

VITA's GUIDANCE ON PRINTERS, COPIERS, MULTI-FUNCTION DEVICES, SCANNERS, AND PLOTTERS

Updated 8/14/18

As a general rule, printers, copiers, and multi-function devices that are to be attached to the network will be provided through VITA's infrastructure program and billed to the Commonwealth as a rated service. Before requesting a networked device, the agency should review the list of standard devices offered by the partnership and choose from one of those options. If one of the standard devices will not meet the agency's business need, an exception can be requested.

Leasing through the statewide contracts is not allowed unless an exception is granted.

Please refer to additional details below.

The items noted below will be provided through VITA's infrastructure program:

- Requests for new, networked printers, copiers, or multi-function devices
 - VITA fulfills using the existing service offering most closely related to the request
 - Agencies will be billed at the appropriate monthly rate
 - Maintenance included
 - Consumables *not* included
 - Additional printer trays, envelope feeders and other add-ons provided at incremental cost

Exceptions

Exceptions must be requested by the agency in writing and include a business case. Exceptions are granted by the CIO only and are based on evaluation of the business case.

- Lease renewals
- Specialty printers
- Other

Break-Fix

In circumstances where the agency is having problems with the existing asset and requests a replacement asset, a ticket should be submitted to the VCCC. An eVA requisition should NOT be entered. (Note: If agency is advised by VITA to purchase a replacement device, the VCCC ticket number must be included on the eVA requisition.)

Delegations

The items noted below are delegated to the agency and should NOT be V-coded (up to \$100,000)*

- Printers, copiers, or multi-function devices which are NOT networked or shared**
- Managed Print Services under an existing statewide contract
- Scanners and scanner maintenance (standalone, not multi-function devices)
- Plotters and plotter maintenance
- Maintenance renewals on agency-owned or previously leased equipment
- Lease extensions (Pending Partnership provided devices. These extensions should never exceed 12 months.)

****PRINTERS AND MULTI-FUNCTION DEVICES SUBSEQUENTLY ATTACHED TO THE NETWORK WILL BE BILLED AT THE APPROPRIATE VITA RATE AND ADDITIONAL SUPPORT FEES MAY APPLY.**

Questions regarding these devices should be sent to VITAOneStop@vita.virginia.gov