

# Multifunctional Devices (MFD) Policy

## The Acquisition of MFDs, Printing and Copying Devices

**Category:** Financial Services/ICTS  
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**Approved By:** Chair, Senior Management Team  
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### Introduction:

Over recent years, the University has moved towards a centralised procurement model which is aligned to the commercial principle of best value for money. This is achieved through open and transparent competition, including full and fair opportunity for suppliers.

In 2007, the University invited market responses to an RFP for the supply of printers and copiers commonly referred to as Multifunctional Devices, (MFDs). Responses were evaluated by a team of key representative stakeholders from across the organisation, resulting in a short list of three vendors. These vendors were invited onto campus to demonstrate and showcase their specific solutions. All University staff were invited to inspect and comment on the vendors' product selections, and as a result of this process and further testing by ICTS technical staff, Ricoh has been chosen as the University's preferred supplier (this status will be reviewed after three years, and performance against KPIs will be monitored during this period).

This Policy outlines the University's approach to the acquisition of printing/copying and related technology devices.

### Definitions:

**Acquisition Process Map** - workflow diagram that details both the standard and exceptions management process for ordering an MFD or printer.

**CEPS** - Canterbury Educational Printing Services, a University Trading Enterprise.

**Duplex** - method of printing on both sides of paper e.g. two-sided.

**KPI** - Key Performance indicators; service/delivery requirements agreed upon at time of contracting.

**MFD Acquisition Model** - results of the PrintWise audit present the University with a 36 month roadmap for future acquisitions and relinquishments; this forms the basis of the MFD acquisition model.

**MFD or Multifunctional Device** - terms commonly used to refer to devices with printing, scanning and copying functionality.

**Non-Standard Item** - any requirement that is not identified on the ICTS purchasing site in the preferred supplier standard selection.

**Private Printer** - personally purchased or personally acquired printers.

**RFP** - request for proposal.

**Simplex** - method of printing on one side of paper e.g. single-sided.

**TCO** - total cost of ownership. This takes into account the purchase price as well as all other related costs for use of the device, e.g. maintenance costs, toner etc.

**Tier 2** - University's provision for requesting pricing and acquisition of non-standard MFD/printer technologies from Ricoh, LaserPlus or Konica Minolta.

## **Policy Statement:**

This Policy applies across all University sites.

**All copying/printing and related technology devices will be purchased in accordance with the following criteria.**

- All intended acquisition requests will be referenced against the MFD guiding principles and the MFD acquisition model.
- Every request will be suitably assessed so as to ensure that the customer requirements are met and the most appropriate response provided with regards to machine deployment.
- The University will seek to ensure that every area will have appropriate access to suitable devices in order to meet the requirements of that local users
- The acquisition and use of individual desktop printers is prohibited unless it can be deemed to be an exception or it has been granted an exception by the Vice-Chancellor.
- All disposals will be made in accordance with local college directives and the University's eWaste Policy.

## **Confidential Documents**

It is recognised that in certain areas of the University there is often the requirement for documents of a sensitive nature to be reproduced and this has been taken into account when selecting the standard items.

All standard equipment in public areas will have the appropriate security measures to meet the usage and location requirements.

## **Exceptions**

Exceptions to this policy include:

- those instances when there is a demonstrable requirement for a non-standard item within a department e.g., when standalone experimentation apparatus has been procured which includes an integral printer.
- when there is a health and safety requirement to ensure that printed material is contained within a lab – such as PC2.
- when there is a requirement for a printer node which is more than 20 metres from a MFD device.

Exception requests can be made using the web form. Note that any such requests will be treated in a practical and pragmatic manner. However, if there are any disputes then these will be referred to the Vice-Chancellor.

## **Private Printers**

Any privately purchased printers brought into the University will not be connected to the network or supported by ICT Services. Moreover, the University will not fund consumables for private printers.

## **UC Sustainability**

In line with the Proposed Strategy for a Sustainable University 2008–2020, all devices will be deployed with standardised device settings such as duplex printing, power reductions settings such as one hour standby mode and limited display time for LCD displays when not in use.

Where there is the demonstrable requirement to deviate from the duplex device setting, and in the context of these device settings, the final decision for such printing requirements rests with the college manager or service unit HOD.

## **Optimisation Reviews**

ICTS will engage the assistance of Ricoh to periodically conduct campus wide reviews in order to ensure that MFDs and printers are appropriately matched to users' requirements.

## **Procedures:**

- Information about the process and all relevant material can be found on the intranet on the ICTS purchasing site.
- The MFD acquisition process will be coordinated through ICTS.

## **Related Policies, Procedures and Forms:**

- [Multifunctional Device \(MFD\) Guiding Principles](#) (read in conjunction with this Policy)
- [ICTS Purchasing](#)
- [MFD Acquisition Model](#)
- [Audit Reports](#)
- [MFD Order Form](#)
- [Acquisition Process Map](#)

- [UC Proposed Strategy for a Sustainable University](#)
- [ICTS Workshop Equipment Servicing Guidelines](#)
- [University Purchasing using a PCard](#)
- [University Sensitive Expenditure Policy](#)
- [ICT Equipment Disposal Policy](#) (*link not yet available*)

<b>Version Control Table</b>		
<b>Action</b>	<b>Approval Body</b>	<b>Date Loaded/Amended</b>
New Policy	Chair, SMT	23 March 2009
Amendment	Chair, SMT	14 December 2009
Rolled for review in July 2012	Chair, SMT	02 March 2012

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