

**CHAPTER 14**  
**MULTIFUNCTION PRINTER PROGRAM**  
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## CHAPTER 14

### MULTIFUNCTION PRINTER PROGRAM

1. PURPOSE. The purpose of this chapter is to provide policy and procedures relating to the Department's Multifunction Printers (MFP). The objective of the MFP Program is to ensure the Department's MFPs are effectively managed, maintenance information is communicated and accessible, and the appropriate equipment is procured.

2. RESPONSIBILITIES.

a. Information Technology Section.

(1) Information Technology Section (ITS) is the Office of Primary Interest (OPI) for MFPs and manages the MFP Program.

(2) Works with the Technology Infrastructure Section (TIS) to determine the appropriate replacement equipment that will meet the business needs of the command.

(3) Develops budget for replacement of MFPs and associated maintenance and/or extended warranties with commands and the supplier.

(4) Procures replacement of MFPs, including replacing an MFP with a smaller or larger model, or placing an MFP on the reduction plan should usage or business needs of the command change.

(5) Approves requests for additional MFPs.

(6) Reviews requests for parts and service.

(7) Coordinates warranty repairs and loaner equipment provided by the supplier.

(8) Coordinates delivery of MFPs with commands and the supplier.

(9) Resolves issues with supplier performance.

b. Commands.

(1) Ensure the operating environment for MFP(s) is appropriate, including temperature, humidity, and electrical power, in accordance with the environmental requirements contained in the published specifications for

the equipment listed on the purchase order (PO). Questions or concerns should be directed to Facilities Section, at (916) 843-3800.

NOTE: Temperature controls also apply to those commands with unstaffed facilities, such as platform scales.

(2) Subject to CHP security policies, provide full access to the contractor or authorized subcontractor to service the MFP.

(3) Designate an MFP point of contact (POC). The POC will maintain the MFP program within the command. The POC's responsibilities include training, ordering supplies, placing service calls, advising supplier of MFP performance standards and contract requirements, and normal operating maintenance (e.g., loading paper, adding toner, clearing paper jams, and cleaning platen glass).

(4) Coordinate the relocation of an MFP as described in paragraph 12.

(5) Escalate issues with supplier performance to ITS for resolution.

c. Supplier.

(1) Equipment and maintenance shall be provided in accordance with the terms and conditions in the applicable PO.

3. FUNDING.

a. Information Management Division-Funded. Replacement of existing MFPs funded by Information Management Division (IMD) shall be considered in accordance with the Department's MFP replacement schedule, and is contingent upon budget approval.

b. Office of Primary Interest-Funded. If a command can justify the need for an additional MFP, a request may be submitted as directed in paragraph 13. Should the request be approved, the command must provide funding for the equipment and the initial maintenance agreement. The additional MFP will be added to the replacement plan and subsequent maintenance agreements will be funded by IMD.

4. ANNUAL AUDIT. An annual audit, due to ITS on January 1, is required to determine the business needs of commands and whether MFPs require replacement or removal. The audit is to be completed by the command's designated MFP point of contact by updating the audit spreadsheet, available on the Project Management Group

SharePoint site, under IT Acquisitions ➤ IT Acquisitions Resources ➤ Procurement ➤ MFP Resources ➤ Audits, or at the following link: [Audits](#)

a. The following columns must be completed:

- (1) Reviewed by Command. Command must indicate whether the MFP was reviewed for the current fiscal year.
- (2) Division. The Division the MFP is assigned to.
- (3) Location Code. Location code of the assigned command.
- (4) Location Name. Location name of assigned command.
- (5) Location Description (Room #, Lobby, NB/SB/WB/EB/, Clerical). Location of the MFP within the command's building/office space.
- (6) Physical Address of Copier. Physical address of the location of the MFP.
- (7) Used by (Units/staff, e.g., MAIT, ISU, Clerical). List the type(s) of user(s) who use the MFP (e.g., all staff, dispatch staff, automotive technicians, clerical staff).
- (8) Comments. Add any necessary comments, including whether any information in the other columns seems inaccurate.

5. REPLACEMENT SCHEDULE. Multifunction printers are scheduled for replacement at the end of their useful life of approximately five years. Commands are required to dispose of their old MFP and are not authorized to keep an MFP after its replacement has been delivered. Should a command identify a business need for an additional MFP, a request may be submitted for approval as described in paragraph 13.

