Managed Print Services at Curtin

The proposed Managed Print Services (MPS) contract is the natural successor to the soon-to-expire Multi Function Device (MFD) Contracts negotiated by the Curtin Strategic Procurement Group (SPG) five years ago.

SPG and Curtin IT Services (CITS) worked together to issue a Request for Proposal for the provision of managed print services to six leading providers. Five responses were received.

A selection panel, consisting of staff from all Faculties and a number of Areas, recommended Fuji Xerox Australia as the Preferred Proposer.

In May 2011, CITS and SPG negotiated the terms and conditions of the proposed MPS contract, as well as assisted Fuji Xerox to undertake a due diligence process.

Why?
Curtin wishes to reduce its carbon footprint and make savings by introducing a more efficient fleet of standard printer/copiers, reducing the amount of paper wasted due to unwanted printouts, and using innovative technology that helps reduce the need to print.

How?
Curtin will implement a Managed Print Service with standardised multifunction printer/copiers, ‘Follow-me’ printing capability for secure printing, and options to scan documents and save them to Curtin’s file storage system.

What?
Curtin is partnering with an external company to provide a Managed Print Service where actual usage would be charged to areas on a monthly basis. The contract will define a University-wide cost per page for monochrome prints and another cost per page for colour. The per-page charge will cover equipment acquisition and replacement, maintenance costs, and all consumables (except for paper and staples).

Consumables (except for paper) would be fitted by the partner’s technicians in response to automated alerts generated by each piece of equipment. The partner will actively work with Curtin to improve Curtin’s sustainability credentials in the area of paper use, ratio of printer/copiers to staff, and right sizing of equipment to requirements.

Curtin’s goals are to:

- reduce University power consumption by decommissioning old, inefficient equipment and combining fax, print and copier functions into a single device where appropriate,
- reduce printer/copier fleet size by sensible sharing of MPS contract devices by co-located departments,
- reduce Curtin management overheads by commoditising print services and contracting a specialist organisation to manage the whole printer fleet,
- introduce electronic monitoring of ALL MPS contract devices to improve uptime,
- standardise MPS contract devices to simplify use by staff,
- secure the lowest possible per-page pricing through a whole-of-organisation approach,
- reduce paper consumption.
CONSULTATIVE PROCESS
The contractor will undertake detailed consultation with the Faculty/Area to identify the most appropriate printer/copier equipment and accessories based on the print volume and needs of the staff.

Orders will be authorised by the Faculty Business Manager or Area Administrator and formally signed off by the Chief Information Officer or delegate as the University’s MPS contract representative.

FINANCIAL ARRANGEMENTS
The contracted per-page cost will include all costs (e.g. maintenance, equipment lease, consumables, on-site support) but will not cover the costs of staples, paper and loading of paper into printer hoppers.

Per-page pricing is based upon a whole-of-organisation approach and is dependent upon volume.

The new MPS contract will also encompass acquisition of smaller non-MFD printers.

Faculties and Areas are strongly encouraged to utilise the new MPS contract to ensure that prices remain as low as possible.

SUPPORT
The contractor will ensure all MPS contract devices are kept operational to a high level by locating two FTE staff at Bentley campus to respond to automated alerts generated by printer/copiers running low on consumables and proactively visiting all high-volume printer/copiers.

Other metropolitan campuses will be visited by the contractor’s valet staff as required or on request.

REDUCING WASTAGE
The contractor will fit all MPS contract devices with “follow-me” security devices so that staff can “swipe their staff ID card to print”.

The “follow-me” approach will be used for all printouts. To pickup a printout, the staff member will swipe their staff ID card to start the printer printing. This will reduce the number of abandoned printouts.

This also ensures the security of confidential printouts on shared printers and enables staff to use any MPS contract device regardless of building location, as long as they have their staff ID card.