

Library, Information, & Technology Services

In order to continue to provide a high level of service and support for our community we have set the following information for **purchasing and support of non-standard office printing/imaging devices**. This list, although not exhaustive, and constantly shifting includes Non-LITS purchased:

1. **Inkjet printers**
2. **Multiple Use Device, Print/Fax/Scan/Copy** (or some combination thereof)
3. **Scanners**

We offer these guidelines in order to best leverage our hardware and software resources, financial resources, staff time, vendor relationships, user knowledge-base, licensing, and with close consideration to lower such things as costs, administrative overhead, problem response time, and training requirements.

- LITS recommends a department/individual always consult with our Community Technical Support team to research and clarify hardware/software needs and purchasing. Sue Rusiecki, Coordinator for Hardware and Software Purchasing and Installation is available for consulting, srusiecki@mtholyoke.edu.
- In the event that a department chooses to purchase outside of the LITS upgrade schedule we offer the following list of local area vendors who come recommended and trusted through established relationships with the MHC community. These vendors are aware of our network requirements, service offerings and purchasing standards to provide knowledgeable and useful purchasing advice.
 1. Whalley Computers, Ania Sadowski, ('99), AKS@wca.com, (413)-569-4246
 2. Uplinc Inc., Judith Schenck, schenck@uplinc.com, (413) 693-0700 ext. 207
 3. CDWG, Sarah Rosenfeld, sarah.rosenfeld@cdwg.com, (866) 769-8466
- LITS **strongly** recommends the purchase of an **extended warranty** to include setup, configuration, 9-5 exchange support, 24x7 phone support, installation configuration, setup and operation. These support tools available from the above vendors are a huge value added to your departmental needs and to the success of your purchase. LITS will not provide technical support as detailed above for such non-standard purchases. An example quote is attached to this document for your referral when negotiating with a vendor.

These guidelines are offered to cover the purchase of non-standard office printing/imaging devices. LITS continues to be fully committed to supporting our standard hardware and software systems and tools purchased by LITS for department/campus use, see <http://www.mtholyoke.edu/lits/7728.shtml>. Our helpdesk located in the Information Commons is the first point of contact for technology service and support.

Please call x2600 or log-in to our on-line help system at, <http://www.mtholyoke.edu/go/trackit>

10/16/2006
MOUNT HOLYOKE COLLEGE

*** S A M P L E ***
ATTN: AIME/ALL-IN-ONES

Item Key Extended	Description	Qty	Price
21M0000 143.00	LEXMARK X8350 COLOR ALL-IN-ONE FUNCTIONS PRINT, COPY, SCAN, FAX-19 PPM SUPPORT SVCS 1YR STANDARD WARRANTY	1	143.00
Q8061A#ABA 189.00	HP OFFICEJET 6310 ALL-IN-ONE FUNCTION PRINT-30PPM, COPY, SCAN, FAX NETWRK SUPPORT SVCS 1 YEAR STANDARD WARRANTY	1	189.00
Q7311A#ABA 135.00	HP OFFICEJET 5610 AIO PRINTER FUNCTIONS PRINT, COPY, SCAN, FAX INKJET SUPPORT SVCS 1YR STANDARD WARRANTY	1	135.00

Optional Items:

USB-5000-03M 10FT USB PRINTER CABLE WARRANTY UPGRADE FOR HP PRINTERS	1	13.00
U4790A SUPPORT SVCS 24 x 7 tech support w/ installation product configuration, setup & operation EXCHANGE Overnight delivery Next buisness day for replacement parts RETURNS Packaging materials, prepaid freight and instructions for defective product LEXMARK WARRANTY UPGRADE	1	75.00
#2348268 SUPPORT SVCS 1yr Tech support for configuration, setup, and technical difficulties On site repair	1	55.00