

Message from Dexter King, Director, Strategic Procurement Services**University Photocopier Program
December 2023****Background**

Ricoh Canada Inc. is our current Vendor of Record (“**VOR**”) for the Multi-Functional Device (“**MFD**”) photocopier fleet at York. The contract with Ricoh is in place until February 28, 2025, under the arrangement for multi-function devices through the Ministry of Government and Consumer Services (“**MGCS**”).

Cost Savings

The term length for photocopiers leased through Ricoh is sixty (60) months. Toward the end of the contract and if photocopiers are still required, end users are encouraged to contact Ricoh for a new unit and enter into a new lease agreement. Benefits of new equipment may include:

- Lower monthly lease costs
- Lower cost per copy charges
- Updated equipment with increased functionality and lower service requirements
- In some cases, end users can upgrade to colour photocopiers or photocopiers with higher speed or output for the same costs.

Please note that there are a considerable number of units that are eligible for new equipment. A Ricoh representative will be reaching out to end users to discuss renewals. If you would like to understand if your lease has ended and would like to receive new equipment, please feel free to contact York’s Ricoh account representative, Alex Lay (Senior Solutions Executive, Public Sector, Education) at alex.lay@ricoh.ca

Photocopier ordering changes

With assistance from Ricoh, we have also updated the current process for ordering new and renewal photocopiers, printers, and other multi-function devices. To streamline administrative processes associated with the procurement of the units:

- Ricoh will assist end users to identify new or replacement devices. They will be able to discuss any customizations or utilization requirements and will complete an order form on behalf of the end user department or division.
- Once the order form is complete the end user will need to add in the appropriate cost centre and have the form signed by the appropriate signing authority.

Additional details can be found on our [updated VOR page](#).

Meter Read updates: MyRicoH.ca Portal

Many of the units at York are currently assigned to an end user who is tasked with providing monthly meter read data. The meter reads are typically submitted via email and in some cases only provided to Ricoh during a service call by the technician. Ricoh is pleased to offer an alternative option for end users responsible for photocopiers to provide online meter readings for their units. With an easy self-registration process, the end users responsible for photocopiers for meter readings and ordering of supplies, can log in to the website – www.myricoh.ca and set up online access to the photocopier management.

If you need assistance setting up your MyRicoH profile or any other questions regarding meter reads and supply ordering, you may contact Morayo Matti, Customer Operations Manager, Managed Services at Morayo.Matti@ricoh.ca.

Strategic Procurement Services will also be updating our VOR page to include user guides for the MyRicoH portal that will provide you information on the equipment functionality and management of the devices.

Please contact Carolyn Fasick, Procurement Specialist at ext. 44626 or via e-mail at cfasick@yorku.ca should you have any questions.