

# PRINT MANAGEMENT **DRAFT**

## GUIDELINES

---

### 1. Purpose and Authority

These Guidelines relate to the implementation of the print management requirements of [RCW 43.19.733](#) and WAC 200-380.

[RCW 43.19.742](#) directs the department of enterprise services (DES) to establish rules and guidelines to implement print management strategies that track, manage and reduce agency printing costs.

### 2. Definitions

The following apply to these Guidelines. Additional definitions are found in [RCW 39.26.010](#) and WAC 200-380-020.

- a. “Authorized Supplier” means a supplier listed on a [state master contract](#).
- b. “Desktop Printing” means the use of a desktop printer to complete a print job.
- c. “Digital Printing” means a digital-based image transferred directly to a variety of media, usually liquid ink or toner based.
- d. “Master Contract Usage Agreement” (or MCUA) means a one-time agreement allowing qualified organizations to use Washington State master contracts. [Learn about MCUA’s online](#).
- e. “MFD State Contract” means the state master contract brokered by DES for use by agencies and other authorized users.
- f. “MFD Work Contract” means an agreement between an agency and an MFD Authorized Supplier for the lease, rental, or purchase of an MFD or a fleet of MFDs.
- g. “Multifunctional Device” (or MFD) means a networked or non-networked digital printing device capable of any combination of the following functions:
  - i. Printing
  - ii. Copying
  - iii. Scanning and/or
  - iv. Faxing
- h. “MPS State Contract” means the state master contract brokered by DES for use by agencies and other authorized users for MPS.
- i. “MPS Work Contract” means an agreement between an agency and an MPS Authorized Supplier for delivery of MPS for an agreed upon rate over a fixed period, subject to mutually agreed upon revision as needed to meet business needs. A MPS Work Contract may include a combination of service related activities required to manage agency’s entire fleet print equipment or portions of their print equipment fleet as needed.

A MPS Work Contract may include the delivery of all supplies, with the exception of paper, required to maintain an uninterrupted business workflow. An MPS Work Contract may include different types of print equipment including but not limited to:

- i. MFDs
  - ii. Networked printers
  - iii. Non-networked printers
  - iv. Plotters
  - v. Desktop printers
  - vi. Scanners
  - vii. Large format devices
- j. "Offset Printing" means a printing technique where an inked image is offset by a plate or rubber blanket then transferred to a surface.
- k. "Print Assessment" means an analysis of print services required to meet an agency's printing needs in the most efficient cost and effective manner.
- l. "Print Services" means digital printing, quick copy, and offset printing, including printing done in a print shop.
- m. "Print Shop" means a shop where printing is done, usually by an offset method where ink is applied to paper or other substrate. Print shops may be state-owned or private sector.
- n. "Quick Copy" means a supplier-based service for reproduction of original documents in a short timeframe.
- o. "WEBS" means [Washington Electronic Business Solution](#).

### 3. Determining which print management service to use.

- a. Is my agency required to contact DES before entering into a print management contract?

Agencies that have an approved [MCUA](#) are not required to contact DES and can use the MPS [master contract](#) by following the requirements in WAC 200-380-040.

- b. What does my agency need to do if it needs print services?

On every printing job and binding job ordered by a state agency, [RCW 43.19.739](#) requires agencies to consult with DES on how to choose more economic and efficient options to reduce costs. There is no cost for the consultation. [Find your Print Customer Service Representative online](#).

- c. What are the options if my agency needs print services?

Several options are available:

- i. Submit a print or copy job directly to DES; or
- ii. Use digital print and quick copy master contracts; or
- iii. Post a solicitation for bids on the [Washington Electronic Business Solution](#) (WEBS). DES printing and imaging must be included in a solicitation for print services per [RCW 43.19.736](#); or
- iv. Make a direct buy purchase from a private printing vendor per [RCW 39.26.125\(3\)](#). The department's direct buy policy must be followed. [Read the policy online](#).

- d. Are there any restrictions to using a private printing vendor?

Yes. Under [RCW 43.19.736](#):

- i. DES must print any job containing sensitive or personally identifiable information, not publicly available unless it is more economically feasible for DES to contract with a private printing vendor for the printing.
- ii. DES will enter into a confidentiality agreement with the private vendor who is printing sensitive or personally identifiable information.

#### 4. Using managed print services (MPS).

The following general use requirements apply when transitioning to the MPS state Contract. All activities must comply with applicable laws, rules, and regulations:

- a. Under [RCW 43.19.733](#), an agency with 1,000 or more FTEs must use the MPS state contract upon expiration of their current MFD work contract.
- b. State agencies below 1,000 FTEs, institutions of higher education and political subdivisions may also use the MPS state contract at their discretion.
- c. An agency must enter in an [MCUA](#) posted on the department's web site at [www.des.wa.gov](http://www.des.wa.gov). This must be done prior to using the MPS state contract.
- d. An agency must take the following steps to initiate a MPS work contract:
  - i. Locate the current MPS state contract [online](#).
  - ii. Follow the process outlined in the MPS state contract; and
  - iii. Award the MPS work contract to the authorized supplier\* that the agency determines best meets its business needs.

\*A list of MPS authorized suppliers is located [online](#) in the MPS state contract's Current Contract Information.

##### 4.1 Print assessment.

- a. Agency and authorized supplier must use a print assessment when transitioning to an MPS Work contract to identify all technical, operational and financial aspects of the agency's existing fleet and printing needs.
- b. A print assessment must include at minimum:
  - i. An analysis of the agency's fleet costs including administrative, hardware, software, network capabilities, imaging output and imaging costs
  - ii. A plan for on-going data collection and analysis
  - iii. Recommendations for asset location and equipment use
  - iv. Recommendations for savings and efficiencies, including paper reduction
  - v. Recommended device(s) based on work flow and business needs
  - vi. Recommendations for addressing data security and energy efficiency

c. Exemption

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

**5. Tracking and monitoring the cost of print operations.**

- a. When an agency transitions to a MPS work contract it should result in savings over the term of the MPS work contract, as it compares to the previous MFD work contract.
- b. An agency must track and monitor all costs of printing operations by:
  - i. Documenting and analyzing the costs and savings on a regular basis
  - ii. Historical MFD spend data or a current print assessment can be used to assist in determining if the MPS work Contract has resulted in savings when compared to the previous MFD work Contract
  - iii. If an agency has added FTEs since inception printing costs may have increased, and may not result in savings
  - iv. Annually reporting cost savings analysis to the department on or before June 30 each year by email to: [PrintingReports@des.wa.gov](mailto:PrintingReports@des.wa.gov) .