6. DELIVERY AND INSTALLATION.

a. Delivery. The ITS will notify the delivery POCs and TIS via e-mail when a PO has been issued. The contractor will contact the delivery POCs to coordinate a delivery/installation date. The delivery POC shall coordinate the delivery/installation date with the appropriate information technology staff to ensure the new MFP is configured immediately.

- (1) The supplier shall deliver the new MFP within 30 calendar days after receipt of order or as negotiated between ITS and the supplier.

(2) The delivery appointment will be coordinated between the supplier and the command's delivery POC.

(3) Configuration of the new MFP must be coordinated with the Division administrator (field commands) or Information Technology Support Unit (headquarters commands).

(4) If the supplier delivers initial supplies in excess of the quantities specified in the PO, the command shall return them to the supplier at the contractor's expense.

(5) The supplier shall guarantee all the deliverables listed on the PO are ready for use and in accordance with the specifications listed in the PO on or before the delivery date(s) specified in the PO.

7. DOCUMENTATION FOR REPLACEMENTS. To retire an MFP, provide the documentation listed below to ITS, via e-mail at [ITS\\_Admin@chp.ca.gov](mailto:ITS_Admin@chp.ca.gov), and the Administrative Services Division, Inventory Control Unit, via e-mail at [InventoryControl@chp.ca.gov](mailto:InventoryControl@chp.ca.gov).

a. Copy of the packing list, notification of installation, or similar document containing the serial number of the new MFP and delivery date, signed by the receiving command.

b. If a contractor disposes of the old MFP, a copy of the service order or similar document containing the serial number of the old MFP and date picked up, signed by the receiving command, and a completed CHP 266, Credit Memo - Equipment. Commands must indicate "MFP Replacement" in the "TO: (COMMAND NAME)" field, not ITS. **Commands shall note "see attached" in the "RECEIVED BY (SIGNATURE)" box. The attached documentation stating the serial number of the old MFP will replace the need for command signature on the CHP 266.**

Contractor disposal is the most common method of disposal. ITS will require the contractor to take the old when bringing the new device to the command if the contractor provides this service.

NOTE: Prior to disposal, any state identification, including numbered tags, must be removed and placed on the completed CHP 266.

c. If the old MFP cannot be disposed of by the contractor, it must be disposed of by Business Services Section, Supply Services Unit (SSU). Commands must complete and provide SSU a copy of the signed CHP 266, as required by HPM 11.2, Materials Management Manual, Chapter 8,

Equipment, paragraph 19.c.(3). Commands shall follow all applicable provisions of HPM 11.2, Chapter 8, for procedures to survey MFPs via SSU.

NOTE: Prior to disposal, any state identification, including numbered tags, must be removed by SSU and placed on the completed CHP 266.

d. Desktop MFPs may be disposed of by TIS, Asset Management Unit. Commands must complete and provide TIS a copy of the signed CHP 266, as required by HPM 11.2, Chapter 8, paragraph 19.c.(2).

NOTE: Prior to disposal, any state identification, including numbered tags, must be removed by TIS and placed on the completed CHP 266.

## 8. SUPPLIES.

a. Toner. The current maintenance agreement includes toner. If the MFP is no longer under warranty, additional toner shall be purchased using the mandatory statewide contract and paid for with a PO. The Procurement Card (P-Card) cannot be used to purchase toner.

b. Paper. Paper shall be purchased using the mandatory statewide contract and paid for via the blanket PO which is updated each fiscal year. The paper contract and PO may be found on the CHP Intranet, under Resources > Fi\$Cal and Requisitions > Fi\$Cal Resources > Blanket Purchase Orders.

c. Staples. Staples are not included on agreements and may be purchased with quarterly office supplies on the P-Card. Refer to HPM 11.2, Chapter 3, Procurement Card Program, and HPM 11.2, Chapter 17, Information Technology Goods and Services Acquisition.

## 9. WARRANTY. Warranty information can be obtained by contacting [ITS\\_Admin@chp.ca.gov](mailto:ITS_Admin@chp.ca.gov).

10. MAINTENANCE. All MFPs shall be purchased with a maintenance agreement to include all labor, parts, supplies, and consumables, with the exception of paper and staples, to ensure the device operates within the manufacturer's specifications for the useful life of the MFP. Qualified, trained technicians will perform all contracted maintenance. Refer to the statement of work with the PO for further details.

