



### Summary of Contract:

The GPO awarded CTI a BPA contract that will provide the Commerce Bureaus and Agencies with a full portfolio of Hardware, software, service and supplies. The BPA includes an assortment of MFP's, Production devices and Plotters that can be utilized by any agency under the Department of Commerce Umbrella. In addition, the BPA

calls for software that will support security and document management needs of each agency. The BPA also calls for CTI to provide multi-brand maintenance on existing equipment as needed.

### The Challenge:

The Department of Commerce and its twelve agencies and bureaus has a mission to "promote job creation and improved living standards for all Americans by creating an infrastructure that promotes economic growth, technological competitiveness, and sustainable development". In order to improve end-user productivity, increase security and reduce costs, the agency was looking to implementing a "Printing as a Service", "Follow me Print", or "Pay for Print" initiative. The Department of Commerce was also looking to CTI to find a solution for managing and monitoring printing, copying and scanning across the agency. The intent is to provide a flexible vehicle that will enable Agency to start implementing Printing as a Service within a defined area of the Headquarters' Building known as the "21st Century Space" with multiple options to enable future expansion across many different elements and offices of the entire Department both within remaining portions of Head Quarter's and other Agency offices throughout the United States (including 54 states and territories, 109 offices). This strategy was to increase standardization, increase security and save money for the Department of Commerce.

### Department of Commerce (DOC)

Contract number:	HHSN272201400001G
Period of performance	03/01/2014 to 2/28/2019
Place of performance:	Washington, DC
Contract Total:	\$2M to \$4M

## The Solution:

CTI first implemented CAC/PIV authentication on the network for all end users. CTI was able to combine 3 separate network domains and provide the ability for 3 organizations at Headquarters to use their existing CAC/PIV Cards on the MFP's. This was done due to the collaboration of both CTI and the Department of Commerce's IT staffs coming up with a solution to make this process work.



CTI Integrated RFID Convenience Authentication

CTI installed software to allow "follow me print" for the end users. This enabled the users to retrieve documents from any device on the network. Using their CAC/PIV Cards, users are now able to send jobs to a single print server and release the job using their CAC/PIV cards. This new secure and cost saving process was a major part of structuring this 21st Century workspace at HQ. In addition, CTI installed print monitoring software. This software enabled the Department of Commerce to monitor, in real time, the entire print network. Whether supplies being required, tracking print usage or sending out service alerts, the entire network was now being managed.

In headquarters, CTI has provided an on-site technician to help manage and provide a quick turn around on service and supply needs. This is an option on the BPA for any of the agencies and bureaus as is warranted. This on-site technician can provide break fix and supplies fulfilled as needed.

## Results:

The Department of Commerce now has a fully managed print service offering for all agencies and bureaus. This managed print program was designed to be leveraged by each agency and bureau with the Department of Commerce. CTI has been able to help consolidate hardware, provide security on the network and implement a managed print program that results in lower operational costs.