4408 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD09314	10350 York River Road, Fairfax VA 22030
imageRUNNER ADVANCE C5550	XLG02854	4349A Chesapeake River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08153	10430 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD10365	10430 Rivanna River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD06392	10420 York River Road, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD10363	4393 University Drive, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD10260	4393 University Drive, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD10380	4393 University Drive, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD10353	4350A Baniser Creek Court, Fairfax VA 22030
HP Color LaserJet M452nw	VNB3C24571	4350A Baniser Creek Court, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD06922	4350A Baniser Creek Court, Fairfax VA 22030
imageRUNNER ADVANCE C355	WKE03129	10401 York River Road, Fairfax VA 22030
imageRUNNER ADVANCE C355	WKE03374	10401 York River Road, Fairfax VA 22030
imageRUNNER ADVANCE 4245	RKM15612	10401 York River Road, Fairfax VA 22030
imageRUNNER ADVANCE C355	WKE03152	10401 York River Road, Fairfax VA 22030
imageRUNNER ADVANCE 4245	RKM15604	10401 York River Road, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08847	10401 York River Road, Fairfax VA 22030
imageRUNNER ADVANCE 4245	RKM15895	10401 York River Road, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME22486	4343B Chesapeake River Way, Fairfax VA 22030
imageRUNNER ADVANCE 4535	UMU05676	4353 Chesapeake River Way, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD11154	4353 Chesapeake River Way, Fairfax VA 22030
imageRUNNER ADVANCE 4245	RKM15609	4469 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD09679	4469 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5235	RRB28232	4469 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	XLG02198	4469 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD07679	4469 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5535	XLN02366	4469 Aquia Creek Lane, Fairfax VA 22030

Model	Serial #	Location
imageRUNNER ADVANCE 4245	RKM15817	4469 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME21830	4469 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME22503	4469 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C355	WKE03082	4469 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5535	XLN02719	4469 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD07696	4469 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD07825	4469 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD07531	4469 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD10349	4409 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	XLG01523	4409 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08116	4409 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C356	2AB01736	4409 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD10370	4409 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08272	4409 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD10215	4409 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME22469	4409 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5255	JME22607	10444 Presidents Park Drive, Fairfax VA 22030
imageRUNNER ADVANCE 4535	UMU05539	4409 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE 4245	RKM15818	4409 Patriot Circle, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD08200	4457 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5550	WXD06367	4457 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE C356	2AB02239	4402 Aquia Creek Lane, Fairfax VA 22030
imageRUNNER ADVANCE 4535	UMU05543	4540 Global Lane, Fairfax VA 22030
imageRUNNER ADVANCE C5235	RRB30761	Storage - Hub
imageRUNNER ADVANCE C5255	JME22427	Storage - Hub
HP Color LaserJet M452nw	VNB3C29376	Storage - Hub
imageRUNNER ADVANCE 4535	UMU01249	Storage - Hub
imageRUNNER ADVANCE C7570	WFM00986	3331 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C356	2AB04046	3331 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C5550	WXD10832	3331 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C5550	WXD11025	3331 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C5550	WXD11023	3331 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C5550	WXD07124	3331 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C5550	WXD11058	3331 Fairfax Drive, Arlington VA 22201
HP Color LaserJet M452nw	VNB3C29381	3331 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C5550	WXD11053	3331 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C5550	WXD11054	3331 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C5255	JME22487	3331 Fairfax Drive, Arlington VA 22201
HP Color LaserJet M452nw	VNB3C29378	3331 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C5255	JME22021	3331 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C5255	JME21916	3331 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C5255	JME22501	3331 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C356	2AB02250	3301 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C5550	WXD06656	3301 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C5550	WXD06361	3301 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C5255	JME21064	3301 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C5550	WXD06673	3301 Fairfax Drive, Arlington VA 22201
HP Color LaserJet M452nw	VNB3C29374	3301 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C5255	JME22500	3301 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C5550	WXD10378	3301 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C5255	JME22483	3301 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C5255	JME21050	3301 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C355	WKE05595	3434 Washington Blvd, Arlington VA 22201
imageRUNNER ADVANCE C356	2AB04826	3434 Washington Blvd, Arlington VA 22201
imageRUNNER ADVANCE C5550	WXD10352	3434 Washington Blvd, Arlington VA 22201
imageRUNNER ADVANCE C5550	WXD10115	3434 Washington Blvd, Arlington VA 22201
imageRUNNER ADVANCE C5840	2YJ49107	3401 Fairfax Drive, Arlington VA 22201

Model	Serial #	Location
imageRUNNER ADVANCE C5840	2YJ52536	3401 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C5840	2YJ52509	3401 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C5840	2YJ49106	3401 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C5840	2YJ52534	3401 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C5840	2YJ52564	3401 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C5840	2YJ49100	3401 Fairfax Drive, Arlington VA 22201
imageRUNNER ADVANCE C5840	2YJ49351	3401 Fairfax Drive, Arlington VA 22201
designjet 5500 (Wide Format)	SG68VC400R	10890 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE C5560	WXC03660	10945 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE C7570	WFM01034	10890 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE C5550	WXD08223	10890 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE C5550	WXD08205	10890 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE C5550	WXD08216	10890 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE 4235	RKJ19066	10890 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE 4535	UMU01180	10890 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE C5550	WXD07775	10650 Pyramid Place, Manassas, VA 20110
imageRUNNER ADVANCE C5550	WXD02760	10900 George Mason Circle, Manassas, VA 20110
Canon Wide Format PRO 4000S	BAGH00672	10900 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE C5550	WXD08247	10900 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE C355	WKE03056	10900 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE C5255	JME22450	10900 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE C5550	WXD07123	10900 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE C5255	JME22484	10900 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE 4245	RKM15956	10910 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE 4235	RKJ22015	10910 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE 4535	UMU01427	10910 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE C5550	WXD08210	10910 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE C5550	WXD08738	9700 Freedom Center Blvd., Manassas, VA 20110
imageRUNNER ADVANCE C356	2AB02186	10891 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE 4535	UMU01419	10960 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE C5550	WXD08220	10960 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE C5550	WXD08204	10920 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE C5550	WXD08208	10920 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE C5550	XLG02852	10920 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE C5550	WXD10849	10930 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE C5255	JME21036	10930 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE C5255	JME22467	10930 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE C5550	WXD11048	10930 George Mason Circle, Manassas, VA 20110
imageRUNNER ADVANCE C355	WKE02750	650 Mason Ferry Ave. Woodbridge, VA 22191
imageRUNNER ADVANCE C355	WKE02746	650 Mason Ferry Ave. Woodbridge, VA 22191



Schedule 1 INITIAL STATEMENT OF WORK

The initial term of this Statement of Work shall commence upon the Effective date of the Agreement and continue for a period of sixty (60) consecutive months therefrom unless earlier terminated in accordance with the provisions of the Agreement.

PART I: MANAGED PRINT SERVICES

DEFINITIONS

Assessment: Review of the current print environment to provide recommendations for an optimized print environment and provide an estimate of potential future savings.

Authenticated Mobile Devices: Mobile devices managed and supported by Mason.

Authentication: Access to Equipment using credentials such as Mason badges and network log-on.

Change Management: Relates to training and communications services which enable a smooth transition and ongoing Steady State to new printing processes and technology as they become available.

Cost per Impression (CPI): The price that CUSA will charge for all printing services associated with Equipment as set forth in Attachment 1 to the DSA. There is a CPI for all color pages printed and a CPI for all black pages printed. A CPI is counted as a single side of a page printed. Documents printed in duplex will be charged the CPI for each side of the page.

DSA: Deliverables Supply Addendum to the Agreement for the installation, pricing, maintenance and support of Equipment.

IMAC: Process for Installs, Moves, Adds and Changes.

Implementation: Includes procurement, fleet optimization, deployment management, installation, and program integration. Project management is also an important part of this stage and is necessary to ensure continuous improvement and adherence to service levels.

Maintenance and Support: Included within CUSA's MPS, provides proactive maintenance as well as break/fix services for the Equipment (subject to the DSA). This also includes proactive supplies management capabilities which enables ink and toner levels to be monitored and re-ordered automatically, and also preventative maintenance through remote monitoring capabilities.

Managed Print Services (MPS): Centralized management of print services, the active management of Equipment, related business processes and printing supplies; with the exception of Print Shop services and specialty Equipment (ex. large-format printers, label printers, and other special-purpose printing devices).

MFD: Multifunction Device (MFD) is Equipment which incorporates the functionality of multiple devices into one. An MFD can include the following functionality: Photocopy, Print, and Scan. Selected MFDs shall have faxing capabilities. MFD's are provided pursuant to the DSA.

Mobile Printing: Print management tools that enable Users to release their documents at devices designated for mobile print output from any authenticated device. This extends the print infrastructure to mobile users and ensures the University can account for and report on printing across the enterprise.

Ongoing Optimization and Monitoring: Continuous process improvement, business reviews, SLA monitoring, remote management and workflow improvement. Post implementation monitoring of the print environment ensures that it is right sized and that cost savings are monitored and ongoing. Consumption trends can be checked and savings

further optimized. This will take the form of regular review meetings for continuous improvement, SLA measurement, and reporting.

Optimization: Device rationalization and consolidation to improve user-to-device ratios and apply Mason Print Policy as a governance framework for a full enterprise MPS, including Change Management, deployment, software and transition.

Printer or Single Function Printer (SFP): Equipment (without multi-function capabilities) that can be assigned to an individual or group for dedicated use.

Print Shop: Commonly referred to as the “print center” or “copy center”; the physical space to be managed by CUSA under the terms of the Agreement and this Initial Statement of Work, as may be revised from time to time upon mutual agreement of the parties. Print Shop locations have been initially identified as:

Print Services – Administration 4400 University Drive 1004 The Hub Ffx, MSN: 1A5 Fairfax, VA 22030 Phone: (703) 993-2550	Print Services Arlington Campus Copy Center 3301 Fairfax Drive Arlington, VA 22201 Phone: (703) 993-8141	Print Services SciTech Campus Copy Center 10900 University Boulevard 108A Bull Run Hall SciTech, MSN: 5F9 Manassas, VA 20110
--	--	--

Pull Printing: Pull printing functionality allows a document to be released only upon user authentication using Mason Badge Cards on designated devices. Users submit jobs to designated pull printing queues and jobs are moved from the pull printing queue to the printer upon authentication. Pull printing enhances security and minimizes waste by ensuring print jobs are only collected by authorized users.

Roaming Support: A CUSA operational process wherein CUSA operations personnel visit each MPS User and introduce them to the new print queue and system functionality.

SLAs or Service Level Agreements: The Service Level Agreements are in Exhibit A to Attachment 2 to the DSA.

SOP: Standard Operating Procedures document used to define established or prescribed methods to be followed routinely for the performance of designated operations or in designated situations.

Total Cost of Ownership (TCO): is a financial estimate intended to help determine the direct and indirect costs of a product or system.

User: Mason Faculty, Students and Staff or Contractors.



INTRODUCTION: MANAGED PRINT SERVICES (MPS)

The Managed Print Services end-to-end solution is intended to reduce print volume, increase productivity, reduce environmental impact, and reduce the total cost of ownership (“TCO”).

OBJECTIVES

Managed Print Services:

1. To lower the total cost of ownership for Managed Print Services with the ability to bill students and departments in a straightforward method,
2. Reduce energy consumption and the environmental impact in support of the University’s sustainability goals. Note EnergySTAR rating, toner cartridge reclamation and recycling, and other sustainability aspects of the proposed program,
3. Reduce space/Equipment footprint needs,
4. Streamline operations, standardize Equipment, and increase efficiency.
5. Right-size the Equipment fleet; explore cost saving options such as limiting the number of units of Equipment handling 11x17, defaulting to duplex printing, defaulting to black and white, and any other emerging cost savings methodologies,
6. Seek recommendations for document handling integrations and solutions that reduce costs.
7. Automate billing and integration with Mason’s Banner accounting system.
8. Drive the greatest number of jobs to the fewest number of units of Equipment via incentives such as centrally funding units of Equipment located in common/public areas while having departments handle all recurring costs for any unit(s) of Equipment that isn’t generally available to all users.

Copy Center:

1. Operate Mason’s copy center as a leased business.
2. Follow copyright best practices in the copy center.
3. Drive large print jobs away from the fleet Equipment to the copy center, to achieve cost savings and sustainability goals.
4. Reduce the percentage of print jobs that are outsourced to external print vendors.
5. Explore what options respondents can provide regarding higher end print needs such as offset printing, complex mailings and fulfillment, bindery, and so on.
6. Optimize energy management via EnergySTAR Equipment, and material sustainability via use of recycled paper, upcharge for virgin paper use, etc.

SCOPE OF MANAGED PRINT SERVICES

CUSA shall provide all MPS for Mason to include the Equipment listed in Exhibit A hereto, with Services as provided in this Statement of Work.

Scope of services, as more particularly described in this Statement of Work, includes:

- Assessment of Mason print environment design/rightsizing/optimization of printing environment
- Design and implementation of technical infrastructure, software ongoing software upgrades and management of all tools required to run the program as provided in this Statement of Work.
- MPS will include a full complement of print management features:
 - o Pull Printing with integration of Mason badge ID and security network
 - o Scanning features: scan to E-mail, scan to document repository, scan to folder
 - o Mobile Print
- Installation of new Equipment
- Development of an SOP which outlines how the CUSA and Mason teams will operate the MPS Program



- Ongoing optimization of Equipment deployment to maximize productivity
- Life-cycle management, Equipment replacement and repair and maintenance
- MPS device integration with Mason help desk & on-site technical support
- End-user education and training
- Change Management Program both initial and ongoing through the term of this SOW, to change printing behavior and practices of Users
- Roaming Support to end users.
- Implement a mutually agreed upon charge back billing process to meet Mason's requirements and create monthly chargeback report to be distributed to the Contract Administrator

a) Project Management

CUSA will develop a project management plan for all project activities, subject to review and approval by Mason. CUSA will assign a Project Manager (PM) to coordinate all CUSA's activities required to begin Assessment and activities required to lead to a fully implemented MPS state. Mason will assign a Contract Administrator to coordinate project activities with CUSA and to facilitate meetings and understanding of necessary steps involved for the successful roll out of MPS. Project Manager and Contract Administrator will conduct business both onsite and remotely depending on specific project requirements.

b) Mason Invoicing and Reporting

- Invoicing

- i. CUSA will provide Mason with a monthly invoice for total cost of all services with chargeback data.

