

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

## Updated 3-27-19

As a general rule, printers, copiers, and multi-function devices that are to be attached to the network will be procured from the Managed Printer Tower Supplier, Xerox and billed to the Commonwealth as a rated service. Before requesting a networked device, the agency should review the list of standard devices offered in the Service catalog and choose from one of those options. If none 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 the Service Catalog:**

- Requests for new, networked printers, copiers, or multi-function devices
  - Xerox 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. Exceptions include:

- 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.

### Delegations

The items noted below are delegated to the agency and should be V-coded (VITA will only review orders over \$100,000)\*

- Printers, copiers, or multi-function devices which are NOT networked or shared
- Scanners and scanner maintenance (standalone, not multi-function devices)
- Plotters and plotter maintenance
- Maintenance renewals on agency-owned equipment
- Lease extensions (Pending receipt of devices order via the catalog. These extensions should never exceed 12 months.)

**Questions regarding these devices should be submitted via the VITA service portal or as an email submitted to the Service Desk at [vccc@vita.virginia.gov](mailto:vccc@vita.virginia.gov).**