



# Managed Print Services - How to Get Ready

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*2017 Customer Outreach Request*

**November 20, 2017 – Training**

**1500 Jefferson Street, Olympia – Second Floor Training Center Room 3640 – Enterprise Services**

**Print Management Strategies Team Resources:**

**Judy Lorenzo, Business Resources Division**

**David Baker, Business Resources Division**

**Josh Klika, Contracts & Procurement**

**Jeff Kessler, Managed Print & Internal Use**



# Today's Training Agenda

Time	Topic		Who
2:30	Welcome <ul style="list-style-type: none"><li>• Training Purpose</li><li>• Housekeeping for WebEx</li></ul>	Information	Judy
2:35	<ul style="list-style-type: none"><li>• What is My Agency's Current State?</li><li>• Does Your Agency Use Managed Print Services?</li><li>• What Information is Needed?</li><li>• What Challenges is Your Agency Facing?</li></ul>	Information and Discussion	David ALL
3:00	Refresher of Terms	Information	Judy
3:10	How to Get Ready to Acquire Managed Print Services	Information and Discussion	Jeff
3:30	Options for Using a Contract for Managed Print Services – What are the Basics? Contract Services	Information and Discussion	Josh
3:50	Review of Key Training Highlights & Follow-Up Needed	Discussion	Judy ALL



# Training Purpose - Survey Follow Up

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The 2017 survey asked how Enterprise Services could help print management implementation be successful. There were three choices plus “other.”

1. Assist with internal facilitation
2. Provide additional information about Print Management
3. **Consultation regarding Managed Print Services**



# *Housekeeping*

Thank You in Advance

**For those on the phone, please keep your phone on mute during the training. Please do not put your phone on hold if you need to step away. This often plays music over the WebEx and cannot be muted by others.**

# *Share Your Needs: Provide Context to Improve This Training*

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Briefly please introduce yourself and share:

1. What is your agency's current state?
2. Does your agency use managed print services?
3. What information is needed?
4. What are you hoping to learn today?
5. What are some challenges your agency is facing?





# *Refresher of Terms*

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# Existing Policy Direction

RCWs & WAC	State Agencies, Boards, Commissions	Institutions of Higher Education
<a href="#">RCW 43.19.742</a> DES to establish rules and guidelines for managing print operations	DES only	
<a href="#">WAC 200-380</a> Agencies must adopt a print policy, standards and procedures Determine baseline costs Annual reporting	✓	✓
<a href="#">RCW 43.19.733</a> Managed print required for agencies with 1,000+ employees	✓	✓
<a href="#">RCW 43.19.739</a> Agencies must consult with DES for printing and binding	✓	✓
<a href="#">RCW 43.19.745</a> Agency use of envelopes-Standardization	✓	✓
<a href="#">RCW 28B.10.029</a> Grants colleges independent authority to purchase materials, supplies and equipment		✓



# Getting Started – Access Existing Resources

## Print Management | Department of Enterprise Services

 Washington State Department of  
**Enterprise Services**  
Enterprise Services Statewide Guidance

### Guidelines for Managing Print Operations

A resource for agencies to minimize print costs and increase efficiency

<b>Applies To:</b>	State Agencies
<b>Authorizing Sources:</b>	State law – <a href="#">RCW 43.19.742 Agency management of print operations — Department rules and guidelines</a> State rule – <a href="#">Chapter 200-380 WAC</a> .
<b>Information Contact:</b>	Department of Enterprise Services
<b>Effective Date:</b>	December 15, 2014
<b>Last Update:</b>	April 14, 2017
<b>Sunset Review Date:</b>	October 17, 2019
<b>Approved By:</b>	 _____ Chris Liu Director

#### About these guidelines

Print is produced by a wide variety of methods. Some examples are copiers, multifunctional devices, offset print and desktop printers. These guidelines are a resource for state agencies to use in order to identify and implement managed print strategies, policies, and procedures and other tools necessary to track, manage, and minimize all types of printing.

These guidelines are used together with the requirements under state rule ([Chapter 200-380 WAC](#)) and state law ([RCW 43.19.733 through RCW 43.19.757](#)). The department adopted the rule in June of 2015.