- Chargeback Reporting

- i. Each month CUSA will provide to Mason a Chargeback Report of all billable volume detailed by department. Mason will be responsible for providing CUSA data on faculty and staff by department for the purpose of accurate chargeback reporting.
- ii. CUSA will deliver Invoice and Chargeback Reporting per department to the designated Mason employee in each department. Mason must identify this/these person(s) to CUSA. CUSA will adjust the format of the reports as requested by Mason. Additional charges may apply should the required format not be a standard report available from the MPS software, therefore requiring customization. Additional charges shall be quoted in advance. The report should be delivered to Mason no later than the 15th day of the month following the invoice period. Reconciliation for print, mail, and copy center services be completed by the 15th of the following month. If reconciliation is not completed on time, a 10% penalty will be withheld from the mail service fixed fee until all reconciliation is finalized.

- Performance Reporting

- i. CUSA will provide Mason consolidated information on an agreed upon schedule for all services that it provides to the University. This will include a summary of volume data and performance metrics for hardware, software, and CUSA's on site team. This data will include total incident tickets, proactive response, utilization of devices as well as note any areas of attention of which both parties should be made aware. CUSA will also report on environmental impacts that result from print avoidance, duplex printing and volume reductions in the Quarterly Business Reviews.
- ii. In addition, as part of continuous optimization and improvement, CUSA will provide, during Quarterly Business Reviews, recommendations on actions to be considered and their resulting value to Mason. The University is expected to meet regularly with CUSA to review these reports and cooperate with the CUSA Account Team by providing feedback to improve the MPS Program. CUSA will provide reports to Mason in electronic format.



- Cost Savings Report

- i. Quarterly status presenting the success of the long term strategic plan that focuses on the optimization of print technology at the University.

c) Change Management

CUSA will provide a Change Management plan for User communications, training, and support; including a project plan, sample promotional emails, Web content, audiovisual, and posters to hang at the printers and on bulletin boards at no cost to the Mason in support of the MFD fleet refresh. CUSA will ensure all logo's and marketing materials meet Mason's brand identity guidelines.

CUSA will assign a Change Management specialist who will interface with Mason personnel to develop annual plans for implementation and communications for the purposes of building awareness of the MPS program on the part of Users.

Both parties will work together to develop and leverage campaigns that meet both the culture and objectives of Mason throughout the term of this SOW. The effectiveness of the Change Management campaign will be measured and monitored in the Quarterly Business Reviews. It is the responsibility of CUSA to propose modifications and implement the changes requested and/or approved by Mason to the Change Management program as required to ensure objectives are met. It is the responsibility of Mason Users to remain compliant with any Mason Print Program or Policy. It is Mason's responsibility to enforce such policy. Neither party will be held in breach of the Agreement should the Users not adhere to Mason's policy.

Mason and CUSA will mutually agree on the appropriate Change Management materials for the MPS Implementation. CUSA will be responsible for the conceptualization and graphic design of these items at no cost to Mason. Change management materials may include but are not limited to:

- Communication materials; i.e. posters and labels
- Learning materials; i.e. onsite training, videos, tip sheets, FAQs
- Support i.e. integration with help desk, roaming support, FAQs and training for help desk agents.

d) Training

The University and CUSA will mutually agree on a Training program to be executed for the MPS Program and it shall be detailed in the SOP.

e) Communications

CUSA will work with Mason designated personnel to tailor communications to End Users to bring awareness to key milestones throughout the fleet refresh process. Throughout the fleet refresh, CUSA will follow the communications plan to inform Mason personnel of updates and status to the MPS Program. CUSA will assist Mason designated personnel to draft, create, edit, and formulate communications plan. The Contract Administrator and ASO marketing will assist with distributing communications to Users.

f) MFD Fleet Refresh Completion

CUSA shall makes its best effort to replace the Legacy Equipment with those models of Equipment listed in Exhibit A hereto by August 25, 2025 or as soon as practicable thereafter.

g) Support

Responsibilities



- i. CUSA is responsible for all costs for technical and operational support services for the Equipment during standard operating hours including: delivery, installation, and setup. Requirement/request for after-hours work may be at additional cost which can be quoted in advance.
 - ii. The CUSA On-site Personnel will be the initial point of contact for all Equipment issues. Within Tier 1, the CUSA On-site Personnel will determine if an issue is related to Deliverables or with the Mason network or other technology. Once determined, the CUSA On-site Personnel will route to the appropriate entity for resolution.
 - iii. CUSA is responsible for maintaining functionality of all in scope Equipment. For issues requiring Mason attention, CUSA shall notify the designated Mason IT contact at the earliest possible time to request assistance.
 - iv. CUSA support personnel shall perform the following tasks for the Equipment:
 - CUSA will provide appropriate escalation protocol for support and this protocol will be part of the SOP.
 - Receive and act upon incident tickets.
 - Order and maintain an appropriate level of paper stock for Equipment at designated locations.
 - Provide training as requested via Incident ticket for all hardware solutions to Mason end users.
 - Provide, install, and configure all software (drivers, etc.) necessary for operation of the Equipment, in cooperation with Mason.
 - Manage IMAC.
 - Other mutually agreed upon duties.
 - v. The test environment will be kept throughout the term of this SOW, and used for testing for fixes and upgrades as part of Steady State unless mutually agreed upon.
- h) Installs, Moves, Adds, and Changes (IMAC)
- CUSA will develop a process for Installs, Moves, Adds and Changes relative to all Equipment and it will be documented in the SOP Manual provided by CUSA. This process will be followed by CUSA staff.
- i) Supplies Management
- Requirements
- Mason will provide reasonable secure storage space to CUSA for maintaining an appropriate inventory of required consumable supplies for Steady State operations of the Equipment. CUSA will ensure that supplies are provided on a proactive and timely basis, and in an automated fashion to maintain compliance with the defined SLAs.
- j) Maintenance
- Maintenance Services shall be provided for all Equipment in accordance with Attachment 2 to the DSA.

STAFFING

a) On-site Personnel

Requirements

CUSA shall furnish and maintain On-site Personnel appropriate to ensure the Services are provided in accordance with the requirements of this Statement of Work.



- i. It is preferred by Customer that the senior On-site Personnel remain static to foster a synergistic working relationship between CUSA and the Mason Staff.
 - ii. On-site Personnel will include: management, convenience care staff, technology operations specialist; managed services lead.
- b) CUSA staff members' work hours cover the hours of 8:00 AM to 5:00 PM Monday through – Friday, excluding University holidays.
- c) Position Responsibilities

Program Manager

The program manager will be responsible for the day-to-day activities at Mason. His/her responsibilities include supervision, organization, and scheduling assignments for staff and managing the daily work flow. The Program Manager oversees the generation of daily and monthly departmental reports and supervises the processing of external vendor billing. The position requires effective knowledge and use of all established policies, procedures, tools and equipment.

Technology Operations Specialist

Technology Operations Specialist will coordinate the establishment and maintenance of all Technology Standards & Protocols for any CUSA provided technologies under this SOW. This will be done in consideration of Mason's requirements for networking operations & security, and in consideration of all in-scope functional requirements. Successfully fulfilling this requirement will require the collaboration of appropriate Mason I.T. resources and various CUSA and/or 3rd party subject matter experts, in order to ensure full functional and operational compliance.

Production Supervisor

The Production Supervisor is a higher-level Site Representative with senior experience. The position requires effective knowledge and use of all established policies, procedures, tools, and equipment. Good customer service, relationship management and communication skills are required. The Production Supervisor will be effective at prioritizing deliverables, and escalating as needed.

Convenience Care Representatives

The first level of CUSA's on-site service is our Convenience Care Representatives. They are responsible for customer satisfaction as it pertains to the performance and maintenance of reprographic devices and printers managed by CUSA. The position requires working familiarity with all established procedures (workflow) and policies observed at the sites. The Representative responds to service calls according to SLAs and performs first level triage and preventative maintenance on all Equipment. Our on-site staff is also responsible for delivering the training developed by our Solutions Integration Team. Excellent customer service and communication skills are required. Maintaining and promoting positive customer relationships are critical components of the position. A Convenience Care Representative must have the ability to work with minimal supervision.

- d) Account Management Services

Basic account management by CUSA will include:

- Regular management reviews of support history and open support requests
- Regular reporting on support issues, case history and established metrics
- Full time staff providing coordination, communication, and technical consultation services until issues are resolved

CUSA will maintain a plan for long-term customer support and satisfaction strategy, measuring and reporting customer satisfaction, implementing a service request escalation and issue resolution



process, and a plan for identifying, implementing, and measuring business process improvements as part of its Standard Operating Processes (SOP).

PROCESSES AND PROCEDURES

a) Standard Operating Procedures (“SOP”)

Requirements

- i. CUSA will create an SOP document that outlines the activity of the CUSA team to operate the MPS Program. Mason will review and can provide comments on the document.

Print Shop

CUSA shall manage and provide all services to customers of the Print Shop. CUSA shall provide the labor for such services using Print Shop Staff, as well as all supplies. Customer agrees to provide CUSA the following without charge:

- (a) Appropriate workspace;
- (b) Basic utilities such as electricity, water, telephone, etc., and access to the Print Shop and Customer’s bathroom facilities;
- (c) A single point of contact for day-to-day operational issues; and
- (d) Basic custodial services and waste disposal to ensure a clean and efficient work environment.

CUSA shall collect and retain all revenue generated by the services provided at the Print Shop(s) and shall pay all applicable taxes. CUSA shall pay to Mason, for use of the Print Shop(s), the sum of fifty thousand dollars (\$50,000) per year (“Facility Support Fee”). Additionally, the parties shall review the operations and revenue of the Print Shop at each Quarterly Business Review. CUSA shall continue to utilize the Legacy Equipment until/unless it is replaced by new Equipment. Should Mason cancel the Agreement or this SOW without cause, or should CUSA cancel the same for cause, the fifty-thousand-dollar (\$50,000) fee shall be prorated over the remainder of the year and Mason shall refund CUSA the unused portion. The Print Shop shall be secure, accessible only by CUSA, and CUSA employees must be present when customers or Mason employees are in the Print Shop except for custodial, or emergency maintenance access.

Environmental Sustainability

Energy Reduction

CUSA shall provide a baseline environmental impact estimate of the Legacy Devices and will work with the University to create an energy reduction target.

Equipment and all supplies should be environmentally preferable (also termed “green”) This means:

- Reduces waste and makes efficient use of resources (notably energy, paper, toner)
- Is recyclable
- Contains recycled materials, with highest levels of post-consumer recycled content
- Produces fewer polluting byproducts and/or safety hazards during manufacture, use, or disposal
- Has a long service life and/or can be economically and effectively repaired or upgraded.
- Is packed using packaging that has minimal environmental impact (using reusable materials, a high proportion of post-consumer (i.e. recycled) products

Energy Star Equipment

- Equipment is Energy Star certified.



Cancellation Fee

Should Customer terminate without cause the Agreement, any Deliverable Supply Schedule, Deliverable Supply Order or Statement of Work, in whole or in part, pursuant to which CUSA is providing Deliverables (Equipment or Software), or should CUSA terminate same for cause, Customer shall be responsible for any Cancellation Fees, as follows:

The Cancellation Fee will be derived from a formula calculating the fixed cost per item as listed below, multiplied by the number of items, multiplied by the number of months remaining in the Usage Term of each unit of terminated Equipment or Software.

