

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number 90.10	Issue 2	Page 1 of 5
MANAGED PRINT SERVICES MANAGEMENT AND PROCUREMENT PROCEDURES	Effective Date February 20, 2024		

1. PURPOSE

1.1. To establish a standard for the efficient operation of the City’s *Multi-Function Devices (MFDs)*, also known as copier/printer devices, that supports the City’s Climate Action Plan to reduce the use of personal printers through an efficient economical procurement process that is managed by the *Department of Information Technology*.

2. SCOPE

2.1. This regulation applies to the use of all *MFDs* in the City of San Diego (City) departments, but does not apply to facsimile machines, microfilm/microfiche printers, or desktop printers that do not otherwise fit the definition of *MFDs*.

3. DEFINITIONS

3.1. *Multi-Function Devices (MFDs)* – *MFD* machines which can perform multiple image functions such as copying, scanning, faxing, and printing activities while connected directly to a computer, to the network, or a phone line in black-and-white or color with accessories such as stapling, sorting, and dual-sided printing to replace personal desktop printers. Neither the City nor the *Department of Information Technology* manage personal desktop printers.

3.2. *Department of Information Technology (Department of IT)* – The City department that manages all aspects of the *MFD Copier Program*.

3.3. *MFD Copier Program* – A program that the Department of IT manages for all business printing devices, utilizing *Multi-Function Devices*.

4. POLICY

4.1. The *Department of IT* is responsible for managing the *MFD Copier Program* and for the leasing, usage, and procurement of *MFDs* citywide.

4.2. The type of equipment to be acquired shall be determined by specifications resulting from department usage and information technology security and network requirements.

(Supersedes Administrative Regulation 90.10, Issue 1, effective October 1, 1981)

Authorized

[Signature on File]

CHIEF OPERATING OFFICER

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number 90.10	Issue 2	Page 2 of 5
MANAGED PRINT SERVICES MANAGEMENT AND PROCUREMENT PROCEDURES	Effective Date February 20, 2024		

- 4.3. Equipment shall be obtained through the City’s appropriate sourcing procedures in accordance with the current requirements by submitting a request to procure a new *MFD*, remove, exchange, or relocate an existing *MFD*. *MFD* Request Form and instructions can be found on CityNet at <https://citynet.sandiego.gov/it/services/copier-program>.
- 4.4. The *Department of IT* is responsible for cost accountability and management of all citywide *MFDs*. A control system capable of producing the information necessary to carry out these policies shall be maintained by the *Department of IT*.
- 4.5. City *MFD* users shall cooperate in the proper use of all *MFD* equipment devices and notify *Department of IT* if additional training is required.
- 4.6. The *Department of IT* is responsible for recovering the revenue for all *MFD* lease and usage costs. The lease and usage costs will be processed by creating a quarterly journal entry in accordance with all costs invoiced by the current *MFD* vendor. These charges will be applied to each citywide department based on the *MFD* inventory information that the *Department of IT* maintains. This inventory list is continuously maintained with the accounting information updated for all *MFDs* at least once per year.
- 4.7. The *Department of IT* will develop print/copier standards to encourage adjustment of printing volume into the most economical ranges of a given *MFD*. Special features are to be weighed against cost and inconvenience when developing specifications. Criteria such as copy speed and print quantities shall reflect the intended purpose of the organization’s business needs for efficiency.
- 4.8. The *Department of IT* shall establish, publish, and distribute rules for the use of *MFDs*, supplies to be used, what type of copy jobs are appropriate, and how to place service calls to schedule maintenance. These rules shall be based upon department usage, user needs, and the capabilities of each *MFD*. All such rules will be considered a part of this Administrative Regulation.
- 4.9. *MFD Copier Program* Management
 - 4.9.1. The *Department of IT* will devise standards for determining whether *MFDs* or special features are required for each proposed location.
 - 4.9.2. Any department wishing to add, remove, or change an *MFD* must submit an *MFD* Request Form to the *MFD Copier Program* email CopierProgram@sandiego.gov.
 - 4.9.3. The *Department of IT* will review the application, comparing the supporting information such as business area, fund, cost center, and percentage of billing allocation.

