

Copier FAQ's"

Contract #VA-071116 ending 11/15/08

Additional questions? Please contact John Hornback (804-628-2878 / jhornback@vcu.edu)

COPIER / VENDOR INFORMATION:

01. Q. How long should I keep my copier?

A. This depends on whether or not you rented the copier or you own it. If you rented the copier for 36 months, you have the option to renew for another 12 months. If you rented the copier for 12 months, you have the option to renew for a total of 36 months (over three {3}, 12-month periods) after the initial 12-month period. If you purchased the copier, it is recommended that you consider purchasing or renting a new copier at least every 5 years.

02. Q. How do I know what copiers are on the state contract?

A. You may visit <http://www.vita.virginia.gov/procurement/contracts.cfm>. Go to the bottom left hand side and click the printers/copiers link under the "PRINTERS/COPIERS" heading to access the state contract:

Note: Departments are not authorized to place an order for any copier identified under contract # VA-050830-XERX ("Large Print Systems" listing on the contract page). Please contact John Hornback at 804-628-2878 or jhornback@vcu.edu for guidance regarding copiers identified in this contract.

03. Q. How do I contact a sales representative if I have a question or want advice about my current copier, or which copier to rent or purchase?

A. Refer to the attached list of sales representatives ([Copier Sales Representative Information](#)).

04. Q. What commodity code do I use?

A. 60046 for all copier requisitions.

05. Q. How do I know which vendor number to use when setting up my requisition?

A. Refer to the attached "eVA Vendor Numbers"

NEW COPIER RENTALS / OUTRIGHT COPIER PURCHASES:

01. Q. How do I set up a request for a new copier?

A. All new requests for copiers must be entered on a requisition:

- **Rental Copiers:** Create the requisition for the **ENTIRE rental period** - e.g. if the rental period is for 36 months, create a line item for **each** 12-month period; 12 (quantity – use "MON" as the eVA unit of measure) @ \$_____ (the monthly maintenance price); do **NOT** create a separate requisition for each month, or year, if the rental term is longer than 12 months.
- **Outright Copier Purchases:**
 - Create a line item for the purchase price of the copier; and if
 - Maintenance is required, create a **separate** line item for the annual maintenance; 12 (quantity – use "MON" as the eVA unit of measure) @ \$_____ (the monthly maintenance price); do **NOT** create a separate requisition for each month of maintenance.
 - The annual maintenance price is identified on the state contract pricing page for each vendor.
 - If an additional month of maintenance is required after the initial order has been placed, create a change order to edit the number of months on the requisition line item, and the end date of the maintenance period to accommodate the extra month, **and:**
State in the "**Comments**" **block for the line item** that the change order is issued to add an additional month of

maintenance. Check the box to print those comments on the purchase order.

- Annual Maintenance for an outright purchased copier may be quoted as one 'flat' fee or as a 'per month' fee. Ask the sales representative if the annual maintenance will be invoiced in 1 installment (i.e. a 'flat fee') or in monthly installments (i.e. a 'per month' fee); this will determine if you should establish a quantity of 12 (MON) or 1 (ANN) on your requisition.
- **Overages (Rental Copiers / Outright Purchase Copiers):** Create a separate line for overages for **each** 12-month rental / maintenance period; e.g. 50,000 (quantity) @ \$.0001 (the unit price – use "AMT" as the eVA unit of measure):
 - The "overage" unit price is identified on the state contract pricing page for each vendor.
 - Establish a realistic overage quantity based upon previous copier usage.

If the total dollar value (inclusive of annual maintenance and overage charges, as applicable) is under \$7,500, departments may process the purchase order under their delegated authority; procurements for copiers over \$7,500 will be processed by Purchasing.

02. Q. What information do I include on the requisition?

A. List the following: (1) state contract number; (2) state contract benchmark for the copier; (3) model number of the copier; (4) if the copier is a standalone unit or if network connection is requested; and (5) the rental / maintenance period start and end dates (see below) in the **line item description**:

- **Rental Copiers:**

- Identify the term of the entire rental period (e.g. 36-month rental) **and** the approximate start and end dates of the rental period for which the line item covers (e.g. Line item # 1: 07/01/2008 – 06/30/2009; Line item # 2: 07/01/2009 – 06/30/2010; Line item # 3: 07/01/2010 – 06/30/2011).

- **Outright Copier Purchases (Maintenance):**
 - Identify the approximate start and end dates of the term of the annual maintenance period (e.g. 07/01/2008 – 06/30/2009) in the line item description. If the annual maintenance will be invoiced in 1 installment (i.e. a 'flat fee'), use a quantity of "1" (ANN); if the annual maintenance will be invoiced in monthly installments (i.e. a 'per month' fee), use a quantity of "12" (MON).

- **Existing Copiers:**
 - If you have a copier that needs to be picked up from the company from which the *new* copier is being rented/purchased, identify the: current purchase order number, serial number and model number for the copier to be picked-up, in the "Comment" section of the requisition ("check" the box to print those comments on the purchase order).

RENTAL / MAINTENANCE (FOR "OUTRIGHT PURCHASE" COPIERS) RENEWALS:

01. Q. How do I set up a request for a renewal for my copier?

A. All renewals must be entered on a requisition:

- Create the requisition with a line item for the **ENTIRE 12-month rental / maintenance period**; e.g. 12 (quantity – use "MON" as the eVA unit

of measure) @ \$_____ (the monthly maintenance price); do **NOT** create a separate requisition for **each** month.

- **Maintenance (For Outright Copier Purchases):**

- If an additional month of maintenance is required after the initial order has been placed, create a change order to edit the number of months on the requisition line item, and the end date of the maintenance period to accommodate the extra month, **and**:

- State in the **"Comments" block for the line item** that the change order is issued to add an additional month of maintenance. Check the box to print those comments on the purchase order.

- **Overages:** Create a separate line for overages for **each** 12-month rental period; e.g. 50,000 (quantity) @ \$.0001 (the unit price – use "AMT" as the eVA unit of measure):

- The "overage" unit price is identified on the state contract pricing page for each vendor.

- Establish a realistic overage quantity based upon previous copier usage.

If the total dollar value (inclusive of annual maintenance and overage charges, as applicable) is under \$7,500, departments may process the purchase order under their delegated authority; procurements for copiers over \$7,500 will be processed by Purchasing.

02. Q. What information do I include on the requisition?

A. List the following: (1) state contract number; (2) state contract benchmark for the copier; (3) model **and** serial number of the copier; (4) rental / maintenance period start and end dates (e.g. if the **current** period is effective 07/01/2008 –

06/30/2009, the start / end dates for the **renewal period** should be effective 07/01/2009 – 06/30/2010); in the **line item description**:

- Identify the current purchase order in the **“Comments” block for the line item; and** that the order is for a “Renewal” Check the box to print those comments on the purchase order.

What if I am having a problem with my copier?

If you are having a problem with your copier, ask the sales representative to replace it. Document every service call; use e-mail to request a service call or send an e-mail to your sales rep if you have to phone for service. Be persistent and call every day until a service issue is resolved. If repetitive copier issues arise which require several service calls per month, please contact John Hornback at 804-628-2878 or jhornback@vcu.edu for guidance.

How do I cancel an existing agreement?

If you want to cancel an existing rental / maintenance agreement, you must submit a letter to the vendor **at least 60** (calendar) days before you would like to terminate the rental / maintenance agreement. If you do decide to cancel an existing rental/maintenance agreement, send an e-mail to jhornback@vcu.edu identifying the purchase order#, copier, serial #, and the ending date of the rental/maintenance period.