Item Description	Fixed Cost
imageRUNNER ADVANCE DX C359IF	\$2,198
imageRUNNER ADVANCE DX C5850I	\$5,361
imageRUNNER ADVANCE DX C5840I	\$4,199
CASSETTE FEEDING UNIT-AQ1	\$639
INNER FINISHER-L1	\$639
STANDARD POWER FILTER 15A/120V	\$125
STAPLE P1	\$59
imageRUNNER ADVANCE DX 4935I	\$2,335
CASSETTE FEEDING UNIT-AW1	\$639
INNER FINISHER-L1	\$639
imageCLASS X MF1333C	\$719
44 INCH imagePROGRAF GP-4600 S PRINTER	\$4,901
MAINTENANCE CARTRIDGE MC-30	\$94
CUTTER BLADE CT-07	\$99
imagePRESS V1350 DIGITAL PRESS	\$75,683
SENSING UNIT-B1	\$20,521
POWER CABLE 120V	\$20
imagePRESS SERVER E9000 SET	\$36,582
OPERATOR ATTENTION LIGHT-A1(POS)	\$729
INTEGRATED INTERFACE & STAND-NX LS	\$4,366
DOC INSERTION-R1 FOR V1350	\$4,073
POD DECK-E1	\$8,547
TAB FEEDING ATTACHMENT-E1	\$112
MULTI FUNCTION PROFESSIONAL PUNCHER-C1	\$13,196
PLASTIC COMB 19-HOLE PUNCH LTR-B1	\$927
HIGH DURABILITY PLASTIC COMB 19-HOLE PUNCH LTR-B1	\$2,583
CREASE DIE	\$3,046
BOOKLET FIN-AF1 UL	\$8,086
PUNCHER UNIT-BS1	\$490
BOOKLET TRIMMER-G1	\$9,930
PAPER FOLDING UNIT-K1	\$6,863
SFM7804 TWO-KNIFE SET	\$56,133
SUBSCRIPTION SUPPORT SERVICES FOR PRODUCTION - 50 UNIT BLOCK	\$3,707
INSTALL PAK IMAGEPRESS V1350	\$0
HIGH PRODUCTION COLOR OPERATOR TRAINING BY CLIENT EDUCATION SPECIALIST	\$2,000
PRODUCTION IMPLEMENTATION SERVICES (FOR PRISMASYNC AND IMAGEPRESS (FIERY) RIPS)	\$2,266
DELL D21 MS116 - MOUSE - OPTICAL - 3 BUTTONS - WIRED - USB - BLACK - FOR LATITUDE	
OPTIPLEX 3050 DELL WYSE 5470 -DELL - MS116-BK	\$28
DELL KB216 KEYBOARD - USB - FOR LATITUDE 74XX, 7520 PRECISION 3240 DELL KB216-BK-US	\$28
ASUS VA229HR - LED MONITOR - 21.5 INCH FULL HD (1080P) AT 75 HZ IPS HDMI VGA-SPEAKERS BLACK - ASUS VA229HR	\$167
TRIPP LITE 6FT HDMI TO DVI-D CABLE M/M 1080P 6FT - VIDEO CABLE - DVI-D (M) TO HDMI (M) - 1.8 M - DOUBLE SHIELDED - BLACK-P566-006	\$14
imagePRESS V700	\$11,519
IPR SERVER N500 SET	\$19,892
BOOKLET FINISHER-AG1	\$9,968

Item Description	Fixed Cost
PUNCHER UNIT-BS1	\$568
BOOKLET TRIMMER-G1	\$11,279
COLOR IMAGE READER-P1 SET	\$3,280
MULTI-DRAWER PAPER DECK-E1	\$7,022
STANDARD POWER FILTER 15A/120V	\$137
STANDARD POWER FILTER 20A/208V	\$160
imagePRESS V900/V800/V700/C710/C810/C910/C750/C850/C700/C800 DELIVERY AND INSTALL PAK	\$0
imagePRESS LIGHT/MID PRODUCTION TRAINING BY CLIENT EDUCATION SPECIALIST	\$2,340
PRODUCTION IMPLEMENTATION SERVICES (FOR V SERIES PRISMASync AND imagePRESS (FIERY) RIPS)	\$2,000
FIERY IMPOSE COMPOSE 5 YEAR LICENSE	\$2,543
60 INCH imagePROGRAF PRO-6600 PRINTER	\$14,226
MAINTENANCE CARTRIDGE MC-30	\$106
COLORBYTE IMAGEPRINT R.E.D. SOFTWARE	\$576
CUTTER BLADE CT-07	\$112
STANDARD POWER FILTER 15A/120V	\$137
POSTERARTIST	\$414
PRO-6600 1 YEAR EXTENDED WARRANTY ECAREPAK	\$1,326
PRO-6600 2 YEAR EXTENDED WARRANTY ECAREPAK	\$2,517
PRO-6600 3 YEAR EXTENDED WARRANTY ECAREPAK	\$3,265
PRO-6600 4 YEAR EXTENDED WARRANTY ECAREPAK	\$4,588
CUSA PRO SERIES INSTALLATION (OUTSIDE ESS SERVICE TERRITORY ONLY)	\$853
CSA imagePROGRAF MANDATORY ADDITIONAL DELIVERY CHARGE (OUTSIDE ESS SERVICE TERRITORY ONLY)	\$0
LARGE FORMAT PRINTER (36IN-60IN) INSTALL PAK For printer models only	\$0
PRINT HEAD PF-10	\$881
PFI-2100 MBK - PIGMENT INK TANK 160ML	\$115
PFI-2100 O - PIGMENT INK TANK 160ML	\$115
PFI-2700 O - PIGMENT INK TANK 700ML	\$348
PFI-2300 O - PIGMENT INK TANK 330ML	\$205
PFI-2300 MBK - PIGMENT INK TANK 330ML	\$205
PFI-2700 MBK - PIGMENT INK TANK 700ML	\$348
PFI-3100 PBK - PIGMENT INK TANK 160ML	\$105
PFI-3100 C - PIGMENT INK TANK 160ML	\$105
PFI-3100 M - PIGMENT INK TANK 160ML	\$105
PFI-3100 Y - PIGMENT INK TANK 160ML	\$105
PFI-3100 GY - PIGMENT INK TANK 160ML	\$105
PFI-3300 PBK - PIGMENT INK TANK 330ML	\$186
PFI-3300 C - PIGMENT INK TANK 330ML	\$186
PFI-3300 M - PIGMENT INK TANK 330ML	\$186
PFI-3300 Y - PIGMENT INK TANK 330ML	\$186
PFI-3300 GY - PIGMENT INK TANK 330ML	\$186
PFI-3700 PBK - PIGMENT INK TANK 700ML	\$316
PFI-3700 C - PIGMENT INK TANK 700ML	\$316
PFI-3700 M - PIGMENT INK TANK 700ML	\$316
PFI-3700 Y - PIGMENT INK TANK 700ML	\$316
PFI-3700 GY - PIGMENT INK TANK 700ML	\$316
Qtrak (\$172,140 Purchase, w/ \$24,730/yr for hardware/software M&S for 672 units)	\$181,703.33
Qtrak (\$27,500 removal, delivery, install & training for 672 units)	\$30,555.56
Pitney Bowes (Mail Center 3000 Purchase total \$40,272.92)	\$44,747.69
Pitney Bowes (Mail Center 3000 - \$2710.65/yr)	\$0
\$724 annually for Mail Machine supplies, extension is for 5 years	\$804.44
PHAROS - UNIPRINT Annual Support & Maintenance - 5 year Renewal (Legacy Pricing) 8/4/2025 to 8/3/2030 (Paid upfront)	\$234,998.22
PHAROS - SE50/IMFP Per Device (only for Uniprint Legacy License Customer MFP Add-on. Must specify OEM or SE50) Canon	\$498.24
NETAPHOR LICENSE	\$0.88
ALEYANT PRESSERO PREMIER CLOUD PLATFORM MONTHLY SUBSCRIPTION - CSA-CPP-SUB01	\$638.26

Item Description	Fixed Cost
M&S for Tritex MClass Sorter, current equipment: 09/01/2025 - 08/31/2026: \$50,937.33	\$56,597.03
M&S for Tritex MClass Sorter, current equipment: 09/01/2026 - 08/31/2027: \$51,956.07	\$57,728.97
M&S for Tritex MClass Sorter, current equipment: 09/01/2027 - 08/31/2028: \$52,995.12	\$58,883.47
M&S for Tritex MClass Sorter, current equipment: 09/01/2028 - 08/31/2029: \$54,055.02	\$60,061.13
M&S for Tritex MClass Sorter, current equipment: 09/01/2029 - 08/31/2030: \$55,136.12	\$61,262.36

MPS Price Schedule*:

Category	Equipment Type	Cost Per Impression B&W B&W	Cost Per Impression Color Color
Faculty & Staff	Multi-Functional	\$0.0440	\$0.1053
Faculty & Staff	Single Function	\$0.0688	\$0.1774
Student-Facing	Multi-Functional	\$0.0495	\$0.1108
Student-Facing	Single Function	\$0.0743	\$0.1829

*CUSA anticipates this cost rising by \$0.0033 per impression for B/W and Color printing, should Pharos Cloud be implemented.



Exhibit A **EQUIPMENT TO BE PROVIDED**

Physical Street Address	Building	Floor	Room	City/ST/Zip	Model
3331 Fairfax Drive	Van Metre Hall	7th	702	Arlington, VA 22201	imageRUNNER ADVANCE DX C359IF
3331 Fairfax Drive	Van Metre Hall	2nd	217	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
3331 Fairfax Drive	Van Metre Hall	2nd	222	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
3331 Fairfax Drive	Van Metre Hall	4th	428	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
3331 Fairfax Drive	Van Metre Hall	4th	460a	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
3331 Fairfax Drive	Van Metre Hall	5th	506	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
3331 Fairfax Drive	Van Metre Hall	6th	603	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
3331 Fairfax Drive	Van Metre Hall	7th	702	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
3331 Fairfax Drive	Founders Hall Facility	B1	122	Arlington, VA 22201	imageCLASS X MF1333C
3331 Fairfax Drive	Van Metre Hall	1st	211	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
3331 Fairfax Drive	Van Metre Hall	2nd	Library	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
3331 Fairfax Drive	Van Metre Hall	3rd	345	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
3301 Fairfax Drive	Hazel Hall	1st	167	Arlington, VA 22201	imageRUNNER ADVANCE DX C359IF
3301 Fairfax Drive	Hazel Hall	2nd	210	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
10900 George Mason Circle	Charles Colgan Hall	2nd	220A	Manassas, VA 20110	imageRUNNER ADVANCE DX C359IF
3301 Fairfax Drive	Hazel Hall	3rd	304	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
3301 Fairfax Drive	Law Library	3rd	Library	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
3331 Fairfax Drive	Van Metre Hall	5th	516	Arlington, VA 22201	imageCLASS X MF1333C
3301 Fairfax Drive	Law Library	1st	Library	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
3301 Fairfax Drive	Law Library	2nd	258	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
3301 Fairfax Drive	Law Library	2nd	Library	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
3301 Fairfax Drive	Law Library	3rd	Library	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
3434 Washington Blvd	Vernon Smith Hall	1st	1006A	Arlington, VA 22201	imageRUNNER ADVANCE DX C359IF
3434 Washington Blvd	Vernon Smith Hall	5th	5023	Arlington, VA 22201	imageRUNNER ADVANCE DX C359IF
3434 Washington Blvd	Vernon Smith Hall	5th	5104	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
3434 Washington Blvd	Vernon Smith Hall	5th	5177	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
4260 Chain Bridge Road A302	4260 Chain Bridge Road	1st	A501B	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
9900 Main Street	9900 Main Street	4th	423	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
4515 Patriot Circle	Art & Design	1st	1009	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4515 Patriot Circle	Art & Design	2nd	2008	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
4515 Patriot Circle	Art & Design	2nd	2016	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
4515 Patriot Circle	Art & Design	2nd	2031	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
4515 Patriot Circle	Art & Design	2nd	Open Lab	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4515 Patriot Circle	Art & Design	Lower Level	Lobby	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4520 Patriot Circle	Aquatic Fitness Center	1st	105	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4461 Aquia Creek Lane	Aquia	1st	113	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4461 Aquia Creek Lane	Aquia	2nd	221	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4461 Aquia Creek Lane	Aquia	2nd	223	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4461 Aquia Creek Lane	Aquia	3rd	343	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4461 Aquia Creek Lane	Aquia	3rd	349	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4379 Mason Pond	Buchanan Hall	2nd	201	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4379 Mason Pond	Buchanan Hall	2nd	D205	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
4343A Chesapeake River Way	Blue Ridge Residents	1st	Hallway	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4087 University Drive	Commerce Building	4th	4200	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4460 Rockfish Creek Lane	Carow Hall	1st	5	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
4402 University Drive	Child Development Center	1st	142	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4373 Mason Pond Drive	Center For the Arts	1st	Box Office	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
4373 Mason Pond Drive	Center For the Arts	2nd	Prod Office	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4379 Mason Pond	College Hall	1st	C113	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4379 Mason Pond	Buchanan Hall	2nd	D207	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4379 Mason Pond	College Hall	2nd	C200	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4379 Mason Pond	College Hall	2nd	C211	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
10408 Rivanna River Way	Commonwealth	1st	Hallway	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
10428 Rivanna River Way	David King Hall	2nd	2001	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
10428 Rivanna River Way	David King Hall	2nd	2007	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
10410 Rivanna River Way	Dominion/Housing	1st	Hallway	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
4405 Patriot Circle	East Building	2nd	207	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4403 Patriot Circle	Eastern Shore	1st	1003	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
4500 Patriot Circle	Eagle Bank Arena	1st	1088	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
4500 Patriot Circle	Eagle Bank Arena	1st	1091	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5850I
4500 Patriot Circle	Eagle Bank Arena	2nd	Box Office	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
10445 Presidents Park Drive	Eisenhower Hall	1st	Hallway	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I

