

FREQUENTLY ASKED QUESTIONS

Authorized Users of these contracts are strongly encouraged to read the contract terms and conditions in their entirety to gain an understanding of requirements for both the Contractor and Authorized Users. Below are some Frequently Asked Questions and Answers to facilitate the use of the Group 75525 - Multifunction Printers (MFPs) (Ledger Size) contracts.

1. **Q:** I'm a State Agency, am I required to use the contracts under this award?

A: Yes. State Finance Law (SFL) Article XI, §163 mandates that State Agencies utilize centralized contracts for commodities and services if their form, function and utility requirements cannot be first met from preferred sources. Pursuant to SFL Article XI, technology shall be deemed a service.

2. **Q:** Can I use either the Primary or Secondary Contractor?

A: New York State Agencies that are part of the Executive Branch are required to purchase from the Primary Contractor, unless written justification for purchasing from the Secondary Contractor is approved by the NYS Office of Information Technology Services (ITS) through the Plan to Procure (PTP) process. It is the intent of the State to direct all volume through the Primary Contractor. PTP approval will be required for all contract purchases regardless of dollar amount and whether the purchase will be made from either the Primary or Secondary Contractor. Please refer to the Procurement Instructions clause in the Contract Award Notification (CAN) for additional information.

3. **Q:** What type of equipment is available under the contracts?

A: Multifunction Printers (MFPs) (Ledger Size) that will print 11" x 17" ledger size paper. Below are the MFP Product Categories available through the contracts.

1. MFP Black & White – (Ledger Size) (Low End)
2. MFP Black & White – (Ledger Size) (High End)
3. MFP Color – (Ledger Size) (Low End)
4. MFP Color – (Ledger Size) (High End)

All of the MFPs on the contracts copy, print, and scan. Fax capabilities are available either as a standard offering or as an option. Various types of finishing options are also available.

4. **Q:** How were the contracts awarded?

A: These contracts were established using a competitive Total Cost of Ownership (TCO) methodology that emphasized life cycle costing and are expected to yield significant savings for New York State. Life cycle costing is a holistic approach to procurement that takes into account all life cycle costs with an aim for determining the lowest cost of ownership of a fixed asset over its anticipated life cycle.

5. **Q:** Can I purchase consumables, such as toner through the contracts?

A: Yes, consumables are available for purchase through the contracts.

6. **Q:** Can I purchase replaceable service parts through the contracts?

A: Yes, replaceable service parts are available for purchase through the contracts.

7. **Q:** Can I purchase service through the contracts?

A: Yes. All Printer Base Models come standard with a minimum one (1) year warranty (next business day on site). At their discretion, Authorized Users may purchase an extended warranty to extend the standard one (1) year warranty (next business day on site) an additional two (2) years. Additionally, time and materials maintenance and full service maintenance plans are available. Authorized Users should carefully

review Contractor warranty and maintenance offerings to identify service coverage that best meets their needs. State Agencies are reminded of their obligation under DOB Budget Bulletin H-1030 - Equipment Maintenance Program – Expansion and Enhancements.

<http://www.budget.ny.gov/guide/bprm/bulletins/h-1030.html>.

8. Q: Is installation and networking available?

A: Yes, installation and networking services are available through the contracts.

9. Q: I have some older legacy equipment; can i purchase consumables, replaceable service parts, and options for this equipment through the contracts?

A: Consumables, replaceable service parts, and options under the contracts are limited to the Printer Base Models that have been awarded under the contracts. Some of these products, particularly consumables, may however be available through the Group 23000 - Miscellaneous Office Supplies contract.

10. Q: Do I have to purchase a printer base model through the contracts in order to purchase replaceable service parts, consumables, or options?

A: No. If an Authorized User owns an existing printer base model that is offered under contract they may purchase just replaceable service parts, consumables, or options.

11. Q: I need a copier that can collate and staple; however, it appears that only multifunction printers (MFPs) are available through the Contract.

A: All MFPs on the contracts copy, print, and scan. Fax capabilities are available either as a standard offering or as an option. Various types of finishing options are also available.