



ADMINISTRATIVE
COMMUNICATIONS SYSTEM
U.S. DEPARTMENT OF EDUCATION

DEPARTMENTAL DIRECTIVE

OM:4-107

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Distribution:
All Department of Education employees

Approved by: _____/s/_____
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Copy Services

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For technical questions regarding this directive, please contact the OM Copier Manager via email at OMCopyServices@ed.gov or call 202-401-2905.

Supersedes ACS directive OM:4-107 "Copy Services" dated 08/09/2005.

I. Purpose

This directive establishes the Department of Education's (Department) policies, procedures, responsibilities and volume limitations that apply to the copy services available through the Office of Management (OM), Management Services Group.

II. Policy

The Department will provide and manage an efficient and cost-effective copy services program to support Principal Offices (PO) in accomplishing copying goals and objectives. Copy services are for authorized Government business only. Violation of this policy may result in adverse personnel action (5 CFR §2635, Standards of Ethical Conduct for Employees of the Executive Branch).

III. Authorization

This directive is issued under the authority of the *Government Printing and Binding Regulations*, revised February 1990, and by 44 U.S.C. §501 and §502.

IV. Applicability

This directive applies to all Department headquarter offices and offices of the Secretary's Regional Representatives (SRRs) requiring copy services to conduct Government business. It also applies to Department committees, councils, and commissions, as well as contractors and grantees using Department funds for copy services in the performance of Government business. Sections VII and VIII, Subsection A, do not apply to the Office for Civil Rights (OCR) and the Office of Inspector General (OIG) because these offices provide their own copy services. Additionally, these sections do not apply to Federal Student Aid (FSA), with the exception of the copiers that MSG leases and maintains for FSA.

V. Definitions

- A. Copy Services – Services offered by the Department, which include the reproduction of materials used for official Government business and the lease, maintenance, relocation, and disposal of Government-owned copy equipment.
- B. Copiers – Equipment provided throughout the Department that is used for copying official printed or graphic materials.
- C. Copy Centers – Contractor-operated and Government-managed facilities that are capable of copying large volumes.

VI. Responsibilities

- A. Assistant Secretary for Management - Responsible for operating an efficient and cost-effective copy services program for the Department. The Assistant Secretary has delegated this responsibility to the Management Services Group (MSG).
- B. Director of Management Services Group - Responsible for overseeing a comprehensive copy services program.
- C. Copier Manager/Contracting Officer Representative (COR) - Responsible for managing the copy services program and monitoring/overseeing the Department's Copy Centers for contract compliance.
- D. OCIO Hardware Integration Specialist - Responsible for testing and evaluating digital copiers for compatibility with the Department's network (EDNET).
- E. OCIO Section 508 Coordinator - Responsible for testing and evaluating copiers for Section 508 compliance for individuals with disabilities.
- F. Facility Services Representative - Responsible for scheduling, coordinating, and overseeing the space and electrical requirements for copier installations.
- G. Asset Management Services Team (AMST) - Responsible for scheduling, coordinating, and overseeing the surplus or disposal of Government owned copy equipment.

VII. Procedures and Requirements - Headquarters

A. Copiers

1. Assignment of Copiers

MSG will provide two copiers for each un-staffed copy room location, one copier for each Principal Office Suite, and one copier for each Executive Office Suite. MSG may also provide one copier for each office that is not within 50 feet to copy room locations and one copier for each office that manages confidential materials with the submission of a written justification to be evaluated and approved by the MSG Director.

MSG will acquire copiers on a 48 month (4 year) Lease or Lease-to-Own (LTOP) Contract. The copiers will be upgraded when the lease expires to ensure that the Department remains current with the latest copier technology, as well as to comply with the Department's network and Section 508 compliance requirements. MSG will upsize or downsize copiers to handle the appropriate volumes based on a review of the Annual Copy Volume Reports.

MSG will provide copiers with basic copying features, such as stapling, single-sided copying, two-sided copying, reduction and enlargement, collating, grouping, and printing. Additionally, MSG will meet with each office to assess and evaluate its individual copier needs and requirements before copiers are

leased. The assessment will include an evaluation of the following: copier speed, copier volume, copier security, and copier accessibility. Requirements for special or optional features, such as binding, hole-punching, saddle stitching, color, faxing, and scanning must be submitted in writing by the requesting office for approval by the MSG Director.

2. Requests for New Copiers or Replacements

A PO Executive Officer is authorized to submit a written justification for new copiers and/or replacements, to the Copier Manager for evaluation and approval by the MSG Director. The justification shall be submitted via email to OMCopyServices@ed.gov. The Copier Manager will recommend approval to the MSG Director based on a review of several factors, including Copy Volume Reports, Service History Reports, proximity of other copiers, and requested features.