Physical Street Address	Building	Floor	Room	City/ST/Zip	Model
4511 Patriot Circle	Engineering	1st	1300	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4511 Patriot Circle	Engineering	1st	1506	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4511 Patriot Circle	Engineering	1st	1700	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4511 Patriot Circle	Engineering	2nd	2208	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4511 Patriot Circle	Engineering	2nd	2505	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4511 Patriot Circle	Engineering	2nd	2706	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4511 Patriot Circle	Engineering	3rd	3204	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
4511 Patriot Circle	Engineering	3rd	3213	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5850I
4511 Patriot Circle	Engineering	3rd	Hallway	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
4511 Patriot Circle	Engineering	4th	4413	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5850I
4511 Patriot Circle	Engineering	4th	4950	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4511 Patriot Circle	Engineering	4th	Lobby	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5850I
4511 Patriot Circle	Engineering	5th	5103	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4511 Patriot Circle	Engineering	5th	5316	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5850I
10443 Sandy Creek Lane	Enterprise Hall	1st	127	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
10443 Sandy Creek Lane	Enterprise Hall	2nd	211	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
10443 Sandy Creek Lane	Enterprise Hall	3rd	337	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
10443 Sandy Creek Lane	Enterprise Hall	3rd	Lobby	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
10443 Sandy Creek Lane	Enterprise Hall	4th	402	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
10443 Sandy Creek Lane	Enterprise Hall	Ground	017A	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
10431 Rivanna River Way	Exploratory Hall	1st	1104	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
10431 Rivanna River Way	Exploratory Hall	1st	1459	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
10431 Rivanna River Way	Exploratory Hall	2nd	2213	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
10431 Rivanna River Way	Exploratory Hall	2nd	2418	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5850I
10431 Rivanna River Way	Exploratory Hall	3rd	3206	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
10910 George Mason Circle	Discovery Hall	1st	178	Manassas, VA 20110	imageRUNNER ADVANCE DX 4935I
10431 Rivanna River Way	Exploratory Hall	4th	4420	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
10398 Rivanna River Way	Facilities Archives	1st	Back Right	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
10398 Rivanna River Way	Facilities Carpenter Shop	1st	114	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
10700 Campus Drive	Field House	1st	101	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
10700 Campus Drive	Field House	1st	129	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
10700 Campus Drive	Field House	1st	147	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4407 Patriot Circle	Finley Hall	2nd	208	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4348 Chesapeake River Way	Fenwick Library	1st	1028A	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4348 Chesapeake River Way	Fenwick Library	1st	1028B	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4348 Chesapeake River Way	Fenwick Library	2nd	214A	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4348 Chesapeake River Way	Fenwick Library	2nd	2209	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
4348 Chesapeake River Way	Fenwick Library	2nd	2400	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4348 Chesapeake River Way	Fenwick Library	3rd	3017B	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4348 Chesapeake River Way	Fenwick Library	3rd	3300	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4348 Chesapeake River Way	Fenwick Library	4th	4019A	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4348 Chesapeake River Way	Fenwick Library	4th	4300	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4348 Chesapeake River Way	Fenwick Library	4th	4607	Fairfax, VA 22030	imageCLASS X MF1333C
4348 Chesapeake River Way	Fenwick Library	5th	5100	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
10400 Rivanna River Way	Facilities Maintenance	1st	5	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4260 Chain Bridge Road A302	4260 Chain Bridge Road	2nd	Hallway	Fairfax, VA 22030	imageCLASS X MF1333C
10400 Rivanna River Way	Facilities Maintenance	2nd	024B	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
10402 Rivanna River Way	Facilities Administration	2nd	202	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
10403 Rivanna River Way	Facilities/Central Heating&Cooling Plant	1st	103	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
10398 Rivanna River Way	Facilities/ Trailer	1st	101	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
10401 Rivanna River Way	Central Warehouse	1st	113	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4401 Patriot Circle	Hampton Roads/Pilot House	1st	1001	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
10418 Rivanna River Way	Hanover Residents	Lower Level	Lobby	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4475 Aquia Creek Lane	Horizon Building	1st	Lobby	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4475 Aquia Creek Lane	Horizon Building	2nd	Lobby	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4475 Aquia Creek Lane	Horizon Building	3rd	3167	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5850I
4475 Aquia Creek Lane	Horizon Building	3rd	3229	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4475 Aquia Creek Lane	Horizon Building	1st	Lobby	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4475 Aquia Creek Lane	Horizon Building	4th	4100	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4475 Aquia Creek Lane	Horizon Building	4th	4229	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
4475 Aquia Creek Lane	Horizon Building	5th	5100	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5850I
4475 Aquia Creek Lane	Horizon Building	5th	5229	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
4475 Aquia Creek Lane	Horizon Building	6th	6100	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
4475 Aquia Creek Lane	Horizon Building	6th	6105	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I

Physical Street Address	Building	Floor	Room	City/ST/Zip	Model
4475 Aquia Creek Lane	Horizon Building	6th	6267	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5850I
4475 Aquia Creek Lane	Horizon Building	6th	6329	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
4450 Rivanna River Way	The Hub	1st	1201	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4450 Rivanna River Way	The Hub	1st	lab	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4450 Rivanna River Way	The Hub	2nd	2318	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4450 Rivanna River Way	The Hub	2nd	2400	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4450 Rivanna River Way	The Hub	2nd	2500	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4450 Rivanna River Way	The Hub	3rd	3112	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4450 Rivanna River Way	The Hub	2nd	Hallway	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
4699 Mattaponi River Lane	Innovation Hall	2nd	232C	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4469 Mattaponi River Lane	Innovation Hall	3rd	301A	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4699 Mattaponi River Lane	Innovation Hall	4th	423	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4477 Aquia Creek Lane	Johnson Center	1st	135	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4477 Aquia Creek Lane	Johnson Center	2nd	215	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
4477 Aquia Creek Lane	Johnson Center	2nd	235	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
4477 Aquia Creek Lane	Johnson Center	2nd	240	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4477 Aquia Creek Lane	Johnson Center	2nd	246	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
10930 George Mason Circle	Life Sceinece Engineering	4th	4406	Manassas, VA 20110	imageRUNNER ADVANCE DX C5840I
4477 Aquia Creek Lane	Johnson Center	3rd	311	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4477 Aquia Creek Lane	Johnson Center	3rd	324	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4477 Aquia Creek Lane	Johnson Center	3rd	340	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5850I
4477 Aquia Creek Lane	Johnson Center	Ground	G10A	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4477 Aquia Creek Lane	Johnson Center	Ground	G18	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
4477 Aquia Creek Lane	Johnson Center	Ground	45	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4461 Rockfish Creek Lane	Krasnow Building	1st	106	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
4461 Rockfish Creek Lane	Krasnow Building	2nd	Lobby	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4467 Aquia Creek Lane	Krug Hall	1st	110	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
10440 Presidents Park	Liberty Square Residence	1st	C111	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4352 Mason Pond Drive	Mason Global	1st	1017	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4352 Mason Pond Drive	Mason Global	1st	fx-mec	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4352 Mason Pond Drive	Mason Global	1st	Across from RM 1305	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
4352 Mason Pond Drive	Mason Global	1st	1513	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
4475 Aquia Creek Lane	Horizon Building	6th	6122A	Fairfax, VA 22030	imageCLASS X MF1333C
4379 Mason Pond	Mason Hall (Buchanan)	1st	D170	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4379 Mason Pond	Mason Hall (Buchanan)	2nd	D217B	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
4379 Mason Pond	Mason Hall (Buchanan)	Ground	D9	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4441 George Mason Blvd	Merten Hall	5th	5100	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4441 George Mason Blvd	Merten Hall	2nd	2111	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4441 George Mason Blvd	Merten Hall	2nd	2604	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4441 George Mason Blvd	Merten Hall	3rd	3100	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4441 George Mason Blvd	Merten Hall	3rd	3139A	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4441 George Mason Blvd	Merten Hall	3rd	3634	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4441 George Mason Blvd	Merten Hall	4th	4116	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4441 George Mason Blvd	Merten Hall	4th	4123	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
4441 George Mason Blvd	Merten Hall	4th	4148	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4441 George Mason Blvd	Merten Hall	4th	4200	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4441 George Mason Blvd	Merten Hall	4th	4405	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4441 George Mason Blvd	Merten Hall	1st	Lobby	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4441 George Mason Blvd	Merten Hall	5th	5300	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4441 George Mason Blvd	Merten Hall	5th	5304	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
4441 George Mason Blvd	Merten Hall	5th	5400	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4441 George Mason Blvd	Merten Hall	5th	5505	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
10470 Holston Creek Court	Nottoway Annex	1st	111	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
10470 Holston Creek Court	Nottoway Annex	1st	126	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
4580 University Drive	Northeast Module I	1st	105	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4590 University Drive	Northeast Module II	1st	114	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
4590 University Drive	Northeast Module II	1st	125D	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
4335 Chesapeake River Way	Northern Neck Hall	1st	121	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4335 Chesapeake River Way	Northern Neck Residents	1st	Lobby	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4480 Aquia Creek Lane	Performing Arts Building	3rd	A300	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
4480 Aquia Creek Lane	Performing Arts Building	4th	407	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
4480 Aquia Creek Lane	Performing Arts Building	4th	417B	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
4408 Patriot Circle	Peterson Hall	1st	1000C	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4408 Patriot Circle	Peterson Hall	1st	1108	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4408 Patriot Circle	Peterson Hall	2nd	Clinic	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I

Physical Street Address	Building	Floor	Room	City/ST/Zip	Model
4408 Patriot Circle	Peterson Hall	3rd	3038	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
4408 Patriot Circle	Peterson Hall	3rd	3500	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4408 Patriot Circle	Peterson Hall	3rd	3600	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5850I
4408 Patriot Circle	Peterson Hall	3rd	3807	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
4408 Patriot Circle	Peterson Hall	4th	4112	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4408 Patriot Circle	Peterson Hall	4th	4300	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4408 Patriot Circle	Peterson Hall	5th	5100	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4408 Patriot Circle	Peterson Hall	5th	5300	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4408 Patriot Circle	Peterson Hall	5th	5400	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4408 Patriot Circle	Peterson Hall	5th	5606	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
10350 York River Road	Potomac Heights	1st	S022	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4349A Chesapeake River Way	Piedmont	1st	Hallway	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
10430 Rivanna River Way	Planetary Hall	2nd	204	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5850I
10430 Rivanna River Way	Planetary Hall	3rd	303	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5850I
10420 York River Road	Parking Services	1st	115	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4393 University Drive	Police & Safety Headquarters	1st	104	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4393 University Drive	Police & Safety Headquarters	2nd	217	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4393 University Drive	Police & Safety Headquarters	2nd	237	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4350A Baniser Creek Court	RAC Building	1st	1120	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4350A Baniser Creek Court	RAC Building	2nd	2113	Fairfax, VA 22030	imageCLASS X MF1333C
4350A Baniser Creek Court	RAC Building	2nd	2120	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
10401 York River Road	Research Hall	1st	121	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
10401 York River Road	Research Hall	1st	141	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
10401 York River Road	Research Hall	2nd	231	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
10401 York River Road	Research Hall	2nd	291A	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
10401 York River Road	Research Hall	3rd	325	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
10401 York River Road	Research Hall	3rd	362	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5850I
10401 York River Road	Research Hall	4th	458	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
4343B Chesapeake River Way	Sandbridge Residents	1st	Lobby	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4353 Chesapeake River Way	Southside Dining	1st	1007	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
4353 Chesapeake River Way	Southside Dining	1st	1040	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5850I
4469 Aquia Creek Lane	Sub 1	1st	1004	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
4469 Aquia Creek Lane	Sub 1	1st	1300	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5850I
4469 Aquia Creek Lane	Sub 1	1st	1510	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4469 Aquia Creek Lane	Sub 1	1st	1616	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4469 Aquia Creek Lane	Sub 1	1st	1203	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4469 Aquia Creek Lane	Sub 1	2nd	2301	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
4469 Aquia Creek Lane	Sub 1	2nd	2427	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4469 Aquia Creek Lane	Sub 1	2nd	Lobby	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4469 Aquia Creek Lane	Sub 1	3rd	3200	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
4469 Aquia Creek Lane	Sub 1	3rd	3600	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4469 Aquia Creek Lane	Sub 1	4th	4211	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4469 Aquia Creek Lane	Sub 1	4th	4300	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4409 Patriot Circle	Thompson Hall	1st	1016	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4409 Patriot Circle	Thompson Hall	1st	1200	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4409 Patriot Circle	Thompson Hall	1ST	1308	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4409 Patriot Circle	Thompson Hall	2nd	2109	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4409 Patriot Circle	Thompson Hall	2nd	2200	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4409 Patriot Circle	Thompson Hall	2nd	2501	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
10444 Presidents Park Drive	Taylor	1st	Hallway	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4409 Patriot Circle	Thompson Hall	Ground	50	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
4409 Patriot Circle	Thompson Hall	Lower Level	Lobby	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
4457 Aquia Creek Lane	West Building	2nd	2108	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4457 Aquia Creek Lane	West Building	Ground	L100	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4402 Aquia Creek Lane	Whitewall/Housing	1st	Lobby	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
4540 Global Lane	West PE Module	1st	123	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
10890 George Mason Circle	Bull Run Hall	3rd	319	Manassas, VA 20110	imageRUNNER ADVANCE DX 4935I
10930 George Mason Circle	Life Science Engineering	1st	Lobby	Manassas, VA 20110	imageRUNNER ADVANCE DX C5840I
4477 Aquia Creek Lane	Johnson Center	Ground	B10	Fairfax, VA 22030	imageCLASS X MF1333C
10890 George Mason Circle	Bull Run Hall	1st	147	Manassas, VA 20110	imageRUNNER ADVANCE DX C5840I
10890 George Mason Circle	Bull Run Hall	1ST	Hallway	Manassas, VA 20110	imageRUNNER ADVANCE DX C5840I
10890 George Mason Circle	Bull Run Hall	2nd	220A	Manassas, VA 20110	imageRUNNER ADVANCE DX C5840I
10890 George Mason Circle	Bull Run Hall	3rd	376	Manassas, VA 20110	imageRUNNER ADVANCE DX 4935I

