

# PHOTOCOPY BUSINESS LINE

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## Points of Contact

Fund Manager: Willie Mae Ingram, (202) 586-2002

Business Line Manager: Mary Anderson, (202) 586-4375

Service Point of Contact: Tony Nellums, (202) 586-6064

## Service Description

Provision of staffed copy centers at Forrestal, (GE-140), Germantown (S-057), and 950 L'Enfant Plaza (8104E, 1-3 p.m.) are capable of reproducing 25,000 impressions (units) per document.

Products available at these centers are:

- Black and white copies up to 11x17 large
- Multiple color copies up to 11x17 large
- Colored and white recycled stock (up to 32lbs.)
- Tape Binding, velobinding (self service), comb (spiral) binding, 3-ring binding
- 3-hole punching
- Tab creation and insertion
- Optical scanning of paper copy documents
- Document storage on tape and CD-ROM
- Digital Printing System (On-demand/just-in-time copying)
- Transparencies for vu-graphs
- Classified Reproduction up to Secret Level (GTN only)

Centralized (Walkup) Copy Rooms **12** copiers - **8** at Forrestal, **4** at Germantown

FORS: GE-140, 1J-005 (West), 5D-028 (2 copiers), 6B-021 (2 copiers), 6E-087, 7E-080

GTN: E-144, E-214, E-454, G-434

Reduction, enlargement and stapling capability is available at all central locations.

We recommend that these facilities be used for copying requirements up to 600 impressions (units) per document. For larger requirements, we recommend that you use the staffed copy centers.

Dedicated (Customer-Assigned) Copiers: This includes needs assessment analysis to determine workload and most appropriate equipment to:

- perform acquisition activities on behalf of program customers
- negotiate of equipment trade-in allowance where applicable
- arrange for delivery and installation of newly purchased equipment
- coordinate training for key operators and users on newly acquired equipment
- establish annual maintenance agreements with vendors (including negotiation of most cost-effective terms and conditions)
- provide automated access control and reporting for individual copiers
- perform equipment surplus functions, where appropriate
- provide bulk delivery service for xerographic paper (by-the-skid)

- provide supply items and storage of toner, developer, staples, etc.
- provide just-in-time paper delivery (according to copier usage)

Based on Executive Order 13101 (formerly 12873), DOE is required to use recycled paper for photocopying. Currently, we stock 100% recycled content, 30% of which is post consumer waste content.

## **Pricing Policy**

### **Board Adopted Policy**

The Board voted that charges would be assessed to copying customers as follows: On a full cost-per-copy basis for central and staff copiers; on a self-supporting, full-cost basis for dedicated copiers.

### **Pricing Method (Billing Calculation)**

#### Staffed and Central Copiers

For black text ink copies, the price-per-copy is .028 cents as calculated to be sufficient to cover the full business costs, including the use of two Ricoh Aficio MP 1100's and one Aficio 1350 Digital Copier. Cost components included in this charge are:

- Support service contract staff
- Depreciation (equipment replacement cost)
- Maintenance
- Paper (with storage and delivery)
- Supplies (toner, developer, fuser agent, etc.)

For multi-color copies, the price-per-copy is 50 cents as calculated to be sufficient to cover the full cost of this operation including the use of three Ricoh Aficio 5560 Digital Copiers. Cost components included in this charge are:

- Maintenance
- Paper (with storage and delivery)
- Supplies

#### Dedicated (Customer-Assigned) Copiers

Charges for dedicated copiers have three cost components:

- Actual acquisition cost of new equipment; this is a straight “pass-through” of vendor charges to the Fund.
- Actual maintenance agreement costs (standard maintenance services/maintenance including supplies plus extended/extra usage); this is a straight pass-through of vendor charges to the Fund.
- A price-per-copy of 1.5 cents for xerographic recycled paper (with storage and delivery).

## **Budget Estimating Method**

Budgetary estimates are developed based upon the 12-month period prior to issuance or submission of CRB and OMB budgets. Budget estimates published in June of the Fiscal Year typically reflect actual usage charges for March through May of the preceding year. Extraordinary or unusual changes in usage patterns, as well as purchases of new equipment are not anticipated in the Fund's estimates. The cost impact of these changes should be reflected in program budgets.

## **Annual Projections**

WCF projections of current fiscal year usage and costs are updated monthly and provided with each bill.

## **Billing Cycle**

All photocopy and supply charges are billed monthly, based upon actual usage. There are no charges for this business line that are assessed annually or quarterly.

## **Availability of Detailed Usage Information**

For Central and Staffed Facilities: Individual copying jobs (runs) are captured continuously at point of usage. This information can be provided at any time, as requested for any period (e.g., current month or year-to-date) during the current fiscal year, as specified. Information availability on pre-formatted transaction reports includes:

- Employee organization (Division level)
- Date
- Number of pages, copies and/or impressions
- Cost per job (run)
- Location of copier

For dedicated copiers, the following information is available:

- Make and model of copier
- Location of copier
- Number of impressions per month (per meter readings)

## **Business Line Objectives: Balanced Scorecard**

Customers: Provide customers with convenient copy facilities and maintain low total cost to the customer.

Financials: Improve efficiency and ensure full cost recovery

Internal Processes: Streamline internal processes and apply technology

Learning and Growth: Enhance the effectiveness, knowledge, and satisfaction of Photocopy Business Line employees.

## **Service Standards**

- Upon receipt of request for new or replacement equipment, establish meeting with customer to discuss required specifications and funding within three working days.
- Provide quick turnaround (less than 24 hours) for 25,000 impressions (units) in staffed copier center daily.
- For central copiers, provide daily room checks which include clearing of paper jams, cleaning glass and sensors, adding toner as required, copying quality check and replenishing of paper supply.
- Provide maintenance services on all copiers within eight normal work hours.
- Provide detailed usage and management reports on an as-requested basis within 24 hours.
- Provide overnight and weekend staffed support service in staffed copier center to meet large volume, quick copying requirements.
- A courtesy call will normally be provided to the point of contact when a job is completed; however, we recommend that the point of contact call printing and graphics staff to check the status of the project.
- Provide Just-in-Time paper delivery throughout the Headquarters complex. This service is provided on a monthly schedule and as-needed basis.

## **Program Management Flexibility**

Photocopying falls within federal restrictions placed upon government printing operations. Appropriated funds may not be used to obtain photocopy services from vendors outside DOE, without specific approval.

Ability to effect level of wage and costs: Customers may decide to purchase copiers to be assigned directly to their program organization (dedicated) rather than, or as a supplement to, using central and staffed copy facilities. Customers who choose to purchase dedicated equipment must coordinate each proposed acquisition with a designated copier management analyst. This is to ensure that DOE meets its requirements to report duplicating and copying activity to the Congressional Joint Committee on Printing. Also, we need to provide for receipt of deliveries (via receiving reports) at the respective loading dock facilities, as well as ensure that federally owned equipment is properly tagged and inventoried in the Property Management System.

Access to centralized photocopiers is restricted to those program personnel who possess a DOE access badge or who have been issued an authorized access code. This information is screened and stored through the proprietary software of Equitrac, Inc. This system is capable of blocking access to entire organizational elements or to specific individuals, as specified by the customer organization.