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT MANAGED PRINT SERVICES MANAGEMENT AND PROCUREMENT PROCEDURES	Number 90.10	Issue 2	Page 3 of 5
	Effective Date February 20, 2024		

- 4.9.4. Changes or removals will comply with current *MFD* vendor agreements for leased *MFDs*. Departments will cover related charges if special requests are required such as after hour installations or moves.
- 4.9.5. The *Department of IT* may recommend reassigning leased *MFDs* to adjust to changes in City departments or changes in device usage patterns.
- 4.10. *MFD Copier Program* and Financial Accounting
 - 4.10.1. The Department of IT will develop and maintain a chargeback system that allows for the continued operation of the citywide *MFD Copier Program* and allocate costs based on *MFD* assignment and usage. The total costs will include ancillary *MFD* costs such as toner, repair, and maintenance but exclude costs supported directly by departments such as paper, electricity, and network cords. Some services and repairs may be the responsibility of the user department to pay if it is determined that the *MFD* was improperly maintained or used by the department.
 - 4.10.2. The *Department of IT* will keep an accurate inventory of *MFDs* and the associated accounting information for each device for chargeback purposes.
 - 4.10.3. The *Department of IT* will keep current per-copy use information on each *MFD* for chargeback purposes. Per copy charge rates are determined by the most recent use of *MFDs*. Rates charged to citywide department users will vary based on the difference in usage by billing period not to exceed rates necessary to continue the *MFD Copier Program*.
 - 4.10.4. The *Department of IT* will charge departments lease and usage on a quarterly basis and is responsible of establishing the administrative fee and documenting the internal process related to the fee to recover the administrative costs of maintaining the *MFD Copier Program*.
 - 4.10.5. The *Department of IT* will keep up-to-date records per the City's retention schedule of copier usage in order to provide information for future bid specifications and to determine optimum copier locations.
 - 4.10.6. The *Department of IT* will keep records of all *MFD* use and report inefficiencies.
 - 4.10.7. The *Department of IT* in support of the City's Climate Action Plan will quarterly post on the *MFD Copier Program* website the usage incurred for each *MFD* for City Departments review and monitoring in an effort to reduce the number of copies/prints made.

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number 90.10	Issue 2	Page 4 of 5
MANAGED PRINT SERVICES MANAGEMENT AND PROCUREMENT PROCEDURES	Effective Date February 20, 2024		

5. RESPONSIBILITY

- 5.1. The *Department of IT* is responsible for establishing *MFD* use rules and standards by which *MFDs* are installed, exchanged, or removed. City departments are responsible for providing all site locations, technical and network compliance information per *MFD* specifications.
- 5.2. The *Department of IT* will resolve all disputes with and among departments if it determines that compliance information does not satisfy *MFD* requirements.
- 5.3. The *Department of IT* will monitor supplies and ensure their deliveries are prompt and efficient.
- 5.4. The *Department of IT* will ensure that departments are properly trained for submitting maintenance service requests and for the proper use of all *MFDs*.
- 5.5. The *Department of IT* will be responsible for providing technical and network security standards and specifications for leased *MFDs*.
- 5.6. The *Department of IT* will monitor meter readings for non-network devices upon *MFD* vendor request for monthly billing usage. The monitoring of these devices will be done in coordination with *MFD* vendors.
- 5.7. The Department Appointing Authority will be responsible for their department's proper use of all *MFD* equipment devices and to notify *Department of IT* if additional training is required.
- 5.8. City departments shall be responsible for notifying the Help Desk of issues.
- 5.9. City departments will be responsible for following the established rules for the use of *MFDs*, supplies to be used, what type of copy jobs are appropriate, and how to place service calls to schedule maintenance.
- 5.10. City departments will be responsible for providing accounting information to the *Department of IT* and notifying the *Department of IT* of accounting changes within 30 days of that change.
- 5.11. The *Department of IT* will charge departments to recover the cost of the Copier Program through a journal entry using the accounting provided.

CITY OF SAN DIEGO
ADMINISTRATIVE REGULATION

SUBJECT	Number 90.10	Issue 2	Page 5 of 5
MANAGED PRINT SERVICES MANAGEMENT AND PROCUREMENT PROCEDURES	Effective Date February 20, 2024		

APPENDIX

Legal References

Forms

MFD Request Form (<https://citynet.sandiego.gov/it/services/copier-program>)

Subject Index

Procurement of Managed Print Services and Devices
Multi-Function Devices
MFD Copier Program

Administering Department

Department of Information Technology