Physical Street Address	Building	Floor	Room	City/ST/Zip	Model
10650 Pyramid Place	Biomedical Research Lab	1st	182	Manassas, VA 20110	imageRUNNER ADVANCE DX C5840I
10900 George Mason Circle	Charles Colgan Hall	2nd	217	Manassas, VA 20110	imageRUNNER ADVANCE DX C5840I
10900 George Mason Circle	Charles Colgan Hall	2nd	222	Manassas, VA 20110	imageRUNNER ADVANCE DX C5840I
10900 George Mason Circle	Charles Colgan Hall	4th	428	Manassas, VA 20110	imageRUNNER ADVANCE DX C5840I
10900 George Mason Circle	Charles Colgan Hall	1st	Library	Manassas, VA 20110	imageRUNNER ADVANCE DX C5840I
10910 George Mason Circle	Discovery Hall	1st	110	Manassas, VA 20110	imageRUNNER ADVANCE DX 4935I
10910 George Mason Circle	Discovery Hall	2nd	251	Manassas, VA 20110	imageRUNNER ADVANCE DX 4935I
10910 George Mason Circle	Discovery Hall	2nd	257	Manassas, VA 20110	imageRUNNER ADVANCE DX C5840I
9700 Freedom Center Blvd	Freedom Center	1st	120	Manassas, VA 20110	imageRUNNER ADVANCE DX C5840I
10891 George Mason Circle	Facilities Mana/Parts	Ground	Parts	Manassas, VA 20110	imageRUNNER ADVANCE DX C359IF
10960 George Mason Circle	Hylton PAC	1st	4535	Manassas, VA 20110	imageRUNNER ADVANCE DX 4935I
10960 George Mason Circle	Hylton PAC	2nd	2230	Manassas, VA 20110	imageRUNNER ADVANCE DX C5840I
10920 George Mason Circle	Institute of Advance Biomedical Research	1st	1025	Manassas, VA 20110	imageRUNNER ADVANCE DX C5840I
10920 George Mason Circle	Institute of Advance Biomedical Research	2nd	2031	Manassas, VA 20110	imageRUNNER ADVANCE DX C5840I
10920 George Mason Circle	Institute of Advance Biomedical Research	3rd	3031	Manassas, VA 20110	imageRUNNER ADVANCE DX C5840I
650 Mason Ferry Ave	Potomac Science Center/Woodbridge	1st	1305	Woodbridge, VA 22191	imageRUNNER ADVANCE DX C359IF
650 Mason Ferry Ave	Potomac Science Center/Woodbridge	3rd	3119	Woodbridge, VA 22191	imageRUNNER ADVANCE DX C359IF
4409 Patriot Circle	Thompson Hall	1st	1700	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
4450 Rivanna River Way	The Hub	1st	Shop	Fairfax, VA 22030	PRO-6600
4450 Rivanna River Way	The Hub	1st	Shop	Fairfax, VA 22030	GP4600S
10930 George Mason Circle	Life Science Engineering	2nd	2501	Manassas, VA 20110	imageRUNNER ADVANCE DX C5840I
4348 Chesapeake River Way	Fenwick Library	1st	Storage	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
10930 George Mason Circle	Life Science Engineering	3rd	3405	Manassas, VA 20110	imageRUNNER ADVANCE DX C5840I
4450 Rivanna River Way	The Hub	1st	Shop	Fairfax, VA 22030	imagePRESS V700
4379 Mason Pond	Mason Hall (Buchanan)	1st	D217B	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
4450 Rivanna River Way	The Hub	1st	Shop	Fairfax, VA 22030	imageRUNNER ADVANCE DX 4935I
4379 Mason Pond	Mason Hall (Buchanan)	2nd	215	Fairfax, VA 22030	imageCLASS X MF1333C
3301 Fairfax Drive	Hazel Hall	B1	8	Arlington, VA 22201	imageCLASS X MF1333C
4461 Rockfish Creek Lane	Krasnow Building	2nd	210	Fairfax, VA 22030	imageCLASS X MF1333C
4408 Patriot Circle	Peterson Hall	4th	4506	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
4467 Aquia Creek Lane	Krug Hall	2nd	202	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
4408 Patriot Circle	Peterson Hall	3rd	3009	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
4408 Patriot Circle	Peterson Hall	4th	4400	Fairfax, VA 22030	imageRUNNER ADVANCE DX C359IF
10431 Rivanna River Way	Exploratory Hall	4th	4302	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
10945 George Mason Circle	Beacon Hall	1st	Hallway	Manassas, VA 20110	imageRUNNER ADVANCE DX C5840I
4515 Patriot Circle	Art & Design	2nd	2050d	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
3301 Fairfax Drive	Hazel Hall	4th	432	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
10428 Rivanna River Way	David King Hall	3rd	3005	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4379 Mason Pond	Mason Hall (Buchanan)	1st	D150	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
10431 Rivanna River Way	Exploratory Hall	3rd	3303	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
10402 Rivanna River Way	Facilities Administration	1st	108	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
10900 George Mason Circle	Charles Colgan Hall	2nd	218	Manassas, VA 20110	imageRUNNER ADVANCE DX C5840I
10431 Rivanna River Way	Exploratory Hall	1st	1204	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4409 Patriot Circle	Thompson Hall	2nd	2309	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4511 Patriot Circle	Engineering	3rd	3624	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4467 Aquia Creek Lane	Krug Hall	2nd	213	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
3331 Fairfax Drive	Van Metre Hall	5th	569	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
4477 Aquia Creek Lane	Johnson Center	2nd	227D	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4461 Aquia Creek Lane	Aquia	3rd	373	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4469 Aquia Creek Lane	Sub 1	2nd	2142	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4469 Aquia Creek Lane	Sub 1	3rd	3400	Fairfax, VA 22030	imageRUNNER ADVANCE DX C5840I
4451 Rivanna River Way	The Hub	2nd	Shop	Fairfax, VA 22030	imagePRESS V1350
3401 Fairfax Drive	Fuse Building	1st	Lobby	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
3401 Fairfax Drive	Fuse Building	2nd	2500	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
3401 Fairfax Drive	Fuse Building	3rd	3317	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
3401 Fairfax Drive	Fuse Building	4th	4317	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
3401 Fairfax Drive	Fuse Building	5th	5301	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
3401 Fairfax Drive	Fuse Building	6th	6318	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
3401 Fairfax Drive	Fuse Building	7th	7317	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I
3401 Fairfax Drive	Fuse Building	8th	8300	Arlington, VA 22201	imageRUNNER ADVANCE DX C5840I



PART II: MANAGED MAIL SERVICES

INTRODUCTION: MANAGED MAIL SERVICES (MMS)

The end-to-end Managed Mail Services are designed to improve cost and efficiency, deliver innovation and improve Customer experience.

DEFINITIONS

Accountable: Mail and packages that require Proof of Delivery (POD)

Assessment: Review of the current mail environment to provide recommendations for optimization.

Change Management: Relates to training and communications services which enable a smooth transition and ongoing Steady State to new mail processes and technology as they become available.

Campus Locations: George Mason University designated campus locations.

Implementation: Includes procurement, device optimization, deployment management, installation, and program integration. Project management is also an important part of this stage and is necessary to ensure continuous improvement and adherence to service levels.

Managed Mail Services (MMS): Centralized management of mail services, the active management of related operating and business processes as well as supplies; with the exception of non-contracted services

Mail Services: Intake, sort and delivery of mail and packages to addressee within the in-scope locations of the University.

Mail Services Locations: Commonly referred to as the Mail Room, the physical space to be managed by CUSA under the terms of the MMS program, as may be revised from time to time upon mutual agreement of the parties. These locations have been initially identified as:

Mail Services - Fairfax 4400 Rivana River Blvd., Fairfax, VA 22030	Mail Services - Arlington 3301 Fairfax Dr. Arlington, VA 22201	Mail Services - SciTech 10900 University Blvd. Manassas, VA 20110
--	--	---

CUSA will also work with the University to identify alternative location to be utilized in the event of emergency.

POD: Proof of Delivery which will be obtained through Accountable Mail solution. This will capture information to prove item was delivered to the addressee.

Software: Shall mean all programs CUSA deploys within the MMS operations at George Mason University and any additional third party software, as mutually agreed, to be provided by CUSA to George Mason University. Software shall be provided pursuant to the end-user license agreements required by the owners or developers thereof, which the University shall review and approve prior to installation, and the University agrees that its use of all Software shall at all times be subject to and in compliance with the terms and conditions of such end-user license agreements, as may be amended by the University and the owner or developer.

SOP: Standard Operating Procedures document used to define established or prescribed methods to be followed routinely for the performance of designated operations or in designated situations.

User: George Mason University Faculty, Students, Staff and/or Contractors.

U.S.P.S.: The United States Postal Service



OBJECTIVES

Mail Services:

1. Explore central delivery options for all parcels and explore package screening options, preferably one that allows direct, express delivery for time sensitive items, delineating associated costs
2. Maintain or further improve student parcel handling and churn.
3. Further improve handling of residential envelope mail.
4. Explore integrated document handling solutions including digitizing incoming mail.
5. Understand options and associated costs should a need for package screening emerge.
6. Explore locker options for the Mason Square and SciTech campuses.
7. Optimize delivery vehicle fuel efficiency on and between Mason's campuses.
8. Participate in Mason's efforts to recapture cardboard and paper products, packing materials, and other recyclables for integration with Mason's recycling services.

SCOPE OF MAIL SERVICES

CUSA shall provide the MMS for Customer at Mail Services Locations and other mutually agreed to locations as provided in this Statement of Work.

Scope of Services/Service Levels

Scope of Services, as may be more particularly described in this Statement of Work, includes:

- Daily receipt, logging, sorting, distribution and POD of incoming Accountable packages and maintain records of same.
- Daily receipt, metering, logging, sorting and distribution of incoming and outgoing U.S.P.S. mail and maintain records of same.
 - o Daily receipt, logging, sorting and distribution of inter-office mail
 - o All U.S.P.S. mail should be delivered by 2PM daily
 - o Dispatch / receipt of "pouch" mail to mutually agreed upon off-campus locations.
- Function Performance Standard/Service Level
 - o Inter-departmental/University mail shall be delivered no later than twenty-four (24) business hours after receipt
 - o Accountable mail shall be delivered no later than twenty-four (24) business hours after receipt
 - o U.S.P.S. Express mail shall be delivered no later than same day if received before noon
 - o U.S.P.S. first class mail shall be delivered no later than twenty-four (24) business hours after receipt
 - o U.S.P.S. Standard A (magazines) mail shall be delivered no later than three (3) business days after receipt
 - o U.S.P.S. Standard B (parcels) mail shall be delivered no later than twenty-four (24) business hours after receipt
 - o Newspapers shall be delivered no later than same day (first run) if received on time.

Invoicing and Reporting

- Invoicing, Payment and Chargeback Reporting
 - o CUSA will provide Customer with a monthly invoice for the total cost of services and supplies with information to enable Mason to charge appropriate costs as it determines to departments.
- Performance Reporting
 - o CUSA will provide to Customer, in electronic format, monthly reporting of mutually agreed relevant data regarding the MMS. CUSA will also look to schedule monthly meetings to review this information, provide our perspective and work collaboratively to bring efficiencies and cost savings to Customer.
 - o CUSA will provide a Quarterly Business Review (QBR) to Customer in electronic format after the close of every Agreement quarter. The parties agree to regularly review the QBR and to collaborate in finding ways to continually improve upon services offered under MMS.



- Cost Savings Report
 - o The QBR will provide cost savings data and measure the financial success of the long term strategic plan that focuses on the optimization of the MMS program.

Change Management Planning

- CUSA will provide a change management plan for User communications, training, and support; including a project plan, sample promotional emails, Web content, audiovisual, and other communication materials.
- CUSA will assign a Change Management specialist, who will interface with appropriate Customer personnel to develop communications for the purposes of building awareness of any new offerings or changes to MMS. This process is intended to reinforce any and all changes to services that may affect Users.
- Both parties will work together to develop and leverage campaigns that meet both the culture and objectives of Customer throughout the term of this SOW. The effectiveness of the Change Management campaign will be measured and monitored in the Quarterly Business Reviews as appropriate. It is the responsibility of CUSA to propose modifications to the Change Management program in order to ensure objectives are being met and to implement the modifications that have been approved by Customer. It is the responsibility of Customer Users to remain compliant with any policies regarding mail services and Customer agrees to enforce such policies. It is CUSA 's responsibility to follow these policies and report on its adherence within the Quarterly Business Reviews.
- CUSA, in collaboration with Customer, shall be responsible for the integration, graphic design and production of Change Management materials that have been approved by Customer.
- The parties will mutually agree on the appropriate Change Management materials for the MMS Implementation and CUSA shall beresponsible for the cost effective production of final items; which may include:
 - Communication materials, i.e. tent cards, posters and labels
 - Learning materials, i.e. onsite training, videos, tip sheets, FAQs

Training

- CUSA, in cooperation with Customer, will develop a training plan and will be responsible for delivering training throughout the term of this SOW. CUSA will implement the training plan in order to educate University staff and students on the MMS solution, including its features, how-to's and FAQs.
- It is the responsibility of Customer staff to attend training workshops during the term of the Implementaton and Agreement. This may include a combination of training sessions and review of communication documents supplied through the Change Management campaign.

Communications

- CUSA will work with designated Customer personnel to create an effective communications plan, to be provided to Users in order to bring awareness to key milestones throughout the Smart Locker refresh project.

Smart Locker Refresh

- Customer anticipates the completion of the Smart Locker refresh by August 25, 2025 per Round 2 negotiations response dated March 10, 2025.

Support

- Responsibilities
 - CUSA is responsible for all costs for providing technical support services, including delivery, installation and setup of equipment and software solutions within CUSA's control.
 - o CUSA is responsible for maintaining functionality of all installed in scope equipment and software. For issues requiring Customer attention, CUSA is required to notify the designated Customer contact at the earliest possible time to request assistance.
 - o On-site Personnel must perform the following tasks:



- Order and maintain an appropriate level of postage for postage meter
- Provide, install, and configure all software necessary for operation of the devices, in cooperation with Customer.
- o Customer is responsible to pay for all postage and shipping costs.

Supplies Management

- Requirements
 - o Customer will provide storage space to CUSA for maintaining appropriate inventory of supplies required for MMS and is responsible to pay for actual costs associated with these supplies. These include, but are not limited to: Customer stationary, postage meter ink, and Customer packaging and shipping supplies. CUSA is responsible for ordering and managing supplies.

Maintenance

- Device Maintenance – Break/Fix
 - o CUSA shall be responsible for all break/fix support, including all parts and labor for equipment it supplies under the MMS program, throughout the term of this SOW. Service technicians for break/fix support will be available 8:30 am to 5:00 pm EST Monday through Friday; excluding Customer holidays.

HOURS OF OPERATION

CUSA shall appropriately staff the Mail Services Locations in order to provide MMS. Hours of operation are as follows, and exclude Customer holidays and closures, unless otherwise directed by the Customer Contract Administrator:

Monday through Friday 8:00AM to 5:00PM EST

Hours of operation are subject to change from time to time, upon mutual agreement between Customer and CUSA.

