

## CopySmart Program Guidelines

### Introduction

#### A. Citywide Policy

The **CopySmart** Program brings you the latest technology with the best value and service for managing your documents and office equipment. Now your old copier, printer, scanner, and fax machine become a single multi-function device that can be connected to your network. By using one multi-function machine to do the work of many separate devices, you consolidate assets, reduce costs, save space, increase productivity, and are environmentally responsible by reducing waste.

Departments will benefit by changing to a comprehensive document management approach, where the department IT Manager and Office Manager implement an integrated network, instead of using a scattering of stand-alone machines that don't communicate.

The program requires departments to change how they select and use office equipment. Your department IT Manager will consult with Repro/Mail, DTIS and the vendors to select the best configuration of equipment to make your office more efficient and to better serve your document needs. Now, if appropriate, your old copier, printer, scanner, and fax machine become a single multi-function device that can be connected to your network.

Here are the highlights of the new program:

- Repro/Mail and the vendors can help you learn what machines will work best in your office. They will analyze your office environment and suggest ways it can run better by using the new machines to best advantage.
- After your IT Manager and Office Manager decide on the brand and model, you can use the traditional ordering process or the new **Repro Store**, a one-stop shop managed by Repro/Mail.

#### B. Purpose

These guidelines implement the new citywide policy for copiers, providing general information as well as step-by-step instructions on how to order and manage the new machines. We want to encourage departments to reevaluate their office equipment environment in light of the new technologies and efficiencies these machines provide.

A single multi-function device will eliminate the traditional copier/fax/scanner/printer array of machines. Careful planning and deployment will result in significant savings in IT support, accounting, maintenance costs, and supplies. In addition, with training, City staff will find that these machines devices will help them run their offices more economically and more efficiently.

### C. Overview

- The City is negotiating new contracts with Konica-Minolta, Ricoh and Xerox. All three companies make versatile, reliable machines, offer competitive pricing, and provide services to help you choose the best equipment for document management needs.
- You get either a single invoice for all your machines (if you deal directly with the vendor), or no invoice at all (if you use the **Repro Store**).
- Some machines order the toner and request service on their own. You don't have to anymore. You still order the paper.
- The **Repro Store** will bill your department through the workorder you already have with Repro/Mail.

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### How CopySmart Works

#### 1. First, call Repro/Mail

Your IT Manager or Office Manager should call Repro/Mail. They can help you plan for your document production needs.

Among the issues Repro/Mail and your liaison will discuss are:

- Speed
- Monthly volume
- Special features
- Managing document workflow
- Networking and connectivity
- Standardizing on one vendor (see next item)

#### 2. Then call the three vendors

Meet with **all** three vendors. You need to have a list of requirements for your department. Remember the basic functions of these machines are similar. Each brand offers certain features, that may be important to your departments business needs.

We anticipate posting a template on the **Repro Store** website soon to help you with this process.

#### 3. How to standardize on one vendor

With these new contracts, the next step—for departments that have not already done so—is to begin standardizing on one brand of machine throughout your department. Standardization is a key part of the new policy.

How to standardize has competing considerations, and each department's situation is different. We want to promote competition among the three vendors, but we don't want to force departments into a bigger conversion process than necessary. If a department has significant experience, good or

bad, with one of the vendors, then the department should take that into consideration. This is one of the things you'll discuss with Repro/Mail as you develop your conversion plan.

Remember: Contact all three vendors first.

#### 4. **Two different business models**

Based on these discussions, you will decide which of these business models you would like to use.

##### a. **The Department and Vendor model**

This is the improved traditional model, where after consulting with Repro/Mail the department contacts the three vendors to evaluate and assess the vendor who offers the best solution for the department's document management needs. Contact the vendors for a comprehensive list of services provided.

We strongly encourage you to include **Fleet management software** in your plans and recommend that your IT Manager consult with DTIS. This new software—and each vendor has its own version—allows you to monitor every machine connected to your network. You get all this information in one place:

- Usage. This will help you check whether any unit is being overused or underused.
- Maintenance history
- Accounting

**Finally**, send your request to OCA.

##### b. **The new Repro Store model**

In the **Repro Store**, you get your machine from Repro/Mail instead of a vendor. If your department doesn't need many machines, or simply wants to leave the management to us, then you may find it more convenient to use the Store instead of going through a vendor. Under this plan, Repro/Mail is responsible for placing the equipment, coordinating maintenance and supply issues, and paying the bills. Departments using the **Repro Store** will have more flexibility to place equipment where appropriate and in many cases will be able to move equipment around with very little paperwork. Repro/Mail will take care of all contact with vendors, except ordering paper. **Finally**, send your request to Repro/Mail.

#### 5. **Approval process for new equipment**

The review and approval process will work like this:

1. Your department's IT manager and Office manager approve. Because these new machines communicate over phone lines and over your department's LAN and the City's WAN, your Information Technology manager must review and approve your proposal for new machines. The IT manager is responsible for ensuring that the communication pathways are in place before the machines are installed.

2. Repro/Mail approves. Repro/Mail has a goal to provide the best print workflow for the City. With a very large production capacity (including color), Repro/Mail provides the efficiencies that will affect the entire document life cycle including design, print and postal discounts.
3. Office of Contract Administration approves. OCA will verify the acquisition complies with budget, and department choice of vendor.

## 6. Training

These are new machines and this is a new way of ordering and managing them. We are offering training to departments as needed, but plan to schedule separate sessions for each brand of machine.

## 7. Tips

Here are some things to keep in mind:

- **Space.** Where will they go? Is there enough ventilation? Are they far enough away from people?
- **Power.** Although most machines run on 110 volts, it's a good idea to have them on a separate circuit.
- **Replacing fax machines, scanners and printers.** In general, all but the smallest machines are multi-function devices, and you can probably retire a large fraction of your office's scanners, printers and fax machines.
- **Number and sizes.** What fits best in your operation, one large machine or a few small ones?
- **Color copies.** Very few departments need a color copier. The City's experience has been that some departments print more color copies than they need to. What's worse is when people inadvertently send a black-and-white print job (anything using only black toner) to a color copier. It costs just as much to print a black-and-white page as a color page. Please keep this comparison in mind:

Average cost per page, black-and-white copier:	3¢
Average cost per page, color copier:	25¢

Remember: Repro/Mail has a large capacity for color printing, often with less than one-day turnaround. Their services are completely digital and orders can be submitted through an easy-to-use website.

## 8. Coming soon

### a. Demo area at 875 Stevenson

We will soon have a demo/training area at 875 Stevenson. There will be three machines from each vendor, the smallest and largest on the contract, and a medium-sized one. We also plan to use this area for training on new equipment. This will allow City staff a convenient



location near Civic Center to quickly learn how to use their new machines with a minimum of time away from the office.

**b. Website**

We are developing a website so you can view information about all the vendors' machines and can place your orders on the web.

**9. For more information**

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