

## Enterprise Services Statewide FAQ

# PRINT MANAGEMENT

## FREQUENTLY ASKED QUESTIONS

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### 1. What requirements must I follow when managing my print operations?

**Answer:** The management of a state agency's print operations including purchasing print services and print equipment is governed by state law, state rule, your agency's print policy and the requirements of relevant state master contracts.

- State law: [RCW 43.19.733 through RCW 43.19.757](#);
- State rule: [Proposed WAC 200-380](#) (it is anticipated the department will adopt the proposed rule in January 2015);
- [State Master Contracts](#):
  - Managed Print Services (MPS) state master contract
  - Multifunctional Device (MFD) state master contract

As a resource for agencies to use in managing their print operations, Enterprise Services has adopted [guidelines](#).

### 2. Are all state agencies required to use the Managed Print Services (MPS) state master contract?

**Answer:** No. The MPS requirements of [RCW 43.19.733](#) apply to agencies with 1,000 or more full time equivalent employees (FTEs). Go to <http://www.fiscal.wa.gov> to view current staffing levels.

### 3. What if an agency has less than 1,000 FTEs?

**Answer:** An agency with less than 1,000 FTEs can choose to use the MPS state master contract or the MFD state master contract.

### 4. What are the requirements for an agency with 1,000 or more FTEs?

**Answer:** Under [RCW 43.19.733](#), an agency with 1,000 or more FTEs that has a multifunctional device contract (MFD) contract, must:

- a. Begin planning a transition to the current or replacement MPS state contract six (6) months prior to the expiration or termination date of their current MFD contract; and
- b. Transition to the current or replacement MPS state contract upon the expiration or termination of its current MFD contract.

Agencies may continue to use their current MFD contract, but only as necessary to replace existing equipment while preparing to transition to the MPS state contract.

## 5. Is an agency required to achieve savings with an MPS work Contract?

**Answer:** No. However, state law indicates that agencies transitioning from an MFD contract to a MPS contract should result in savings when compared to the agency's prior MFD contract.

## 6. How does an agency access the MPS state contract?

a. **Answer:** Agencies have two options for using the MPS state contract.

Option #1 – An agency may choose any of the awarded vendors listed in the contract's Current Contract Information (CCI). The chosen vendor must do a print assessment at no charge prior to making an offer for services. Vendors will never charge more for their services than the price submitted with their bid. Vendors may use any model of equipment that meets the functionality requirements and business needs of the customer. Agencies may choose to use the sample Statement of Work located in Attachment B of the CCI.

Option #2 – Agencies may choose to request multiple awarded vendors to do a print assessment and/or make a proposal for managed print services. Agencies will identify and establish any agency-specific criteria for evaluating the proposals. Agencies may choose to use the sample Statement of Work located in Attachment B of the CCI.

To assure transparency in the selection process, Agencies must document their evaluation and selection process. Agencies must allow unsuccessful Vendors the opportunity to debrief, and/or protest their decision.

Additional information on accessing the MPS state contract can be found in the [contract summary](#).

## 7. My agency has 1000 or employees. What are my options if we believe transitioning to the current MPS state master contract will not work for us?

**Answer:** The director of financial management may exempt a state agency, or a program within a state agency from the requirements of [RCW 43.19.733](#) if the director deems it unfeasible or the department and agency could not reasonably reach an agreement regarding print management.

If you have any questions about the criteria for an exemption or procedures related to exemption requests, please contact Jay Balasbas, Senior Budget Assistant to the Governor, at (360) 902-0633 or [jay.balasbas@ofm.wa.gov](mailto:jay.balasbas@ofm.wa.gov) or Roselyn Marcus, Assistant Director for Legal and Legislative Affairs, at (360) 902-0434 or [roselyn.marcus@ofm.wa.gov](mailto:roselyn.marcus@ofm.wa.gov).

## 8. What does an agency need to do if it needs print services?

**Answer:** An agency must first consult with a [DES Printing & Imaging Customer Service Representative](#) on how to choose more economic and efficient printing options to reduce costs. There is no cost for the consultation.

## 9. What are the options if an agency needs print services?

**Answer:** Several options are available after an agency has consulted with their [DES Printing & Imaging Customer Service Representative](#) :

- a. Submit a print or copy job directly to [DES Printing & Imaging myPrint](#); or
- b. Use the digital print and quick copy state master contracts; or
- c. Post a solicitation in [WEBS](#) (include DES Printing & Imaging in the posting); or
- d. Make a direct buy purchase from a private printing supplier. See [State Purchasing Policy # 125-03](#).

## 10. Are there any restrictions on using a private printing supplier?

**Answer:** Yes. [DES Printing & Imaging](#) must print any job containing sensitive or personally identifiable information, not publicly available, unless it is more economically feasible for them to contract with a private printing supplier for the printing.

In those cases, DES Printing & Imaging will enter into a confidentiality agreement with the private supplier for printing the information.

See [RCW 43.19.736](#) for more information.