MANAGED PRINT SERVICES
FREQUENTLY ASKED QUESTIONS

GENERAL

1. What is Managed Print Services (MPS)?

Managed Print Services (MPS) is a process of studying an organization's total printing environment in order to be more conscious and purposeful about printing, to help save money and to boost productivity. By "printing," we mean the total cost of managing and optimizing all TPS printers, their output and the people and processes that support these devices.

2. Why is the District moving to a Managed Print Services environment?

In a study of six TPS sites, we discovered an overabundance of aging devices (on average, over 6 years of age). They represent numerous makes and models, many of which are broken. We counted 240 types of supplies for 162 models of devices, many of which are no longer functioning. Open any storage cabinet in the district and you will find obsolete printer cartridges, which is money down the tubes.

By consolidating the number and types of devices – and focusing *only* on those that meet our needs – we have an opportunity to streamline costs and be more efficient. Efficient school districts typically have 8 to 10 employees per device. In the six sites studied, TPS has a ratio that is *under* 1:1. By having a standard printer fleet, we can lower the total cost of supplies by centralizing the inventory of toner and ink cartridges sitting on shelves.

3. How does this program save money for the district?

By making this change, the district has the potential to save as much as $200,000 per month, depending on the final configuration at the sites. We also anticipate significant savings in energy costs. In addition, TPS is switching to a program in which we will pay a "per-click" charge based on actual usage. We will no longer have to spend thousands of dollars stockpiling supplies.

4. Will exceptions be made for desktop printers in the event a department or individual has a specific need that is not met by a shared printer?

Each site will undergo an assessment/needs analysis that will determine if an exception is in order. Working closely with each principal or site administrator, we will identify an optimal solution for each school. We understand that many of you have desktop printers that were purchased by the PTA, donors or others. **Only <u>TPS-approved printers</u> may be attached to the network**; personal printers that are not district-owned may be attached <u>locally</u> to computers. (Please see question #6 below for details).

5. When will MPS be implemented at my school site? How long will the process take at each site?

There will be a schedule posted on the TPS website for the rollout of MPS (the schedule will be forthcoming). We expect the full process to occur over the next 24 months as far as the district-wide implementation. Each site will take approximately nine to 11 weeks from assessment to installation and training. This schedule is subject to the availability of bond funds and principal approval of the site recommendation. We will notify you if there is a change to the schedule.

6. Can I attach an unapproved TPS printer to my work computer?

Many of you have printers that were purchased by the PTA, donors or others. You may elect to keep these printers, but **they should <u>not</u> be network-attached to the TPS network**. You may, however, attach them <u>locally</u> to your computer. The District will not be providing print drivers, technical support or paying for the cost of materials related to these devices.

7. What will happen to the current printers and copiers at my site?

Current printers and copiers may be redeployed within the school or district based on your site plan. The average age of devices is 6+ years and many of these devices are past their useful life. Please await further guidance after the site assessment. TPS will not be supporting any personal or non-district approved devices with supplies or IT services.

8. Will the district maintain old and new copiers? Who will be responsible for managing them?

Until your site assessment is performed, please continue to use existing devices in your work space. Copiers or multi-function devices that meet our standard and are deemed to be within their usable life may stay or they may be redeployed at your site or another site. That will be determined after the site assessment.

9. Are school sites or departments responsible for ordering paper?

Yes.

10. Will my print usage be tracked? Is there a cap placed on the number of copies an individual teacher can make?

Print usage will be tracked. That will help us to gauge whether or not we have appropriate resources to get the work done. There may be a cap on the number of copies at the site level, which is determined by each principal and the site budget. The district is not imposing a limit on individual copies; however, your building administrator/principal may choose to limit copies.

PRICING/BUDGET

11. What is the cost per copy under the new Managed Print Services program?

*COST PER IMPRESSION
(Printing on-site vs. using the Print Center at the ESC)

	Site cost	Print Center
• BxW copies	$.0092	$.0067
• Color I	$.05	$.045

*Please note: additional charges may apply at the Print Center based on document specifications and additional services.

