General

Pace University centrally procure (purchase or lease) all photocopiers and multifunction fax, scan, print and photocopiers based on the needs of the requesting department/division, the recommendation of DoIT’s Document Services Department, and F&A’s Purchasing Department’s bid process. No department or unit within the University is allowed or authorized to individually contract, purchase, obtain or have a copier that is not procured through this central process.

By centrally controlling copiers, the University can obtain the best pricing and is entitled to service, chemicals and parts from the copier vendor. DoIT’s Document Services Department is the proponent for this central use policy, and the Purchasing Department, Division of Finance and Administration, bids and procures copier paper in a transaction separate from the copier purchase/lease process.

Procedures

Obtaining access to a Copier
- The user department identifies a need for a new or replacement copier.
- DoIT’s Document Services Department is contacted via the DoIT Customer Support Center (online via http://doithelpdesk.pace.edu, or telephone 914-773-DOIT [3648]), and determines the appropriate size and type of copier that best services the requester’s area, and then, following the procurement procedures, initiates the purchasing process.
- The Purchasing Department sends the lease or purchase (the decision to purchase or lease is determined by the Finance Office) out to bid and a vendor is selected.
- Document Services Department then arranges for the install and sets up the charge back accounts for the new photocopier.
- Copiers will be equipped with One Card access control for use in charge backs (these devices will be phased in over the next several years).

Charge Backs
Through each user’s ID Card (One Card), user accounts will be issued for each copier by the vendor or a DoIT’s Document Services Department technician. These accounts (the copier meter) will be read monthly and will be the basis for the monthly charge back to each user’s budget. All copier usage is charged at the same rate per copy.

Note: The cost per copy at the central print shop (Castleton Avenue, Pleasantville) is lower than copiers in individual user areas.
Requests for service and repair are directed to the DoIT’s Customer Support Center (Help Desk) at 914-773-DOIT (3648) or via http://doithelpdesk.pace.edu. The Customer Support Center contacts the vendor and arranges for a service visit ASAP.

Large Copier Jobs
For more than ten copies of a document it is recommended that users send the original (via email attachment, file transfer, or hard copy) to Document Services for duplication.

Note: In the event a print job is too large, too complicated, or needs technologies not currently available in-house, DoIT's Document Services Department requests Finance and Administration’s Purchasing and Contracts Department to “bid out” the job.

Questions concerning this or any other Information Technology Policy can be directed to DoIT’s Customer Support Center via http://doithelpdesk.pace.edu.