## 11. LOANER EQUIPMENT.

a. Supplier Provided. If, during the warranty or maintenance agreement period, an MFP requires more than a few business days to repair, the supplier may provide a loaner in accordance with the contract terms and conditions.

(1) Commands receiving a loaner MFP from the supplier must:

(a) Request documentation from the supplier showing the brand, model, and serial numbers of the loaner equipment prior to allowing the MFP to be removed from the command by the supplier.

(b) Remove the asset tag.

(c) E-mail ITS, at [ITS\\_Admin@chp.ca.gov](mailto:ITS_Admin@chp.ca.gov), advising a loaner MFP was provided. The e-mail must contain the office name, location code, and contact person; the brand, model, and asset tag of the removed MFP; and the serial numbers of both the removed and loaner MFPs. A copy of the documentation provided by the supplier must also be attached.

(d) Upon receipt of the e-mail, ITS will coordinate with TIS to send a numbered asset tag to the command to be affixed to the loaner MFP.

(2) Upon return of the original MFP, commands shall:

(a) Verify the brand, model, and serial numbers match the Department's records for the original MFP prior to allowing the supplier to install the original MFP.

(b) Request documentation from the supplier showing receipt of the exchange.

(c) Affix the original asset tag to the MFP. If the original asset tag cannot be located, e-mail ITS, at [ITS\\_Admin@chp.ca.gov](mailto:ITS_Admin@chp.ca.gov), to request a reprint.

(d) E-mail ITS, at [ITS\\_Admin@chp.ca.gov](mailto:ITS_Admin@chp.ca.gov), when the original MFP is returned. The e-mail must contain the office name, location code, and contact person; the brand, model, and asset tag of the removed MFP; and the serial numbers of both the removed and loaner MFPs. A copy of the documentation provided by the supplier must also be attached.

b. Department Provided. The ITS has procured desktop MFPs as loaners in the event a command's MFP is no longer operational and replacement or repair is delayed. To request a loaner MFP, commands must submit a ServiceNow ticket,

to include the justification, estimated amount of time the MFP will be needed, and e-mail documentation of commander approval. The distribution of loaner MFPs are at ITS's discretion and will be dependent on availability and impact to operations.

12. RELOCATION/TRANSFER.

a. Request. To request the relocation of an MFP, either permanently or temporarily, commands must obtain ITS approval. Commands should send requests to ITS, at [ITS\\_Admin@chp.ca.gov](mailto:ITS_Admin@chp.ca.gov).

b. Relocation Services. Upon approval, relocation services should be procured via a CHP 78X, X Number Service Order, through the supplier or an authorized subcontractor. Refer to HPM 11.1, Administrative Procedures Manual, Chapter 23, Delegation of X Number Contract Authority. The X Number request shall be approved by TIS per HPM 11.2, Chapter 17. The CHP 78X shall include the following:

- (1) Preparation of the MFP for the move.
- (2) Transportation.
- (3) Labor.
- (4) Installation and set-up at the new location.
- (5) Removal of packing materials.

c. Documentation. The originating command shall complete a CHP 266, to be signed by the receiving command upon completion of the move. A copy of the signed CHP 266 shall be provided to ITS, at [ITS\\_Admin@chp.ca.gov](mailto:ITS_Admin@chp.ca.gov).

d. Unauthorized Relocation. Should an MFP be moved by an unauthorized party and is damaged, the Department will be liable for any repair costs. Should the MFP be damaged beyond repair, the maintenance agreement will be void and the command will be responsible for funding a replacement MFP and maintenance agreement. Should a permanent relocation not be substantiated by appropriate business justification, ITS may place the MFP on the reduction plan.

13. REQUEST ADDITIONAL MULTIFUNCTION PRINTER. Should a command's business needs change and the need for an additional MFP is identified, the command must request approval for an additional MFP by submitting a ServiceNow ticket, to include the justification; anticipated usage; required specifications/functionality; map of office showing current and proposed locations of MFPs and appropriate power outlet, phone

jack for fax, and network jack for scan; and e-mail documentation of commander approval. Should the request for an additional MFP be approved, the command is responsible for funding the initial purchase of the equipment and maintenance for the first five years of the contract; the MFP would then be added to the ITS replacement and maintenance schedule.