

Managed Print Services
Recommend Implementation Guidelines

February 5, 2018

Departmental Managed Print Services Guidelines:

1. University departments must acquire printers and MFDs (Multi-Functional Devices) from the approved list of supported Ricoh devices.
 - a. University departments are expected to continue to use their existing MFDs until a replacement device must be acquired due to end-of-life, end-of-lease, or end-of-rental contract. End-of-life for existing devices will be determined by University departments.
 - b. University departments may renew maintenance contracts for existing MFDs with either the current vendor or with Ricoh until their current MFD reaches its end-of-life.
2. All printers and MFDs acquired from Ricoh will have an end-of-contract date of June 30, 2023.
 - a. This common end-of-contract date will allow Murray State to issue a comprehensive RFP for print management services with an effective start date of July 1, 2023.
3. University departments shall not acquire any printing or copying device not on the approved list of supported Ricoh devices.
 - a. Exceptions for specialty printers (3D, graphic design, art, etc.) require approval of the Department's Dean or Vice President.
4. University departments are permitted but are discouraged from acquiring print cartridges for existing printing or copying devices not on the approved list of supported Ricoh devices.
 - a. University departments should be aware that purchasing print cartridges for any printing or copying device not on the approved list of supported Ricoh devices is the most expensive method of printing and copying.
 - b. Print cartridges may be purchased for any specialty printers (3D, graphic design, art, etc.) approved for purchase by the Department's Dean or Vice President.
5. University departments will be charged the monthly rental or lease fees associated with each Ricoh printer and Ricoh MFD selected by the department.
 - a. University departments are expected to significantly decrease the number of desktop printers in their department as the per image cost of using Ricoh desktop printers is significantly higher than the per image cost of Ricoh MFDs.
6. University departments will be charged a per image rate for actual pages printed. The per image rate will include Ricoh support and maintenance costs.
7. University departments will continue to purchase paper through our current contract with Staples.
8. All University departments will retain any cost savings resulting from and will be responsible for any cost increases resulting from this Managed Print Services program.
 - a. Ricoh will analyze the printing needs of and make recommendations to each University department. The final decision of which Ricoh MFD model, quantity, and location will remain with the University department.
 - b. University departments which decide to deploy fewer Ricoh MFDs are likely to reduce their printing and copying expenses.

- c. University departments which decide to deploy more Ricoh MFDs are likely to increase their printing and copying expenses.
9. Individuals are permitted to use personally owned desktop printer devices on campus.
 - a. Individuals are responsible for purchasing and installing replacement print cartridges for personally owned desktop printer devices.
 - b. These personally owned desktop printer devices may not be connected to the University campus data network and are not supported by any University personnel.
 - c. Individuals may use paper purchased by their University department for University related printing done on personally owned printer devices.
10. University departments will be invoiced for device lease charges and per image charges directly from Ricoh on a monthly basis. These charges must be paid with a University Purchasing Card.
11. Technical Issues with any Ricoh device should be sent to the Service Desk by submitting a ticket through the Service Catalog or by calling ext.2346. Every effort will be made to respond within two business hours. If the MSU technician is unable to fix the problem, a Ricoh technician will be contacted and they will respond within four business hours from the time they are contacted.
12. All supplies for the devices, excluding paper, are included in the per image pricing. To order supplies, departments should call Ricoh Support at 800-455-6457. Supplies will be delivered in 2-3 days so departments should plan accordingly. Departments will be asked to provide the following information when calling in:
 - a. Ten Digit ID number on the device
 - b. Location of the printer (Address, Building, Room, Zip Code)
 - c. Your contact information (Name, Phone Number, Email address)
 - d. Description of item needed