# Refresher on Terms

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## Q: What is Print Management?

**A:** The overarching general term that applies to the management of all agency printing operations, including agency self-service and supplier generated printed material, services, and/or equipment.

**At DES we call this the *Toolbox of Strategies*.**



## Q: What are Managed Print Services?

**A:** Per WAC 200-380(5) are services offered by an external provider to optimize or manage an organization's document output to meet certain objectives; such as driving down costs, improving efficiency and productivity, or reducing the support workload.



# Refresher on Terms

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## Q: What is Internal Use Print / Agency-based Printing?

**A:** An agency's internal printing that does not require a private sector print shop or another state agency print shop. It typically includes:

- Day-to-day administrative printing
- Managed print services contracts
- Supplies needed for plotters, copiers, or other multi-function devices and equipment

## Q: What is Print Procurement?

**A:** All printed products produced for your agency by your in-plant print operations or other external print shops such as Enterprise Services' print operation in-plant, another agency's in-plant, or a commercial print vendor.



# *Keeping it Simple*

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## How to Get Ready to Acquire Managed Print Services



# Centralized Copy Area (DES)



A centralized print location characterized by self-service use of multi-function devices and plotters shared by internal employees.





# Refresher on Terms

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## Q: What is a Print Assessment?

**A:** Per [WAC 200-380-020\(11\)](#) means an analysis of print services required to meet an agency's printing needs in the most efficient cost and effective manner.

## Q: What is a Statewide Master Contract?

**A:** Master contracts leverage the state's collective buying power and are established for most frequently purchased products, making for the best use of resources for all types of Washington governments.

They have met state requirements for competitive bidding and other procurement laws, reducing risk and streamlining the purchasing process for agencies.



# Getting Ready to Use Managed Print Services

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1. Inventory your fleet of printers
2. Track your print volumes
3. Identify any paper and consumable costs not included in current contracts
4. Capture current lease and rental costs for equipment
5. Calculate usage costs for black and white and color images



# Print Costs: Creating the Inventory

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- Once you have cataloged your printer fleet, the next step is to remove any single function desktop printers that are non-networked.
- Create a spreadsheet of all leased/owned printers with their monthly lease costs and associated usage click charges.
- If in a managed print contract, your monthly usage fees ARE the lease and usage cost.
- Collect a meter read of each device at the first of every month. Add these totals to the lease cost if any and you will have the basic machine cost for the month.



# *Print Costs: Creating the Inventory*

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- Add the cost for paper purchased for your printer fleet.
- Include specialty stocks like color and label material.
- Even preprinted letterhead is a paper cost for your MFD if you are running it through the printer.





# *Print Costs: Creating the Inventory*

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- If you have fax lines running to any of your MFDs, this is an associated cost to the MFD and should be considered.
- Any FTEs that are supporting the internal print infrastructure are a cost for your printer fleet.



# *Options for Using a Contract for Managed Print Services*

- What are the Basics?
- The Enterprise Services Contract Services Team is Here to Help You Navigate



# Managed Print Services Components

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Per [WAC 200-380](#):

Main components provided are:

- Needs assessment
- Selective or general replacement of scanning and document capture equipment
- The service, parts and supplies (excluding paper) needed to operate the new and/or existing equipment (including existing third-party equipment if this is required).



# *Current Examples of Services:*

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- Tracking how the printer fleet is being used, the problems and the user satisfaction
- Analyzing information gathered through tracking printer usage to make or recommend adjustments needed to ensure fleet efficiency and meet changing user needs
- Developing custom applications for smart multifunction products that automate paper-intensive document workflows and route scanned pages to document management systems
- Restructuring of document workflows
- Reducing print volumes and power consumption for environmental reasons
- Improving document security





# *Some Current Examples of Equipment*

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- Multifunctional devices (MFDs)
- Networked printers
- Non-networked printers
- Plotters
- Desktop printers
- Scanners
- Large format devices



# Contract Resources

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- Leverages buying power
- There are several Master Contracts related to a print environment.
- The current Master Contract for Managed Print is 00215 NASPO Managed Print Services
- <https://des.wa.gov/services/contracting-purchasing/current-contracts>



# 00215 NASPO Managed Print Services: How Does it Works & How is It Different?

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- When making a provider selection, end users are NOT required to complete a formal procurement, and may make informal selections of providers or resellers.
- This contract is NOT for leasing, renting or purchasing equipment.
- Contractors may place equipment and will cover their cost of the equipment. (Combining the monthly click charge and the Managed Print Services into a Managed Print Services Base Monthly Charge.
- No other contract will be utilized to place equipment as part of Managed Print Services, and no lease payment is allowed.



