

CopySmart Program Instructions

MFDs for KMBS, Ricoh, and Xerox

April 1, 2013 to March 31, 2016

A. Overview

The **CopySmart** Program has three vendors to provide Multi-Function Devices (MFDs): Konica Minolta, Ricoh, and Xerox. All make versatile, reliable MFDs, offer competitive pricing, and provide services to help you choose the best equipment for your document management needs.

Each vendor offers equipment in a range of ten Bands of various speeds from low to high, and black and white to color. Leases are available for terms of 24 months, 36 months, 48 months and 60 months. Leases are cancellable but impose a fee for cancellation except for non-appropriation. Rentals are available for shorter periods of 12 or 24 months depending on the vendor, with a thirty day no cost cancellation. Purchase of MFDs is also an option, but generally not recommended.

The contracts offer opportunities to be green and cost efficient, and where appropriate, replace or eliminate your old copier, printer, scanner, and fax machine and replace them with a single MFD that can be connected to your network. Using one MFD to do the work of many separate devices consolidates assets, reduces costs, saves space, increases productivity, and is environmentally responsible by reducing energy use and waste.

The program offers information and vendor support to departments to assist them in analyzing how they select and use office equipment. Upon request, the vendors will analyze your office environment and suggest ways it can run better, reduce costs and improve efficiencies. Your department IT Manager and Office Manager consult with the vendors to select the best configuration of equipment to make your office more efficient and to better serve your document needs.

Departments are encouraged to contact all three vendors but must obtain an assessment and quote from at least two of the vendors unless there is a practical reason to make an exception. After your IT Manager and Office Manager decide on the most appropriate brand and model, use the traditional ordering process with the updated Order Form and Departmental Blanket Order.

B. Ordering Process Steps

Step 1 Review the Contract Requirements

Departments should carefully review the contracts to see what each of the vendors offer in MFD functionality, pricing and what the contract requires the vendors to do, such as providing:

- assessments and quotes
- three levels of training
- supplies except for paper and staples
- uptime performance and service call response time
- reports (**uptime and performance**)
- detailed invoices (**monthly, quarterly, separate, or combined lease and maintenance**)

Step 2 Consider your document needs

The department IT Manager and Office Manager should meet and review your individual needs in advance of meeting with the vendors. Among the issues you should discuss are:

- Current inventory
- Location: space, ventilation, power and connectivity
- Forecast of current and future needs
- Speed and functionality requirements
- Monthly volume: currently do you have machines that are overused or underused
- Special features
- Managing document workflow
- Networking and connectivity
- Fleet management software
- Black and white versus color copies
- Standardizing on one brand
- Experience with the brand or vendor
- **Invoice billing frequency: monthly, quarterly, separate, or combined**

Step 3 Call and meet with at least two vendors for an assessment and quote

You are encouraged to meet with all three vendors but you **must** meet with at least two of the vendors and obtain an assessment and quote, unless there is a practical reason to make an exception. There is no general rule that fits all situations for why it may be impractical to obtain two assessments and quotes, but here are some examples: (1) A department has fleet of ten or more MFDs with time left on the current leases and wants to replace one MFD; (2) Standardization and network considerations dictate a single vendor and brand. However, if in this same scenario, the term of the other leases were ending soon, then the department should consider obtaining multiple assessments and quotes for its long term solution. Departments should pursue competition in every situation where it makes good business sense.

Use the suggestions above to help you prepare for a more productive meeting with the vendors. Remember, the basic functions of these machines are similar but each brand may offer certain features that may be important to your department's business needs. Also, prices are different for each vendor. If functionality of all the machines meets your needs, you should consider the cost of comparable units, considering lease costs, options and cost per copy. Ultimately the department may choose the solution that it determines is the best option for its specific needs.

Step 4 Standardize with one vendor?

You should explore if standardizing with one brand of MFD throughout your department makes sense for your department's situation. Standardizing 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 a department into a more complex conversion process than necessary. On the other hand, some departments may find it advantageous to have more than one vendor due to different locations or special features offered by different vendors.

Step 5 Ordering Process

When you have completed the above steps and are ready to order, follow the general ordering process that has been in place for the past six years:

- obtain two assessments and quotes
- make your selection
- complete the forms (one MFD per form) with sign off by your IT and Office Manager*
- enter the complete information into a FAMIS/ADPICS Departmental Blanket Order
- Submit to OCA IT Purchasing for processing (only OCA IT buying staff may approve)
- Create Purchase Order Releases (encumbrance) to complete the order

*DT/ReproMail review has been discontinued and is not required.

See the Instructions for completing the Form and DBO for details.

C. Tips and Reminders

Contact ReproMail for Large Jobs

Contact **ReproMail** for your large volume printing needs to see how they can assist you as part of your overall document plan for a comprehensive and cost effective solution. They can deliver large copy jobs at less cost and often with one-day turnaround. Services are digital and orders can be submitted through the easy-to-use website: repromail.sfgov.org and their telephone # is: 415-554-6436.

Departments are also reminded of the following legislation about utilizing electronic copies and using ReproMail for certain print jobs.

SEC. 8.12.5. ELECTRONIC DISTRIBUTION OF MULTI-PAGE DOCUMENTS.

a) Subject to the provisions of subsection (b), no City officer, department, or agency shall publish, print or otherwise reproduce on paper multiple copies of any report, memorandum, study, form, or other document for general distribution, including an annual report required under Section [1.56](#), where the document is more than 10 pages in length. The officer, department, or agency shall instead distribute copies of such documents electronically. Transmission of an electronic copy of the document to the appropriate person shall satisfy any requirement of the Municipal Code that a City officer, department, or agency submit or file the document.

