

PHOTOCOPY BUSINESS LINE

Service Description

Photocopy service includes:

- Provision of staffed copy centers at Forrestal, (GE-140), Germantown (S-057), and 950 L'Enfant Plaza (8104) 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
 - Digital Document Management
- Centralized (Walkup) Copy Rooms 30 copiers - 18 at Forrestal, 9 at Germantown and 3 at L'Enfant Plaza are located in the following areas:

<u>FORS</u>	BE-067	GA-138	GE-140
	GH-091	1J-005 (2 copiers) west	2E-067
	2F-032	3G-019	4A-042
	4B-161	4G-040	5D-028 (2 copiers)
	6A-165	6B-025 (2 copiers)	6B-169
	6E-087	7E-080	8E-096 (2 copiers)
<u>GTN</u>	A-341	B-402	E-144
	E-214	E-454	G-320
	G-017	G-434	S-049
<u>L'Enfant Plaza</u>	6087	7066	6113

Products available at these centers are:

- Reduction and stapling capability is available at all central locations.
- Enlargement capability is available at all locations except:
 - Forrestal – Room 4A-042
 - Germantown – Rooms 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 staffed

copy centers be used.

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 (Equitrac)
- 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.

For more information on copying services, please see our home page at http://ma.mbe.doe.gov/Admin/Home_PrintingCopying.htm.

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 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 two Xerox DocuColor 2060s and one Xerox DocuColor 40 Digital Copiers and one Canon CLC 950. Cost components included in this charge are:
 - Support Service Contract Staff
 - Depreciation (equipment replacement cost)

- Maintenance
- Paper (with storage and delivery)
- Supplies
- Dedicated (Customer-Assigned) Copiers. Charges for dedicated copiers have four 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).
 - Supplies (20% markup) to cover the operating costs of the contract.
 - Supply items are available at the following locations:
 - Forrestal, Room GE-116
 - Germantown, Room E-066

Budget Estimating Method

Budgetary estimates are developed based upon the 12-month period prior to issuance or submission of CRB and OMB budgets. In other words, 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. To the extent that such 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 annualized. For example, the annual projection calculated as of April would be as follows:

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

Billing Cycle

All photocopy and supply 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)

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.

For more information on these objectives and business line performance measures, please go to www.ma.mbe.doe.gov/wcf and view the Copy Five-year Plan.

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 twice 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

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. 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 tend 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 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.

Points of Contact

Business Line Fund Manager: John Harrison, 202-586-3611

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

Service Points of Contact: Denise Diggin, 202-586-4375, Sandra Best-Jackson, 202-586-5276

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FREQUENTLY ASKED QUESTIONS ABOUT THE PHOTOCOPY BUSINESS LINE

- Q.** How can I save money on copying? Is it 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 points of contact, Sandra Best-Jackson or Denise Diggin, should be called on (202) 586-4318. If they are not available, the business line manager, Mary Anderson, should be contacted on (202) 586-4375.