

# PHOTOCOPY BUSINESS LINE

## Service Description

Provision of staffed copy centers at Forrestal, (GE-140), Germantown (S-057) and 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

Centralized (Walkup) Copy Rooms 32 copiers - 21 at Forrestal, 8 at Germantown and 3 at L'Enfant are located in the following areas:

- FORS: BE-067, GE-140, GH-091, 1F-002 (West), 1J-005(West), 2E-067, 2F-032, 3G-019, 4A-042, 4B-161, 4G-040, 5D-028, 5E-063, 6B-025 (2 copiers), 6B-169, 6E-087, 7E-080, 7F-053, 8E-096, 8G-017.
- GTN: A-341, B-402, E-144, E-214, E-454, G-320, G-434, S-049.
- L'Enfant Plaza: 6087, 6133, 7066.

Products available at these centers are:

- Reduction, enlargement and stapling capability is available at all central locations, excluding Forrestal 4A-042 and Germantown A-341 and G-320.
- Continuous form computer paper feed.

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 center

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
- negotiation 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 (Equitrac)
- perform equipment "surplus" functions, where appropriate
- provide bulk delivery service for xerographic paper ("by-the-skid")

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 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 2.8 cents as calculated to be sufficient to cover the full business costs. 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 use of one Xerox DocuColor 40 Digital Copier and one Canon CLC 500. Cost components included in this charge are:

- Depreciation (equipment replacement cost)
- 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 service 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 IRB and OMB budgets. In other words, budget estimates published in June of the Fiscal Year reflect

actual usage charges for June through May of the preceding year. Extraordinary or unusual charges in usage patterns, as well as, purchases of new equipment are not anticipated in the Fund's estimates. To the extent that the anomalies can be foreseen by the program customer, the cost impact of these charges should be added or subtracted (as appropriate) from the Fund's estimate. Also, possible variations in consumption due to expected changes in staffing levels are not considered in the Fund's estimates.

## **Annual Projections**

WCF projections of current fiscal year usage and costs are updated monthly and provided with each bill. Projections are calculated based upon fiscal year-to-date costs multiplied by a straightforward annualization factor. For example, the annual projection calculated as of April would be as follows:

Total YTD Cost (October - April) divided by 7 multiplied by 12 equal projected annual cost.

## **Billing Cycle**

All photocopy charges are billed monthly, based upon prior month 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 through an automated controlled access device and recorded on a dedicated network server through a proprietary software application furnished by Equitrac, Inc. 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 badge number

- 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)

## 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 for 25,000 impressions (units) in staffed copier center daily.
- For central copiers, provide daily room checks that 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.

# Management Flexibility

Ability to effect level of wage and costs: Customers may decide to purchase copiers to be assigned directly to this program organization (dedicated) rather than, or as a supplement to, using central and staffed copy facilities. Our cost analyses indicate that while such copiers may appear to be less costly in the short run, they are generally more expensive to own and operate over the entire life of each machine. This is due to the relatively high cost of equipment replacement combined with less efficient machine usage (lower volume of production). We have a table that shows the estimated price per-copy on a fully-loaded basis for each program and individual photocopier. It illustrates that costs for dedicated equipment tends to range from three to seven cents per copy and average approximately four cents overall.

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.

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.

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 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.

# Points of Contact

Fund Manager: John Harrison, 202-586-3611

Business Line Manager: Mary Anderson, 202-586-2129

Service Point of Contact: Sandra Best-Jackson, 202-586-5276

## FREQUENTLY ASKED QUESTIONS ABOUT THE PHOTOCOPY BUSINESS LINE

**Q.** How can I save money on copying? It is more expensive to have your own machine in the office or use the machines in the hall?

**A.** Program elements should compare dedicated copier cost per copy to central and staffed cost per copy. Our cost analyses indicate that while dedicated copiers may appear to be less costly in the short run, they are generally more expensive to own and operate over the entire life of each machine. This is due to the relatively high cost of equipment replacement combined with less efficient machine usage (lower volume of production). Dedicated copiers tend to range from three to seven cents per copy and average approximately 4 cents overall, whereas central and staffed copiers are 2.8 cents per copy.

**Q.** When should I use the staffed copy center?

**A.** The staffed copy center is available and can be used to provide all copying requirements, but generally it is used for large volume copying (600 units or more).

**Q.** Who do I call to get my own machine?

**A.** The service point of contact, Sandra Best-Jackson, should be called on (202) 586-5276. If she is not available, the business line manager, Mary Anderson, should be contacted on (202) 586-2129.

**Q.** What are we doing about the quality of copier paper?

**A.** Customer satisfaction is one the most important elements of accomplishing the mission and vision of the Office of Administrative Services. To that end, effective January 1998, we plan to transition into a lower postconsumer waste content paper that will be bright white in color.