(e) It shall be City policy that where a City officer, department, or agency does publish, print or otherwise reproduce on paper multiple copies of any report, memorandum, study, form, or other document for general distribution under subsections (b), (c), or (d), the officer, department, or agency shall use the City's central print facility to reproduce the document.

Color Copies cost almost ten times more!

Color copies look nice and although the cost of color copies has decreased over the years, color is still much more expensive than black and white copies. Consider if you really need a color copier or when making copies on a color machine utilize the black and white setting as a default instead of color.

Here is a cost example for Band 4C, the largest (fastest) color MFDs which also make black and white copies. The average cost from the three vendors for black and white is \$.0058 per copy and the average cost for color is \$.05 per copy, almost 10 times as expensive. At 10,000 copies a month that's \$58 per month versus \$500 a month. Over a three year lease that's \$2,088 for black and white copies and \$18,000 for color copies, \$15,912 more. That's over \$5,000 a year for color. So think black and white copies where possible for significant savings and keep this comparison in mind when choosing or operating your MFD.

Fleet Management Software

Departments are encouraged to explore the option of Fleet Management Software in your document plans and recommend that your IT Manager consult with DTIS if appropriate. 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 to monitor whether any unit is being overused or underused
- Maintenance history
- Performance and uptime
- Accounting and information on click charges for payment of invoices

Items Not under Contract

These contracts do not contain options for managed print services (printer maintenance), scanners (other than the MFDs), or scanning services (labor), therefore you cannot obtain them through this contract. High volume printers (faster than any of the ten Bands) are available but require OCA written approval.

D. Department Requirements for Contract Administration

Departments are responsible for monitoring certain contract requirements and making sure they are receiving everything they are entitled to under the terms of the contract. To achieve this departments should review the contracts, the Pricing Matrix, and the Scope of Work from RFP 96103. Such items include:

- Obtaining the three levels of training: orientation, departmental liaison, IT liaison
- Receiving periodic reports on MFD performance uptime, repair time, click charges
- Verifying invoices are per contract pricing: leases, options and click charges
- Obtaining reduced pricing for renewal leases at the end of the original term and processing a change order in ADPICS
- Notifying OCA of performance issues that they are unable to resolve with the vendor
- **Receiving and monitoring uptime and performance reports, and assessing possible credits for not meeting uptime performance contract requirements, following up with OCA.**
- **Notifying OCA of performance issues or significant recurring problems.**

a. Training

The Contracts provide for three levels of Training: Initial department group training; training for the department liaison (the department point of contact); and training for the department IT liaison.

b. Reports for the Department

Departments are responsible for requesting and obtaining periodic reports from the vendor to monitor the uptime performance of the machines, maintenance and repair frequency, response time for service calls, click charges, seeking credits where uptime performance is not met and notifying OCA, as well as advising OCA if there are significant recurring problems or performance issues. The department should set the frequency for the reports but it is recommended at least quarterly.

c. Departmental Review of Invoices and Payments

Departments are responsible for verifying that invoices received match the equipment (serial #s) for leases, options, and click charge volumes for the machines they have leased. Departments should carefully review the invoices and match the prices charged with the DBO and PO Releases line items with the contract pricing in Appendix A “Pricing Matrix” which lists the base monthly price for each of the lease terms: 36, 48 and 60 months; options; and click charge. Remember, separate invoices **may be** issued by the vendors for the MFD lease and options component and the click charges (for copies). **However, invoicing is generally available in four options: monthly, quarterly, and separate or combined lease and maintenance.** (*Note: the Controller’s Services Audit group recommends quarterly combined invoices for lease and maintenance.*) Departments may coordinate with vendors for quarterly invoicing for administrative efficiencies where appropriate. Invoices are in arrears and vendors should not bill in advance, nor should departments pay for services not yet provided. Departments should request and use reports provided by the vendor to periodically monitor click charges for accuracy.

d. End of Lease Term and Extensions

If your unit is performing satisfactorily at the end of the term, you should consider extending the term of the lease at a reduced rate instead of ordering a new unit. The contracts provide for the option at the end of the lease term to extend the lease at a saving of up to 50 % discount on the original lease price. Therefore departments should consider the option of continuing with the existing unit at a reduced rate instead of ordering a new unit. The click charges remains the same. If you choose this option, reduce the rate in your DBO change order and make sure that invoices reflect the reduced cost of a lease renewal.

e. Data Security with return of equipment at end of lease

Departments should coordinate with their IT Manager and the vendor to make sure that any and all sensitive data that may be stored in the equipment has been permanently removed/deleted before the equipment is returned to vendor. Although the latest equipment typically comes with a secure erase function, departments should confirm that adequate precautions are in place. This is especially relevant to older equipment that has been in service for many years. Failure to do so may result in the unintended disclosure of confidential, legally-protected, or sensitive data.

E. Contact Information

- Repro/Mail: Central ReproMail Main # (415) 554-6436
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 - Salla Vaerma (415) 554-6432
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 - OCA: Diane Handa (415) 554-6913

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- Ricoh USA, Inc.: Derek Rossi (925) 768-0614
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- Xerox: Elissa Koestenbaum (415) 227-1746
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