FEES, EQUIPMENT and STAFFING

Fees

CUSA will charge Customer a monthly fee of \$76,719.00 for staffing, equipment and software used in the MMS Program. Should volumes increase or decrease significantly during the term of this SOW, or Customer changes the scope of services, the parties shall act in good faith to make an equitable adjustment in fees. If the parties are not able to agree on such an equitable adjustment, either party may terminate this MMS portion of this SOW upon ninety (90) days' written notice to the other party. In such event, Customer shall pay to CUSA the unamortized portion of the demonstrated costs, excluding Labor, under this SOW (the "Costs") as of the date of termination. Such Costs shall be amortized over a period beginning on its date of completion (space improvements) or installation (equipment) and ending on the end date of the Term.

Equipment

- Tritex M Class Sorter (1) with 28 bin sorter for inbound and outbound mail processing
- QTrak locker system, with 672 lockers to replace existing lockers with app interface.
- High Density file cabinets for inbound mail staging along with supplies for same
- Pitney Bowes Mail & Go Center
- Electric Golf Carts (2) and delivery vehicles (2)
- Various hand trucks, dollies and other miscellaneous equipment

On-site Personnel

- CUSA shall furnish the On-site Personnel required to, and such additional On-site Personnel as may be required from time to time, as determined by CUSA, ensure the MMS are provided in accordance with the requirements of this Statement of Work.
- CUSA will endeavor to inform Customer in a timely fashion of any changes in personnel assigned to the account and to have a transition/backfill plan for all such personnel.



Account Management Services

- Basic account management shall include:
 - Regular management reviews of support history and open support requests
 - Regular reporting on support issues, case history and established metrics
 - Full time staff providing coordination, communication, and technical consultation services until issues are resolved
- CUSA will maintain a plan for long-term Customer support and satisfaction strategy, measuring and reporting Customer satisfaction, implementing a service request escalation and issue resolution process, and a plan for identifying, implementing, and measuring business process improvements as part of its Standard Operating Procedures (SOP).

PROCESSES AND PROCEDURES

Standard Operating Procedures

- Requirements
 - CUSA will create an SOP document that outlines the activity of the On-site Personnel operating the MMS program. Customer will review, and may provide comments on, the SOP document.

Changes

- Change Requests
 - Any requests for changes to this SOW may be made only in compliance with the Agreement.

Environmental Sustainability

CUSA will work with Customer to ensure we have appropriate sustainability goals integrated into our business approach. On an annual basis, or as new innovations and services are implemented within CUSA, CUSA will deliver a company report that outlines the elements listed below. It is Customer's intent for CUSA to continually advise on new ways for Customer to be at the leading edge of sustainability initiatives.

- Reduction of waste and efficient use of resources (notably energy, paper, toner).
- Use of recyclable materials when possible.
- Contains recycled materials - - with the highest levels of post-consumer recycled content possible.
- Concentrating on fewer polluting byproducts and/or safety hazards during manufacture, use, or disposal.
- Products & Goods which have a long service life and/or can be economically and effectively repaired or upgraded.
- Packaging that has a minimal environmental impact (using reusable materials, a high proportion of post-consumer (i.e. recycled) products).



DELIVERABLES SUPPLY ADDENDUM

to

MASTER MANAGED SERVICES AGREEMENT

This **Deliverables Supply Addendum** (this “Addendum”) is made and entered into effective as of the 1st day of August 2025 (the “Effective Date”) by and between

Canon U.S.A., Inc., a New York corporation (“CUSA”), having its principal place of business at One Canon Park, Melville, New York 11747, and

George Mason University, having its principal place of business at 4441 George Mason Boulevard, Fairfax, VA 22030.

A Master Managed Services Agreement (the “Master Agreement”) was entered into effective August 1, 2025 between the parties hereto and remains in effect. Customer desires to procure for its use from CUSA certain equipment and/or software and maintenance services therefor, and CUSA is willing to supply such equipment and/or software and services on the terms and subject to the conditions of this Addendum. Terms not otherwise defined herein are used herein as defined in the Master Agreement.

NOW, THEREFORE, for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, CUSA and Customer agree to amend the Master Agreement as follows:

1. DELIVERABLES ORDERS

1.1 Supply of Deliverables. In order to obtain print output or other services in connection with Services being provided under a Statement of Work, or as may be required by Customer for its use, Customer may from time to time submit orders (“Deliverables Orders”) for units of office equipment and licenses of application software programs for installation in the United States, and maintenance and support services therefor, if and as listed in Attachment 1 hereto, as the same may be amended from time to time in accordance with the provisions hereof, and other equipment and software, even if not listed on a then-effective Attachment 1, as may be agreed upon between a Customer and CUSA from time to time. (All such equipment and software supplied by individual order are hereinafter referred to as “Equipment” and “Software”, respectively, and collectively as “Deliverables”; such maintenance and support services are hereinafter referred to as “Maintenance Services”). Customer may use each Deliverable for print output and other services for which the Deliverable is designed for the term specified therefor in the applicable Deliverables Order (each such term, a “Usage Term”). CUSA may from time at its option accept Deliverables Orders for Deliverables on a purchase basis, rather than a fixed-term usage basis. The Usage Term specified in the applicable Deliverables Order shall, upon expiration thereof, automatically extend until terminated by either party on not less than sixty (60) days notification (or such lesser period of time as the parties may agree), such notification to be affected through removal order documentation as provided in Section 3.1 below. The Usage Terms for all Deliverables shall be non-cancellable, except as otherwise expressly provided in this Addendum.

1.2 Non-Commitment and Non-Exclusive Agreement. This Addendum is non-exclusive, and Customer makes no commitment or guarantee for any minimum or maximum number of Deliverables or Maintenance Services to be ordered from CUSA. Notwithstanding anything to the contrary herein, each Deliverables Order issued by a Customer shall be subject in all respects to the terms and conditions of this Addendum and the Master Agreement, and acceptance of any Deliverables Order from Customer is subject to: (i) CUSA’s then-current credit approval of Customer; and (ii) the Deliverable being installed in a location serviced by CUSA. Credit approvals may be withheld at any time effective with respect to future orders, but credit approvals for Customer, including determination of credit limits, shall be in accordance with CUSA’s ordinary practice from time to time for its customers generally.

1.3 Equipment Models and Software Versions. Equipment models, including configuration options and hardware and licensed software accessories, available under this Addendum are listed on Attachment 1 to this Addendum. Upon discontinuation of any Equipment model and upon introduction of any successor Equipment models, CUSA will submit to Customer a revised Attachment 1. CUSA may also submit a revised Attachment 1 to include new Equipment models which are not successors to discontinued Equipment models



or to include additional Software. CUSA will consult with Customer regarding each successor or new Equipment model or Software, including applicable pricing therefore, as soon as practicable in advance of submission of a revised Attachment 1 including such successor or new model.

2. MAINTENANCE SERVICES

- 2.1 Maintenance Services. The Maintenance Services to be provided by CUSA under Deliverables Orders is described in Attachment 2 hereto. Maintenance Services shall be provided for the Usage Term specified in the applicable Deliverables Order (or, in the case of Equipment purchases, shall be for the term specified in the Deliverables Order), and upon expiration of such Usage Term (or other term for purchased Equipment) shall automatically extend until terminated by either party as provided in the Master Agreement. Maintenance Services under a Deliverables Order shall be non-cancellable for the Usage Term(s) specified therein, except as expressly provided otherwise in this Addendum. Deliverables Orders for Maintenance Services for Equipment which has not been under continuous Maintenance Services since the date of original installation shall be subject to acceptance by CUSA.

3. ORDERS AND DELIVERIES

- 3.1 Deliverables Orders. Deliverables Orders shall be submitted using such form of ordering document as CUSA may require from time to time; CUSA's current form of ordering document is attached hereto as Attachment 3. Any provisions in any Deliverables Orders which amend, modify or supplement the provisions of this Addendum or the Master Agreement shall be void and of no force or effect. Each Deliverables Order for supply of Deliverables shall designate delivery sites, indicate the Usage Term (if applicable) and/or Maintenance Service terms and the monthly charges per unit, and specify by Equipment model the quantity of units' subject thereto. To the extent that CUSA agrees in its discretion to the removal of previously supplied Equipment prior to the expiration of the Usage Term thereof and such Equipment is intended to be replaced by Equipment under a new Deliverables Order, CUSA may defer removal of the Equipment until the replacement Equipment is ready for delivery and installation. Charges and all other obligations with respect to Equipment to be removed shall continue until the Equipment is actually removed by CUSA, and for the removal of Equipment (whether after or prior to the expiration of the initial Usage Term thereof) Customer shall execute CUSA's then current form of removal documentation (specifying serial numbers of the Equipment to be removed and other relevant information) as CUSA may require. CUSA's current form of removal document is attached hereto as Attachment 4.
- 3.2 Deliveries and Installation. All delivery and installation of Equipment shall be at no additional charge, unless special rigging is required, or unless delivery or installation is requested for outside CUSA's regular delivery hours. Installation of Software, if requiring professional services from CUSA, may require and be subject to a separate agreement between CUSA and Customer. CUSA shall have the right, in the event of Equipment shortages, to allocate distribution in a fair and equitable manner among all of its customers, even though this may effectively limit delivery of ordered quantities. If CUSA is unable to fill any Deliverables Order within the time frame requested by Customer, CUSA will promptly contact Customer, explain the delay, and indicate when shipment can reasonably be expected. If CUSA is unable to deliver Equipment within the period expected by CUSA and communicated by it to Customer, Customer may, as its sole remedy, cancel the Deliverables Order with respect to such delayed Equipment at any time prior to shipment of the same with no further obligation thereunder to CUSA.

4. PRICING AND PAYMENT

- 4.1 Pricing. If base charges, per impression charges, and other charges and fees are specified in the Attachment 1 hereto for particular Deliverables and Maintenance Services therefor, such charges and fees shall apply to all such Deliverables (and the Maintenance Services therefor) delivered on or before December 31, 2025. After such date, any charges and fees in Attachment 1 shall be subject to change by CUSA. Charges and fees not specified in Attachment 1 shall be as may be agreed between the parties and as specified in each Deliverables Order. Pricing under each Deliverables Order shall remain fixed through the end of its Usage Term ("fixed", in the case of Maintenance Service pricing, meaning the monthly charge (if any) and per impression rate(s); the actual amount payable for Maintenance Service will vary based on the number of impressions made by each unit of Equipment). Notwithstanding any other provision herein, CUSA may, upon thirty (30) days' notice to Customer, assess a fuel surcharge.



4.2 Invoicing and Payment. Charges shall be due in full within thirty (30) days of the date of the invoice. A monthly late charge equal to one and one-half percent (1.50%) of the overdue amount, or if lesser the maximum amount allowed by law, shall accrue on all overdue amounts. CUSA's payment methods are Company Check, ACH (Automated Clearing House) or EFT (Electronic Fund Transfer) only.

4.3 Meter Readings.

(i) CUSA shall implement software developed by CUSA's affiliates or a third-party vendor for reading the meters and certain device status data of the Equipment units which are now or may hereafter become subject to Maintenance under this Addendum. The meter readings from the software shall be used for determining per impression charges applicable to the Equipment units which are under Maintenance from CUSA pursuant to this Addendum. A local data collection agent ("DCA") of the software, which will access networked Equipment and send data to other remotely-located components of the software, is provided at no additional charge to Customer for meter reading and meter data storage. Upon Customer's request, and payment of any fees that may be agreed upon between Customer and CUSA, certain other features of the software and related services, including consumables management, routing of service data and providing related reports, may also be activated.

(ii) The specific software will be identified at the time of DCA installation. Customer authorizes CUSA to download the DCA from CUSA's affiliate or a third-party vendor for installation by Customer on one or more computers with suitable capacity connected to Customer's network(s) as needed to cover the Equipment units. Customer agrees to abide by any click wrap license presented to and agreed to by Customer during the installation process of the DCA. Customer authorizes CUSA (a) to establish HTTPS communications using Customer's network bandwidth for transmission over the internet of use, status and service data accumulated by the software and UGW2 (as defined below), (b) to utilize the software or another automated network device data capture system to collect and transmit use, status and service data and (c) to store, analyze and use such data for purposes related to servicing the Equipment under Maintenance Service from CUSA and for product improvement. Customer also authorizes CUSA to accept on Customer's behalf, and Customer agrees to comply with, any licenses, terms of use and services, and privacy statements, which, unless otherwise agreed in writing by CUSA, shall solely control as to the matters contained therein, including those pertaining to any personal data Customer may have shared in connection with the use of the DCA. For example, CUSA utilizes the Canon Universal Gateway 2 ("UGW2") as a DCA through the UGW2 website, and the above authorization shall apply to the UGW2 Terms of Use and Terms of Service, and the UGW2 Privacy Statement, which documents are posted at <https://mk1.usa.canon.com/customerdocuments>.

(iii) If the software has not been implemented or is discontinued or superseded, CUSA shall arrange for another automated capture system to obtain meter readings for the Equipment. Alternatively, Customer shall input periodic meter readings on CUSA's website. CUSA reserves the right (a) to invoice on the basis of estimated meter readings if actual readings are unavailable for any reason and (b) to verify from time to time the accuracy of meter readings from the software, any other automated capture system, or those readings that may be inputted from Customer, in which event CUSA will either charge Customer for any deficiency or credit Customer for any overage in the invoice for the next periodic billing cycle.

5. **ADDITIONAL TERMS RELATING TO DELIVERABLES**

5.1 With respect to Deliverables provided by CUSA to Customer (other than any Equipment provided on a purchase basis):

- (i) Customer agrees neither to make any alteration in the Equipment nor to remove it from the location where installed by CUSA without prior written approval of CUSA.
- (ii) Customer shall bear all risk of loss or damage to Equipment while on Customer's premises.
- (iii) Customer further agrees to return each unit of Equipment upon the expiration or earlier termination of its Usage Term in the same condition as when received except for reasonable wear and tear.
- (iv) Title to the Deliverables shall remain at all times with CUSA, and Customer agrees that the CUSA plaque affixed to the Equipment will not be removed.



