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18-018

AUTHORIZATION TO CONTRACT WITH XEROX FOR
MANAGED PRINT SERVICES OF FACULTY AND STAFF
PRINTERS

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REPORT: Portland Community College's Information Technology Services and Print Center Department requests Board Approval to authorize the college to contract with Xerox Corporation, for the Managed Print Services of district student, staff, and faculty printers. Managed Print Services places each printing device under a monthly management contract that includes all the consumables, replacement parts, and onsite service. The college spends an estimate of \$462,000 annually on toner. This does not include the cost of service, support and administrative costs for district printing. Xerox's Managed Print Services contract provides toner, supplies, support and maintenance for all networked printers at the college at an annual cost of \$151,589. The total estimated annual savings for the college would be \$310,411.

Currently non-Xerox printing services, including toner replacement and repair, are inconsistent, decentralized and costly. Managed Print Services will provide the college with single point of contact for printer repair and automatic toner replacement and recycling via mail. This reduces the cost-per-page for college printing, and administrative overhead for managing printers at the department level.

The Print Center and IT reviewed and compared reliability, cost, and service levels from three Managed Print Services vendors. The State of Oregon Minority, Women and Emerging Small business vendor database does not include a Managed Print Services provider. After careful review the departments believe that it is in the best interest of the college to contract with Xerox Managed Print Services. Xerox provided the only viable option compatible

with the college's technology, accounting, security, and sustainability requirements.

The Managed Print Services project will be implemented in three phases. Phase one will provide supplies and repair service for district network printers. The printer equipment will not change. This phase will be implemented before Fall term 2017. The Print Center will charge back printing costs to departments on a quarterly basis. Phase two includes assessing the current printers and replacing end-of-life machines with newer models that meet IT security requirements and student, faculty and staff accessibility needs. Phase two will be implemented after gathering printer data for a full year and will begin in December 2018. Phase three provides analysis of the desktop printing environment. The analysis will help the college replace desktop printers with centralized network printers. Centralized network printers cost less per-page than desktop printers. Phase three will be implemented December 2019.

The new service will cost \$12,633 each month for the duration of the 60-month agreement. Currently the college spends over \$38,000 each month on toner costs alone. Other cost reductions include reduced administrative costs for each department, reduced support requirements from Information Technology and significant power savings. The service provides granular volume print tracking for visibility and accountability. This will provide the college with data driven tools to reduce overall printing costs.

Board Resolution 96-88 established the Print Center as an internal service fund whose function is to provide centralized accounting, budgetary control and reporting mechanisms to manage accountability of printing and copying expenditures for all campuses and divisions within the college. Managed Print Service will support this requirement for both Xerox and non-Xerox devices due to the technological advancements within the printing industry. The Print Center will administer the contract and provide oversight for the program.

The Xerox Managed Print Services are on a cooperative procurement contract, The Cooperative Purchasing Network contract #R5245 which exempts the college from a

competitive bid process per CCR.205.

RECOMMENDATION: That the Portland Community College Board of Directors authorize the utilization of The Cooperative Purchasing Network Agreement with Xerox for Managed Print Services. The monthly cost will be \$12,633 for a total of \$757,945 over the 5-year contract with a projected savings of \$1,552,055.00, and will be funded by the Print Center.