12. Is it cheaper to print documents at my site or is it less expensive to print at the ESC's Print Center?

In general, you will achieve savings when using the centralized Print Center at the Education Service Center.

13. Who pays for Ricoh MFDs / network printers?

They will be funded by the 2013 SMART & SECURE SCHOOLS bond. The district will move to a "replacement lifecycle" system as part of future bonds, where equipment will be removed and refreshed at the end of its useful life.

14. Can grant money be used to pay for federal program consumables?

In some instances, depending upon the specific program. Please contact your federal grant administrator for guidance.

15. Will the school sites get additional funding to assist with the budget for cost per copy?

We understand that many school sites are accustomed to getting assistance from PTA or other partners that may not be reflected in their supply budget. To ease the budget pain for schools, we are going to provide a **one-time** supplement of **$3.68 per student that will go toward "click" charges (and not toward supplies), and will be rolled into the initial cost**

of the equipment. For example, if a school has 600 students, they will receive an additional $2,208 to apply toward click charges. This may or may not take care of a schools' budget variance, but is meant to be an "assist" for the first year of implementation. Schools may need to find additional dollars in their existing budgets to ensure click charge funds are accounted for in site budgets. Non-school sites will not receive these supplemental funds.

MULTI-FUNCTION DEVICE SPECIFICATIONS/PLACEMENT

16. What kind of multi-function devices will be available at my site?

There will be two primary models, one black-and-white and another for color. These devices will have the capability to print, copy, scan, fax, duplex, collate and have security options when printing sensitive documents.

17. How many MFDs will we get at our site?

That will depend on the outcome of the site assessment. The specific needs of employees at each site will dictate the number and placement of devices.

18. What are the dimensions of the various models of MFDs?

The dimensions are as follows:

Model MP5002 (bxw printer):
26.38" (W) x 26.85" (H) x 26.9" (D) (670 x 682 x 682 mm)

Model SP5210SR (bxw printer):
18.1" x 20" x 27" (460mm x 510mm x 686mm)

Model MPC4503 (color printer):
23.1" x 27.0" x 37.9" (587 x 685 x 963 mm)

19. What is the process for determining the placement of MFDs?

Ricoh representatives will meet with the principal or site administrator to talk about specific site needs. The assessment phase involves collecting information from current devices (copier, printer, scanners, faxes, etc.). Three weeks later, Ricoh returns and collects a second round of information. Based on the information collected, a recommendation document is completed for the principal, which they are required to approve before implementation can begin. Installation of new devices takes only a day. Training will be provided in two phases: 1) for key users, site techs and administrative staff; and 2) all site staff. Training sessions generally take about 45 minutes per session.

20. What is the maximum distance from my work area to the shared printer?

Based on site needs and the layout of the school, Multi-Function Devices will be placed at a reasonable distance from your work area.

21. Will some shared printers be placed in actual classrooms? If so, how do we deal with the disruption it causes?

For the most part, shared printers will be placed in common areas. There may be some instances where shared printers will be in a classroom due to space restrictions or by principal request. In those instances, sites will need to work with their principals to determine the least disruptive use of these shared printers.

22. Will there be color copiers or printers available?

Yes, both color and black-and-white printers will be available with an array of features.

23. Can you print from an IPad to the MFD?

Eventually, we plan to have that capability at every site.

24. If I am printing a document that requires confidentiality, is it possible to print a document securely?

Yes. We will cover that process (called "Locked Print") during the training session. Any documents that are printed, scanned, copied or faxed are deleted from the device's hard drive upon completion of the job to ensure that your information remains secure.

25. What are the "default" settings when I print to an MFD?

Duplex (double-sided) and black-and-white printing are the default settings, even for color devices. Sites may elect to use "Locked print" (secure printing) as a default setting to ensure confidentiality of documents and to cut down on waste.