# *How does the Managed Print contract apply?*

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- Larger agencies, with greater than 1,000 FTEs, are required by RCW to and utilize managed print services contracts
- All state agencies are required to use master contracts unless they do not meet their needs



# 00215 NASPO Managed Print Services: Build the Scope of Work

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- Gather security requirements
- Provide current state (equipment list, monthly volumes)
- Document print environment expectations and decide if a **Print Assessment** is needed





# 00215 NASPO Managed Print Services: When Moving Forward

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- The current information for providers on Master Contract for Managed Print is located at:
- [00215 NASPO Managed Print Services](#)

We are here to help:

[Josh.Klika@des.wa.gov](mailto:Josh.Klika@des.wa.gov) ph. 360.407.7939

[Breann.Aggers@des.wa.gov](mailto:Breann.Aggers@des.wa.gov) ph. 360.407.9416



# Current Contracts

## Search Contracts

Search results for keywords: **print**

All Active Contracts  or

Enter 1 - 5 keyword(s), contract # or partial vendor name

Click on column heading to sort search results

Contract #	Contract Title
02012	ACTIVE FOR MPS REPORTS ONLY
07712	BULK ENVELOPE PARENT CUT SHEET PAPER
06213	CARASOFT ITSM SOFTWARE & SERVICES
10103	CI- UMBRELLA CONTRACT
05214	NASPO COPIERS, PRINTER & RELATED DEVICES
00215	NASPO MANAGED PRINT SERVICES
06012	NASPO MOBILE PHONES
01014	WIRELESS POOLED MINUTES

**05214 is for:**

- the lease, rental or purchase of copiers, printers and related devices
- software bundles that enable and enhance the devices.

**00215 is for:**

- managed print services and not lease, rental or purchase of equipment.







***Questions?***



# Key Training Highlights

## Follow-Up Needed

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- Enterprise Services will be scheduling site visits as requested to further assist agencies.
- Some suggestions shared during the change management discussion included:
  - Stress the benefits of implementing strategies
  - Find champions at multiple levels
  - Identify specific barriers to change and dig deeper into the “why” and the preferred expectations or “needs”
  - Create sound bites to share
  - Create a communications plan that can dove tail with your change management plan.
  - Conduct internal meetings to share with key players such as administrative support staff
  - For colleges, acknowledge the academic freedom and confidentiality concerns



# Thank you!

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[Judy.Lorenzo@des.wa.gov](mailto:Judy.Lorenzo@des.wa.gov)

[David.Baker@des.wa.gov](mailto:David.Baker@des.wa.gov)

[Josh.Klika@des.wa.gov](mailto:Josh.Klika@des.wa.gov)

[Jeff.Kessler@des.wa.gov](mailto:Jeff.Kessler@des.wa.gov)

Print Management resources online:

<http://des.wa.gov/services/printing-mail/printing-services/print-management>





# ***END OF TRAINING CONTENT***

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The following slides are for reference and serve as additional resources for agencies.



# ***Best Practices: Boards, Commissions, and Councils***

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Assistance with policy development was a theme in the survey.

- Support specific to small agencies requested
- Please welcome **desirée Monroy** with the Economic and Revenue Forecast Council to share an approach



# *Developing a Policy: Economic and Revenue Forecast Council*

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How we got started?