- (v) Customer agrees to keep the Deliverables free from all liens, security interests and encumbrances. CUSA is hereby authorized to file a financing statement to evidence its ownership in the Deliverables in the possession of Customer.

5.2 Software is provided pursuant to the end-user license agreements required by the owners or developers thereof, and Customer agrees that its use of all Software shall at all times be subject to and in compliance with the terms and conditions of such end-user license agreements. Unless separately otherwise agreed, Customer's license to use any Software shall terminate upon the expiration or termination of the Usage Term of the related Equipment or the Software, as applicable. Customer acknowledges and agrees that installation of and/or other support services for certain Software may be conditioned upon execution by Customer of a statement of work (under the Master Agreement, or as a separate agreement) detailing, among other things, Customer responsibilities, Software configurations, installation project schedules and requirements, as may be reasonably requested by CUSA or the developer or supplier of the Software.

5.3 The Deliverables are provided subject to such warranties and license terms as are provided by the manufacturer or the relevant third-party software provider as are packaged or otherwise provided with the Deliverable. SUCH WARRANTIES, AND WARRANTIES IN THE MASTER AGREEMENT RELATING TO SERVICES, ARE IN LIEU OF ALL OTHER WARRANTIES OR CONDITIONS, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OR CONDITIONS REGARDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, RELATING TO THE MAINTENANCE SERVICES OR THE USE OR PERFORMANCE OF THE DELIVERABLES, AND ALL SUCH OTHER WARRANTIES ARE HEREBY EXPRESSLY DISCLAIMED. CUSTOMER EXPRESSLY ACKNOWLEDGES THAT THE FURNISHING OF MAINTENANCE SERVICES UNDER THIS ADDENDUM DOES NOT ASSURE UNINTERRUPTED OPERATION AND USE OF THE DELIVERABLES.

5.4 Data Security. Customer acknowledges that the hard drive(s) on the Equipment, including attached devices, may retain images, content or other data that Customer may store for purposes of normal operation of the Equipment ("HD Data"). Customer acknowledges that CUSA is not storing HD Data on Customer's behalf and that exposure or access to the HD Data by CUSA, if any, is purely incidental to the Services. Customer is solely responsible for the HD Data.

Prior to removal of Equipment from Customer's premises, CUSA shall utilize the Hard Disk Drive Format feature to perform a multi-pass overwrite of Customer data areas on the hard disk. The data that this procedure overwrites includes contacts from the address book, data in Mail Boxes, data in Advanced Boxes for the imageRUNNER ADVANCED, and all other Customer data and settings. It not only deletes the File Allocation table (FAT) associated with all user areas on the disk, but it also overwrites all user data areas on the hard disk and incorporates a full data initialization with random hard drive overwrite restoring the hard drive to factory new state ("NULL") which insures there is no recoverable data.

The terms of this Section shall solely govern as to HD Data, notwithstanding that any provisions of this Addendum or the Master Agreement or any separate confidentiality or data security or other agreement now or hereafter entered into between Customer and CUSA could be construed to apply to HD Data.

IN WITNESS WHEREOF, this Addendum has been duly executed by the authorized representatives of CUSA and Customer as of the Effective Date.

CANON USA, INC.

By: Peter P. Kowalczyk
Signature

Name: Peter P. Kowalczyk

Title: EVP

Date: 7/30/2025

GEORGE MASON UNIVERSITY

By: Cliff Shore
Signature

Name: Cliff Shore

Title: Chief Procurement Officer

Date: 7/30/2025



Attachment 1

DELIVERABLES LIST; DELIVERABLES AND MAINTENANCE SERVICES PRICING

Charges and fees for Deliverables and Maintenance Services not otherwise provided in this Attachment 1 shall be as agreed between the parties and as specified in each Deliverables Order.



MAINTENANCE SERVICES

This Attachment 2 describes the Maintenance Services to be provided by CUSA, pursuant to Deliverables Orders placed under the Deliverables Supply Addendum. Maintenance Services described in this Attachment 2 are provided only for Canon brand Equipment; maintenance services are not provided for any other Equipment or for Software except as otherwise expressly provided herein or in a Statement of Work under the Master Agreement. Maintenance Services for non-Canon branded Equipment, or for Software, may be covered by a Statement of Work or a separate addendum or supplement to the Deliverable Supply Addendum.

Maintenance Services

All routine preventive maintenance in accordance with manufacturer recommendations and CUSA's experience, and repair service necessary to keep the Equipment in good operating order, will be performed by CUSA or its subcontractors during regular business hours (8:30 a.m. to 5:00 p.m. Monday through Friday, except holidays); provided that the Equipment is continuously subject to Services from the date of installation thereof; and provided, further, that Maintenance Services shall not include the following:

- A. repairs resulting from causes other than normal use, Customer's willful act; negligence or misuse (including, without limitation, damage to photoreceptor drums and use of supplies or spare parts which cause abnormally frequent service calls or service problems); use of the Equipment with hardware or software devices not furnished by CUSA; accident; transportation; failure of electrical power, air conditioning or humidity control;
- B. repairs made necessary by service performed by personnel other than those of CUSA or its subcontractors, or repairs or service required as a result of inadequate key operator involvement (e.g., the CUSA technician is dispatched to rectify a problem covered by the operator manual);
- C. work which Customer requests to be performed outside regular business hours;
- D. paper, and any other consumable supplies, other than toner, staples and maintenance kits;
- E. re-installation and/or relocation of Equipment; and
- F. repairs to, or realignment of, Equipment, and related training, necessitated by changes to system configuration of Customer.

The foregoing services, and any other work beyond the scope of Maintenance Services described in this Attachment 2, shall be invoiced in accordance with CUSA's then current labor, parts and supply charges.

The charges for Maintenance Services provided to Customer are toner and staples inclusive, as applicable, for all Equipment unless otherwise indicated on a Deliverables Order. No other supply items, including paper, are included in such charges. CUSA shall, at no additional charge, provide toner at the location of Customer for use solely with the Equipment. However, CUSA may charge a reasonable delivery fee for the shipping and handling of toner and other supplies. Maintenance Services charges do not include toner in excess of the total quantity of toner necessary to produce the number of images actually being produced by Customer, as shown by CUSA's meter readings. Customer shall bear all risk of loss or damage to unused toner, which shall remain the property of CUSA, and shall be returned to CUSA promptly upon termination of the term of the applicable Deliverables Order. The quantity of toner will meet manufacturer's specifications for conventional office image coverage. CUSA will sell to Customer at CUSA's then applicable prices any additional toner that Customer may require during the term of the applicable Deliverables Order.

If, in the determination of CUSA's Service Department, any Equipment cannot be maintained in good working order through CUSA's routine maintenance services, CUSA may at its discretion substitute equivalent Equipment, in which event (i) in the case of Equipment not provided on a purchase basis, the applicable Deliverables Order shall be deemed amended to substitute the replacement unit of Equipment for the replaced unit, and (ii) in the case of purchased Equipment, Customer shall be deemed to have transferred title to the replaced unit to CUSA and CUSA shall be deemed to have transferred title to the replacement unit to Customer, in each case free and clear of any liens, charges

or encumbrances. Removed parts replaced by CUSA shall become its property. If at any time after the original initial term of the Maintenance Services for any Equipment CUSA's Service Department determines that such Equipment cannot be maintained in good working order through the CUSA's routine maintenance services, CUSA may also, in lieu of substitution as aforesaid, terminate its Maintenance Services for such Equipment, in which case the charges under the applicable Deliverables Order shall be appropriately adjusted.

CUSA or its subcontractor shall have full and free access to the Equipment to provide Maintenance Services thereon.

CUSA shall make available to Customer from time to time (additional charges may apply) such upgrades and bug fixes for the Software as are provided to CUSA by producers of the Software and are required (i) for compatibility, (ii) to maintain supportability or (iii) for other reasons controlled by the Software producers. CUSA shall also provide Level 1 support for the Software as designated on Attachment 1 to the Deliverable Supply Addendum. Level 1 support consists of providing help-line telephone assistance in operating the Software and identifying service problems, maintaining a log of such problems to assist in tracking the same, and contacting producer of the Software to rectify such problems; provided that with respect to all Software for which separately-priced support contracts are listed in Attachment 1 to the Deliverable Supply Addendum or are otherwise available from the Software developer, the Customer has purchased such support contract and has completed the signature, registration or other qualification process applicable thereto and such support contract remains in effect.

CUSA shall provide the Maintenance Services in accordance with the Service Level Agreement ("SLA") attached hereto as Exhibit A to this Attachment 2.



Exhibit A to Attachment 2

SERVICE LEVEL AGREEMENT

Description	Definition	SLA – Period	Calculation	Credits for Non - Attainment
Response Time (maintenance services provided by On-site Personnel)	CUSA will commit to a fleet average response time of six (6) hours over four (4) fixed quarterly intervals per year for ninety-five percent (95%) of all maintenance service requests whereby response will be provided by On-site Personnel.	Quarterly	Response time shall be calculated from the time the service request is received by On-site Personnel, until the time the On-site Personnel arrives at the individual location. Response times are calculated between 8:30am and 5:00pm, Monday through Friday, excluding CUSA holidays. For the individual location which has multiple units of Equipment and active service calls, the On-site Personnel arrival shall stop the response time calculation for all open service calls at that location.	Twenty percent (20%) of available SLA Credit
Response Time (maintenance services provided by outside technician)	CUSA will commit to a fleet average response time of six (6) hours over four (4) fixed quarterly intervals per year for ninety-five percent (95%) of all maintenance service requests whereby response will be provided by an outside technician.	Quarterly	Response time shall be calculated from the time the service request is received by On-site Personnel, until the time the outside technician arrives at the individual location. Response times are calculated between 8:30am and 5:00pm, Monday through Friday, excluding CUSA holidays. For the individual location which has multiple units of Equipment and active service calls, the outside technician's arrival shall stop the response time calculation for all open service calls at that location.	Twenty percent (20%) of available SLA Credit
Toner installs	No more than five percent (5%) of Equipment will experience a stoppage due to toner exhaustion.	Quarterly	This will be calculated based on the number of tickets for Equipment stoppages due to toner exhaustion. By way of example only, for a fleet of 1,000 units of Equipment, more than 150 incidents in a quarter where a unit stops due to toner exhaustion would constitute missing this SLA.	Twenty percent (20%) of available SLA credit
Equipment Uptime/ Availability	CUSA will commit to a fleet average uptime of ninety five percent (95%) over the four (4) fixed quarterly intervals per year. Uptime is herein defined as the percentage (%) of time that primary functions of a unit of Equipment are available for use. Primary functions include print and copy. (Excludes Equipment with rated speeds of one hundred five pages per minute (105 ppm) or greater)	Quarterly	Downtime is calculated from the time a service call is placed with CUSA's dispatch department until the time the service technician completes the repair. Uptime criteria are calculated between 8:30am and 5:00pm, Monday through Friday, excluding CUSA holidays, and with the following exceptions: Uptime requirements will not include preventative maintenance service calls, calls which could have been prevented by key operator functions outlined in Equipment's operation manual, calls created by user mishandling, units which are running outside the manufacturer's optimum performance volume, or units which need to be over-hauled as a result of reaching useful life, in the opinion of CUSA's Service department.	Twenty percent (20%) of available SLA Credit



Description	Definition	SLA – Period	Calculation	Credits for Non - Attainment
Equipment IMAC (Installation, Move, Addition and Change	Installation, move or change of Equipment within seventy-two (72) business hours of the written request from Customer Contract Manager via Incident ticket. The request will be in the form of an incident ticket. Tickets can be placed in Pending status due to delays caused by Customer construction or other reasonable causes as mutually agreed by CUSA and Customer.	Quarterly	This will be calculated based on the total business hours a ticket is open in the CUSA incident management queue for requests related to installation, addition, moves and changes.	Twenty percent (20%) of available SLA Credit

Remedy for failure to meet SLA obligations:

Failure to meet any of the above SLAs (other than as a result of anomalies or other excusable reasons, as reasonably agreed by the Customer) will result in the following reduction in charges:

If CUSA does not attain the SLA for the fixed quarterly period for the total aggregate Equipment population, the applicable SLA Credit listed above will be credited to Customer's account in the subsequent quarter. Available SLA Credits is defined as ten percent (10%) of the meter charges for the applicable quarter.

By example, should the total for meter charges for a given quarter be \$50,000.00, the available SLA credits for that quarter would be \$5,000.00. Should CUSA fail to meet one (1) of the listed SLAs in the said quarter, the invoice credit would total \$1,000.00.

CUSA and Customer shall discuss applicable SLA attainment at each Quarterly Business Review, and any credits due will be credited to the Customer's account in the subsequent quarter, provided that Customer is in compliance with the terms and conditions of the Agreement, including but not limited to payment obligations to CUSA pursuant to the Agreement.

Such credits shall be the sole and exclusive remedy for any failure by CUSA to attain the above SLAs.