3. Network Compatibility Requirements

MSG will ensure that all digital copiers meet the Department's Network (EDNet) standards. The Copier Manager will collaborate with the Office of the Chief Information Officer's (OCIO) Hardware Integration Specialist to conduct pre-acquisition testing of copiers to confirm compatibility with EDNet. Approved devices will be placed in the OCIO Buyers' Guide and in the Supported Products List, found on connectED under IT and Management, EDNet/Network, Product Support.

4. Electrical and Space Requirements

MSG will ensure that the electrical and space requirements for all copiers are sufficient prior to delivery. The Copier Manager will coordinate with the Facilities Services (FS) Representative to assess the current electrical and space conditions and arrange for the proper specifications to be completed before the copiers are delivered. The Copier Manager will provide a 4-week advance notification to FS for all electrical and space requirements.

5. Section 508 Compliance Requirements

MSG will ensure that copiers are accessible to all users and offer accessibility for persons with disabilities. The Copier Manager will coordinate with the Department's Section 508 Coordinator to conduct pre-acquisition accessibility testing of all copiers and to evaluate the copier's Voluntary Product Accessibility Template (VPAT) to ensure compliance with Section 508.

6. Copier Maintenance

MSG will provide a maintenance contract for all MSG copiers. Each PO may request repair or service by submitting a written request via email to OMCopyServices@ed.gov. The request should include the model, model number, serial number, problem description, copier location, contact name, and

contact number. MSG is not responsible for maintaining copiers that are purchased and/or leased by other POs.

MSG will provide Key Operators to inspect and maintain headquarter copiers in the un-staffed copy room locations. The Key Operators will be responsible for the following: inspecting and testing copiers daily to ensure effective performance, installing copier supplies to ensure adequate consumables, and placing and following up on service calls to ensure service issues are resolved efficiently and effectively.

7. Copier Supplies

MSG will order copier supplies for all MSG copiers (toner, developer, fuser oil, copy cartridges, and staples) semi-annually (or as required) for all copiers that are leased by MSG. Supplies will be delivered to individual offices via the Department's Move Contractors. MSG will determine the quantity of supplies to deliver to each office based on a review of the Copy Volume Reports. If supplies are depleted prior to delivery, offices shall submit a written request for needed supplies via email to OMCopyServices@ed.gov.

8. Copier Paper

The requesting office is responsible for requesting copy paper through the Customer Service Center Hotline (708-HELP) or via email to ED.Facilities.Services@ed.gov.

9. Copier Relocations

MSG will ensure that the appropriate authorized vendor relocates all leased MSG copiers. The Department offices must not relocate MSG leased copiers. To request a change in location for copiers, each PO must submit a written request for copier relocations via email to OMCopyServices@ed.gov. The request should include at a minimum: model, model number, serial number, barcode number, current location, requested new location, requested relocation date, contact name, and contact number. The Copier Manager will contact the appropriate vendor to request a relocation quote and coordinate with the vendor, the PO, and the FS Representative, when necessary, to relocate the copier as requested. POs must provide a 4-week advance notification to MSG for all copier relocations.

10. Copier Disposal

The requesting PO must contact the Copier Manager to request disposal of Government-owned MSG copiers. In addition, the requesting PO must submit a written request via email to OMCopyServices@ed.gov. The request shall include the model, model number, serial number, barcode number, current location, requested removal date, contact name, and contact number. The Copier Manager will collaborate with the Asset Management Services Team (AMST) to arrange the disposal of the copier(s).

11. Copy Room Locations

Building	Location	Floors
CAP	555 New Jersey Avenue, NW	3, 4, 5, 6
LBJ	400 Maryland Avenue, SW	2, 3, 4, 5, 6, 7
PCP	550 12 th Street, SW	4, 5, 6, 7, 9, 10, 11
UCP	830 First Street, SW	4, 5, 6, 7, 8, 9, 10, 11

B. Copy Centers

1. Services

The Department provides contractor-operated Copy Center facilities, which have the capability to copy large volumes of work with efficiency and effectiveness. Copy Center Services include the following: black and white copying, color copying, electronic copying, tape binding, stapling, and collating.

Copy Center staff will process work orders within 24 hours of receipt or sooner depending on the workload at the time. All work will be completed on a first-come, first-served basis; however, the COR reserves the right to establish priorities, as appropriate.

Copy Centers will reproduce materials using white standard weight paper stock and a page size of 8½" x 11". Special paper (legal, color, hole punch, etc.) shall be provided by the customer/PO with the special requirement.