## –Research

- » DES Guidelines for Managing Print Operations
- » Reviewing past print assessment (2008)
- » Borrowing from other agencies' existing print policies



# *Developing a Policy: Economic and Revenue Forecast Council*

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How we got started, continued

## –Research

- » Google: “how to reduce print costs”
- » Printer’s manufacturer has information about power usage/lifetime prints etc...
- » Accounting records for supply orders



# *Developing a Policy: Economic and Revenue Forecast Council*

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- What we hoped to accomplish?
  - Meet the requirements of the law by the date required
  - Confirm that our practices are working





# *Developing a Policy: Economic and Revenue Forecast Council*

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**Research**

Staff  
review  
period

Policy adopted  
and report  
submitted



# *Developing a Policy: Economic and Revenue Forecast Council*

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- Challenges/barriers and how we made it work?
  - Changing culture
    - » “Who moved my printer?”
  - Default settings (duplex, print to PDF)
- Was it accepted by staff?
  - With time...
  - ...and with the “printing police”
  - By the time the policy was circulated, they were already on board
- What about the Council?
  - We did not seek approval nor recognition from the Council



# Measuring Success:

## Economic and Revenue Forecast Council

Map ID	Make & Model	Monthly Lease Costs	Annual Toner Costs	B&W Overage Rate / CPI	Color Overage Rate / CPI	Average Monthly Color Volume	Average Monthly B&W Volume	Total Monthly Cost
1	HP LJ 8100			\$0.020				\$40.54
2	HP LJ 3390 fax							
3	HP LJ 4200dtn			\$0.026				\$5.27
4	Canon IRC 5180	\$162.00		\$0.008	\$0.040	472	43,018	\$525.00
5	Canon S630		\$68.58					\$5.72
						Total Ave Monthly		\$576.53
							Ave Annual	\$6,918.41
					Average Cost per Impression			\$0.0011



# Measuring Success:

## Economic and Revenue Forecast Council

Device	Agency MFD	Shared MFD
Physical space costs/storage of devices and supplies	\$286.68 (\$23.89 per sq. ft. through October 2021 (estimated 1 sq. ft. for printer))	\$286.68 (\$23.89 per sq. ft./month through October 2021)
Consumables and supplies	Toner: \$238.99 (12,500 pages) Paper: \$67.29 (case)	Included in monthly fee
Maintenance costs		Included in monthly fee
Energy costs	\$1.68 (\$0.14 per sq.ft.)	\$1.68 (\$0.14 per sq.ft./month)
Lease expenses		\$1,500 (\$125/ month)
Acquisition and disposal expenses	\$1,723	Included in monthly fee
Depreciation (20%/year)	(\$1,378)	N/A
<b>Total estimated fiscal year costs:</b>	<b>\$939.64</b>	<b>\$1,788.36</b>

2017 total annual printing costs: \$2,728

2008 total annual printing costs: \$6,918

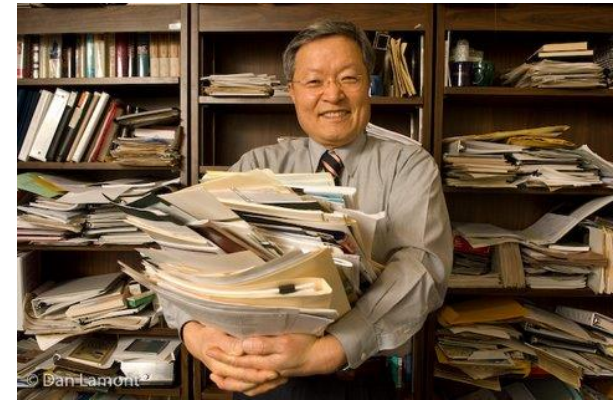
**Savings: \$4,190/annually**



# *Developing a Policy: Economic and Revenue Forecast Council*

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- What we've learned
  - Something small can make a big difference
  - Printing is unnecessary when you have good technology
- How we've benefitted
  - \$\$\$
  - Sustainability: reducing paper waste
  - Less paper clutter
  - Easier to find documents





# *Developing a Policy: Economic and Revenue Forecast Council*

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## Next steps

- Is there a plan to maintain or update as conditions change?
  - » Yes, already seeing opportunities with our Council meetings and moving that direction
  - » Our plan requires annual review in conjunction with inventory tracking

desirée Monroy

[desireeM@dor.wa.gov](mailto:desireeM@dor.wa.gov)