SERVICE/TECHNICAL SUPPORT

26. Who should be contacted if the Multi-Function Device (MFD) is not working?

Please e-mail the Service Desk at ServiceDesk@tulsaschools.org or call 918-746-6300.

27. Will there be an on-site person in charge of loading paper, fixing paper jams, etc.?

That will be determined at the site level by your principal or other building administrator.

28. What is the expected response time for devices once they are reported?

When Ricoh is notified, they will have a service tech on-site and the device will be repaired within four hours. The four hours begins the time the call is placed.

29. Can I print if the network is down?

Yes. You may use a flash drive plugged directly into the device to print documents. We will cover that in training.

30. What happens when a print job doesn't finish because the copier/printer is out of paper?

An error message will appear on the device indicating when it's out of paper. Once paper is replenished, the print job will resume.

SUPPLIES

31. Who should be contacted for toner and paper for my Multi-Function Device?

For ordering paper, please continue to place orders through the warehouse. Once MPS is implemented and a site is "optimized" under the new program, Ricoh will be notified by the device when it is running low on toner and they will deliver it automatically. (In an emergency situation when you are out of toner, contact the Service Desk.)

However, until your site goes through the assessment and the new program is put in place, you will need to use your department's current process to order toner for existing devices.

32. If my site has purchased extra toner and print cartridges for our current fleet of copiers and printers, can we get a credit from the warehouse if we return these items?

Yes, if the item is unopened and it was purchased from the warehouse. We cannot take responsibility for any items purchased from a third-party vendor. The warehouse will accept returns and issue credit for toner cartridges if provided the original Munis RQ number from the current or immediate prior fiscal year, and the box is unopened and in re-saleable condition.

SITE PRINTING

33. Will we be able to make copies during the day?

Yes. There will be Multi-Function Devices (MFD) strategically placed throughout each school site.

34. Will there be a copier available for discipline notes or unexpected copies?

Yes. There will be Multi-Function Devices strategically placed throughout each site.

35. What do I do when I need to print something right now?

Teachers \ staff will have the ability to print when they need to.

36. Will they just want us to make ten extra copies of everything?

No. There is not a district policy restricting or requiring the number of copies.

37. Does this mean that Special Education teachers who concurrently print IEP's will no longer have personal printers?

Yes. The MFDs have the "locked print" feature which allows secure printing but ultimately the Principal will determine if a printer exception is required.

38. Will staff development teachers be allowed to keep their printers in their offices? I ask because we are often asked to pull up data, MAP reports, individual student data, etc. throughout the day for PLCs, principals requests, that kind of thing. This will hinder my ability to provide that information if I have to put in a request and then wait for it to be delivered to me.

The Principal will determine if a printer exception is required.

39. Having shared printers just makes us go backward in using our technology. What's the point of being able to access all this information if you can't print it and access the printed material without leaving your students unattended which is not allowed or safe.

The Principal will determine if a printer exception is required.

40. As we have been testing this year (MAP/MPG, SRI/SMI, Acuity Benchmarks), I have noticed that teachers often need to be able to quickly access and print test reports for their students in order to have data for PLC's , child study, parent conferences etc. Will the print center be able to get these to our teachers in a quick, timely manner?

There will be Multi-Function Devices strategically placed throughout each site which would allow for quickly printing information of this nature.

PRINT CENTER

41. Is the turnaround time truly going to be 48 hours?

Yes. The turnaround time refers to 48 hours delivery time after the print job is completed.

42. What kinds of copy jobs are we supposed to be sending? Just special things like brochures and post cards? Or everyday jobs too? And how will the school be billed for these jobs?

At this time, we are asking school sites to utilize the Print Center as you have in the past. As the district implements centralized printing at your school site, we recommend sending print jobs over 250 impressions to the print center. Please contact the print center to verify they can meet your job completion date.

43. How will the schools be billed per site?

There are no changes in billing the first year of the Print Center implementation. Sites will be billed the same way as they have in the past.