2. Limitations

All requests for Copy Center Services must be made in accordance with the procedures outlined in this directive and must conform to the *Government Printing and Binding Regulations*. These regulations limit internal Department copying to 5,000 impressions of a single page or 25,000 impressions for multi-page documents. The Department's policy limits color copies to 1,000 impressions of a single page or multi-page document. Color copying is available in the LBJ, UCP, and PCP Copy Centers.

The Department must use the Government Printing Office (GPO) for any request exceeding the copy limits. In extreme circumstances, an employee may request a waiver of the limitations by submitting a written justification to the Office of Communications and Outreach (OCO), including the number of pages, number of copies, type of document, and the justification for not using GPO for copy services.

MSG recommends that the Department employees use the Copy Centers for the duplication of materials that total 200 impressions or more (impressions = number of originals X number of copies).

3. Forms

To obtain services through a Copy Center, a requestor must submit a completed Copy Center Request Form (Appendix A - available in each Copy Center), along with the original material, to the Copy Center. When the job is completed, the Copy Center staff will contact the requestor, who is responsible for picking up the copies. Under special circumstances, the Copy Center staff will arrange for completed work to be distributed to the requestor via the Department's Mail Contractor; however, the requestor must submit a completed Request for Distribution of Reproduced Materials Form (Appendix B - available in each Copy Center).

4. Locations

Building	Location	Room Number
LBJ	400 Maryland Avenue, SW	BE109
KST	1990 K Street, NW	6009
PCP	550 12 th Street, SW	P2102
UCP	830 First Street, SW	1208

VIII. Procedures and Requirements - Regions

A. Secretary's Regional Representatives (SRR) Copiers

MSG will provide one copier for each Secretary's Regional Representative (SRR) Office. MSG will also provide a maintenance contract for all SRR copiers that are leased by MSG. However, each SRR Office is responsible for contacting the appropriate vendor to request repair or service. Additionally, SRR Offices are responsible for ordering copier supplies for regional copiers. The Copier Manager will provide all required supply information (item number, item description, supply contact name, and supply contact number) to the SRR Office(s) prior to delivery of the new equipment.

MSG is not responsible for leasing and maintaining copiers for other regional offices.

Appendix A

COPY CENTER REQUEST FORM			
Org Code	Department of Education		
Date	No. Pages	No. Copies	Total
Copy <input type="checkbox"/> Black & White <input type="checkbox"/> Color <input type="checkbox"/> One Sided <input type="checkbox"/> Two Sided <input type="checkbox"/> Bind	Staple <input type="checkbox"/> Upper Left Corner <input type="checkbox"/> Dual Left Side	Reduction <input type="checkbox"/> 98% <input type="checkbox"/> 74% <input type="checkbox"/> 65% <input type="checkbox"/> Variable	
Special Paper			
Special Instructions			
Customer Name		Phone number	
Customer Signature			
<i>Shaded portions shown below are for Copy Center use only</i>			
Org Code		Date Request Completed	
Customer Name		Phone number	

Appendix B

MAIL MANAGEMENT			
REQUEST FOR DISTRIBUTION OF REPRODUCED MATERIALS			
REQUEST DATE:		REQUESTING OFFICE:	
CONTACT PERSON:		TELEPHONE:	
BUILDING:		ROOM NUMBER:	
NAME OF DISTRIBUTION:		NUMBER OF COPIES:	
INSTRUCTIONS TO MAILROOM:			
DISTRIBUTION TO BE MADE BY:		DATE:	TIME:
ARE LABELS REQUIRED:	YES	NO	ATTACHED
SPECIAL INSTRUCTIONS:			
DISTRIBUTION TO LOCATIONS:			
HEADQUARTERS (ALL)		LBJ	PCP
CAP		UCP	K STREET
L'ENFANT PLAZA		I STREET	REGIONS
OTHER:			
AUDIENCE:			
EACH MAIL STOP		DESK-TO-DESK	OTHER:
BULK DELIVERY TO:			
RECEIPT LEDGER:			
COPY CENTER – RECEIVED FOR DUPLICATING			
_____		_____	_____
SIGNATURE		DATE	TIME
MAIL CLERK – RECEIVED FROM COPY CENTER/REQUESTOR			
_____		_____	_____
SIGNATURE		DATE	TIME
ADDRESSEE – RECEIVED FROM MAIL CLERK			
_____		_____	_____
SIGNATURE		DATE	TIME
MAILROOM SUPERVISOR – COMPLETED DISTRIBUTION/RETURNED COPY TO MMS			
_____		_____	_____
SIGNATURE		DATE	TIME