FORM OF DELIVERABLES ORDER



Canon U.S.A., Inc. ("CUSA")
One Canon Park, Melville, NY 11747
800-815-4000

MANAGED SERVICES ORDER SCHEDULE (SER-430)

Page of

Customer: _____ Agreement Name and/or #: _____ Agreement Date: _____

Billing Information		Total Schedule Charges - All Pages (*Plus Applicable Taxes)		Schedule #:	
Company:		Purchase Amount:		Salesperson:	
Location Identification/name:		Periodic Base Charge:		Order Date:	
Address:		Transaction Details			
Address 2:		Schedule Usage Term: Months			
City: State: Zip: County:		Total # of Units on Schedule:			
Contact: Phone #:					
Email:					
Item Code	Deliverables Description	Qty	Ship To Information	Per Unit Cost Information	
			Address:	Purchase Price Per Unit:	
			Address 2:	Base Charge Per Image Charges	
			City: State: Zip:		
			Delivery Contact:	Meter Method:	
			Email:		
			Phone #:		
			IT Contact:		
			IT Contact Phone #:		
			IT Contact Email:		
			Elevator: ☐ Yes ☐ No Loading Dock: ☐ Yes ☐ No		
			# of Steps: Hours of Operation:		
Item Code	Deliverables Description	Qty	Ship To Information	Per Unit Cost Information	
			Address:	Purchase Price Per Unit:	
			Address 2:	Base Charge Per Image Charges	
			City: State: Zip:		
			Delivery Contact:	Meter Method:	
			Email:		
			Phone #:		
			IT Contact:		
			IT Contact Phone #:		
			IT Contact Email:		
			Elevator: ☐ Yes ☐ No Loading Dock: ☐ Yes ☐ No		
			# of Steps: Hours of Operation:		
Key to Meter Read Method: imageWARE Remote Unless noted above D = Data Collection Agent (DCA) M = Customer submits to CUSA manually					
THIS SCHEDULE ("Schedule") incorporates all of the terms of the _____ ("Agreement") dated _____, including any/all amendments and any Statements of Work, between the Customer referenced above ("Customer") and Canon U.S.A., Inc. ("CUSA"). THIS SCHEDULE IS BINDING ON CUSTOMER UPON SIGNING BY CUSTOMER, AND IS BINDING ON CUSA AS PROVIDED IN THE AGREEMENT.					
Customer Authorized Signature:		Printed Name:		Title: Date:	

FORM OF REMOVAL SCHEDULE



Managed Services Removal Schedule ("Schedule") (SLS-905)

Page of

Canon U.S.A., Inc. ("CUSA")
One Canon Park, Melville, NY 11747
800-815-4000

Customer: George Mason University

Agreement Name or #: Master Managed Services Agreement GMU-JR0809-24 **Agreement Date:** August 1, 2025

Schedule #:

Salesperson:

Order date:

Customer ("Customer" or "You") Billing Information		Customer Account:
Company: George Mason University		
Location Identification/name:		
Address:		
Address 2:		
City:	State:	Zip Code:
		County:
Primary Contact:	Alt Contact:	
Contact Phone:	Alt Contact Phone:	
Contact Email:	Alt Contact Email:	
Removal Pick Up Date	Removal Effective Date (if different from Pick Up Date)	Requestor (If Different From Contacts Above)

[illegible]

Special Instructions:

THIS SCHEDULE IS ENTERED INTO URSUANT TO, AND INCORPORATES THE TERMS OF THE Master Managed Services Agreement GMU-JR0809-24 DATED August 1, 2025 ("AGREEMENT"), INCLUDING ANY/ALL AMENDMENTS AND ANY STATEMENTS OF WORK, BETWEEN THE CUSTOMER AND CUSA. BY YOUR SIGNATURE BELOW, YOU AGREE TO THE ADDITIONAL TERMS BELOW, WHICH SHALL SUPPLEMENT THE TERMS AND CONDITIONS OF THE AGREEMENT. CUSTOMER REPRESENTS THAT EXECUTION OF THIS SCHEDULE HAS BEEN DULY AUTHORIZED. YOU REPRESENT THAT YOU ARE AUTHORIZED TO EXECUTE THIS SCHEDULE ON CUSTOMER'S BEHALF. YOU ACKNOWLEDGE RECEIPT OF A COPY OF THIS SCHEDULE.

ADDITIONAL TERMS

1. **Buy Out.** Where "Buy Out" is indicated for units of Equipment, Customer agrees to pay the Payment Due listed for such Equipment, plus applicable taxes, to buyout and retain the Equipment listed above. Upon CUSA's receipt such Payment Due, title to the listed Equipment will be transferred to Customer on an "AS IS" "WHERE IS" basis, without warranty of any kind except that CUSA warrants that such title shall be free and clear of liens created by or through CUSA and the Base Charge shall be decreased by the periodic Charge listed.

2. **Return.** Where "Return" is indicated for units of Equipment, You hereby authorize CUSA to pick up Equipment designated for Return above. You warrant that, (a) such Equipment will be provided to CUSA in good working condition, reasonable wear and tear excepted, and (b) you shall make it available for pickup by CUSA on the relevant date specified above. You agree to pay CUSA's removal charges if, on the date specified above, such Equipment is unavailable for pickup and removal through no fault of CUSA.

a) If Payment Due is listed for such Equipment, Customer will be invoiced for, and agrees to pay, the Payment Due listed, plus applicable taxes, for the de-installation and return of the above listed Equipment. Upon receipt of the Payment Due amount, the Base Charge shall be decreased by the periodic Charge listed.

b) If there is no Payment Due listed for the applicable Equipment, CUSA shall remove the above listed Equipment in connection with the ongoing provision of Services under the Agreement; and the Base Charge shall be decreased by the periodic Charge listed, plus applicable taxes, effective upon the date of removal.

Customer's Authorized Signature

Printed Name

Title

Date _____

SLS-905 Managed Services Removal Schedule January 2025

**Data Security Addendum for inclusion in GMU-JR0809-24 with
George Mason University (the “University”)**

This Addendum supplements the above-referenced Agreement between the University and Canon U.S.A., Inc. (“Selected Firm/Vendor”) dated August 1, 2025 (the “Agreement”). It is applicable only in those situations where the Selected Firm/Vendor provides goods or services under the Agreement or a Purchase Order which necessitate that the Selected Firm/Vendor create, obtain, transmit, use, maintain, process, store, or dispose of University’s Protected Data (as defined in the Definitions Section of this Addendum) as part of its work under the Agreement. Notwithstanding any provision contained herein to the contrary, this Agreement only applies to the extent Selected Firm/Vendor possess Protected Data as applicable to the goods and services provided under the Agreement and only to their systems, if any, which access, or store Protected Data.

This Addendum sets forth the terms and conditions pursuant to which Protected Data will be safeguarded by the Selected Firm/Vendor during the term of the Parties’ Agreement and after its termination.

1. Definitions

Terms used herein shall have the same definition as stated in the Agreement. Additionally, the following definitions shall apply to this Addendum.

- a. **“Personally Identifiable Information (“PII”)”** means any information that can be connected to a specific person and may include but is not limited to personal identifiers such as name, address, phone, date of birth, Social Security number, student or personal identification numbers, driver’s license numbers, state or federal identification numbers, non-directory information and any other information protected by state or federal privacy laws.
- b. **“University Data”** includes all University owned Personally Identifiable Information and other information that is not intentionally made generally available by the University on public websites, including but not limited to business, administrative and financial data, intellectual property, and patient, student and personnel data.
- c. **“Protected Data” means** data identified by University to Selected Firm/Vendor as Protected Data and may include, but is not limited to: (1) PII; (2) credit card data; (3) financial or business data which has the potential to affect the accuracy of the University’s financial statements; (4) medical or health data; (5) sensitive or confidential business information; (6) trade secrets; (7) data which could create a security (including IT security) risk to the University; and (8) confidential student or employee information. ‘Protected Data’ includes both Highly Sensitive and Restricted categories of data as defined in the [University Policy 1114 Data Stewardship](#).
- d. **“Securely Destroy”** means taking actions that render data written on media unrecoverable by both ordinary and extraordinary means. These actions must meet or exceed those sections of the National Institute of Standards and Technology (NIST) SP 800-88 guidelines relevant to data categorized as high security.
- e. **“Security Breach”** means a security-relevant event in which the security of a system or procedure used to create, obtain, transmit, maintain, use, process, store or dispose of Protected Data is breached, and in which University Data is exposed to unauthorized disclosure, access, alteration, or use.
- f. **“Services”** means any goods or services acquired by the University from the Selected Firm/Vendor.

2. Data Security

- a. In addition to the security requirements stated in the Agreement, Selected Firm/Vendor warrants that all electronic Protected Data will be encrypted in transmission (including via web interface) and stored at AES-128 encryption or greater. Additionally, Selected Firm/Vendor warrants that all Protected Data shall be Securely Destroyed, when destruction is requested by the University.
- b. If Selected Firm/Vendor’s use of Protected Data include the storing, processing or transmitting of credit card data for the University, Selected Firm/Vendor represents and warrants that for the life of the Agreement and while Selected Firm/Vendor has possession of University customer cardholder data, the software and services used for processing transactions shall be compliant with standards established by the Payment Card Industry (PCI) Security Standards Council (www.pcisecuritystandards.org). In the case of a third-party application, the application will be listed as PA-DSS compliant at the time of implementation by the University. Selected Firm/Vendor acknowledges and agrees that it is responsible for the security of all University customer cardholder data or identity information managed, retained, or maintained by Selected Firm/Vendor, including but not limited to protecting against fraudulent or unapproved use of such credit card or identity information. Selected Firm/Vendor agrees to indemnify and hold University, its officers, employees, and agents, harmless for, from, and against any and all claims, causes of action, suits, judgments, assessments, costs (including reasonable attorneys’ fees), and expenses arising out of or relating to any loss of University customer credit



card or identity information managed, retained, or maintained by Selected Firm/Vendor, including but not limited to fraudulent or unapproved use of such credit card or identity information. Selected Firm/Vendor shall, upon written request, furnish proof of compliance with the Payment Card Industry Data Security Standard (PCI DSS) within 10 business days of the request. Selected Firm/Vendor agrees that, notwithstanding anything to the contrary in the Agreement or the Addendum, the University may terminate the Agreement immediately without penalty upon notice to the Selected Firm/Vendor in the event Selected Firm/Vendor fails to maintain compliance with the PCI DSS or fails to maintain the confidentiality or integrity of any cardholder data.

3. Employee Background Checks and Qualifications

- a. In addition to the employee background checks provided for in the Agreement, Selected Firm/Vendor shall perform the following background checks on all employees who have potential to access Protected Data: Social Security Number trace; seven (7) year felony and misdemeanor criminal records check of federal, state, or local records (as applicable) for job related crimes; Office of Foreign Assets Control List (OFAC) check; Bureau of Industry and Security List (BIS) check; and Office of Defense Trade Controls Debarred Persons List (DDTC).

4. Insurance

- a. In addition to the insurance requirements outlined in the Agreement, Selected Firm/Vendor agrees to maintain Cyber Liability Insurance in an amount not less than \$2,000,000 per incident, for the entire term of the Agreement. The Commonwealth of Virginia and the University shall be included as an additional insured.

5. Security Breach

- a. Liability. In addition to any other remedies available to the University under law or equity, Selected Firm/Vendor will reimburse the University in full for all costs incurred by the University in investigation and remediation of any Security Breach of Protected Data, including but not limited to providing notification to individuals whose Personally Identifiable Information was compromised and to regulatory agencies or other entities as required by law or contract; providing one year's credit monitoring to the affected individuals if the Personally Identifiable Information exposed during the breach could be used to commit financial identity theft; and the payment of legal fees, audit costs, fines, and other fees imposed by regulatory agencies or contracting partners as a result of the Security Breach.

6. Audits

- a. Selected Firm/Vendor will at its expense conduct or have conducted at least annually a: i) security audit with audit objectives deemed sufficient by the University, which attests the Selected Firm/Vendor's security policies, procedures and controls; ii) vulnerability scan, performed by industry-standard and up-to-date scanning technology, of Selected Firm/Vendor's electronic systems and facilities that are used in any way to deliver electronic services under the Agreement; and iii) formal penetration test, performed by a process and qualified personnel approved by the University, of Selected Firm/Vendor's electronic systems and facilities that are used in any way to deliver electronic services under the Agreement.
- b. Additionally, the Selected Firm/Vendor will provide the University upon request the results of the above audits, scans and tests, and will promptly modify its security measures as needed based on those results in order to meet its obligations under the Agreement. The University may require, at University expense, the Selected Firm/Vendor to perform additional audits and tests, the results of which will be provided promptly to the University.
- c. Upon request, but not more than once per year, Selected Firm/Vendor shall provide the University with its current Service Organization Control (SOC) 2 Type II report ("SOC 2 Report"). It is further agreed that such SOC 2 Report will be made available free of cost to the University. The report should be directed to the appropriate representative identified by the University and subject to the non-disclosure agreement set forth in Section 6.d. below. Selected Firm/Vendor also commits to providing the University with a designated point of contact for these reports, addressing issues raised in the report including if issues have been cited with the subservice provider(s), and responding to any follow up questions posed by the University in relation to the SOC report. Selected Firm/Vendor agrees to be held legally accountable for the accuracy of any self-attestations provided by the Selected Firm/Vendor towards fulfilling the requirements within this addendum.
- d. The University acknowledges that the SOC 2 Report contains confidential and proprietary information of Selected Firm/Vendor, and shall enter into a mutually agreeable non-disclosure agreement prior to the release of same.

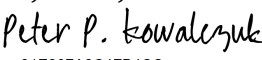
7. Limitation of Liability. The maximum liability of Selected Firm/Vendor for all claims, losses, damages, claims, demands, proceedings, suits and actions, including any related liabilities, obligations, losses, damages, assessments, fines, penalties (whether criminal or civil), judgments, settlements, expenses



(including attorneys' and accountants' fees and disbursements) and costs (each, a "Claim" and collectively, "Claims") arising from a Security Breach or otherwise under this Addendum shall be limited to the sum of one million dollars \$1,000,000.00,

IN WITNESS WHEREOF, this Addendum has been executed by an authorized representative of each party as of the date set forth beneath such party's designated representative's signature.

Canon, U.S.A., Inc.


 Signature

Name: Peter P. Kowalczyk

Title: EVP

Date: 7/30/2025

George Mason University


 Signature

Name: Cliff Shore

Title: Chief Procurement Officer

Date: 7/30/2025

