



KINGDOM OF BAHRAIN
Information & eGovernment
Authority

Governance & Enterprise
Architecture Directorate

Printing Procurement and Usage Policy

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Glossary

Acronyms	Definition
AWS	Amazon Web Services
CSB	Civil Service Bureau
iGA	Information and eGovernment Authority
MOM	Minutes of Meetings
MS	Microsoft
PIN	Personal Identification Number
RFP	Request for Proposal

1. Policy Statement

The printing Procurement and Usage Policy focuses on establishing good practices across Bahrain government entities and employees, aiming to achieve the following objectives:

- **Optimizing Cost:** reducing operating costs by minimizing number of printing devices, papers and consumables; properly managing printing services with optimum resource allocation; encouraging users to apply economical printing practices.
- **Protecting Environment:** implementing Green-IT practices by using electronic means rather than printed hardcopy documentation and correspondence.
- **Improving Information Security:** reducing risk of information leakage that may occur due to accidental or uncollected prints.
- **Increasing Communication Efficiency:** replacing traditional paper-based communication with modern correspondence solutions and emails helps improving communication efficiency within government entities in terms of communication speed, access, storage, archive, backup and search capabilities.

2. Scope

This policy applies to

- **Government Entities** – represented by:
 - Finance / admin directorates or departments responsible for procuring printing-related products and services.
 - IT directorates or departments responsible for managing and configuring printing devices within the organization.
- **Government Employees** – end-users benefiting from printing services offered by government entities.

3. Policy Rules

3.1. Procurement and Management

The following rules fall under Government Entities responsibility.

3.1.1. Government Entities must evaluate all possible procurement options for printing-related requirements to identify the most optimized printing solutions. Options to be evaluated include:

- Purchase (paying upfront and owning the devices as assets)
- Lease.
- Lease-to-own (over a period of years).
- Pay-per-use (printing as a service).

The evaluation of the above options shall consider the average cost per paper based on cost estimation guidelines published by Information and eGovernment Authority (please check the “References” section in this document).

3.1.2. The government entity should make efforts to ensure cost effectiveness of the printing procurements in terms of:

- Selection of “Color vs Monochrome” printers based on business needs.
- Selection of “Toners vs Ink Tanks vs Ink Cartridges” based printers.

3.1.3. The government entity should consider outsourcing option for the print jobs in the following cases:

- For large amount printing.
- For letterheads (pre-printed with entity’s logo and letterhead) shall be procured through stationary vendors approved by the Admin / Finance department.

3.1.4. The government entity must implement centralized printing through networked multi-function devices for more efficiency and cost effectiveness.

3.1.5. Centralized printers shall be allocated to achieve optimum utilization and aligned with cost estimation guidelines published by Information and eGovernment Authority (please check the “References” section in this document).

3.1.6. Standalone printers will be provided only at Director level and above or based on specific business needs. Detailed justifications for procuring standalone printers should be provided when submitting a purchase requisition.

- 3.1.7. All centralized print jobs shall be configured for “secured-print” by default to ensure privacy and minimize accidental prints, meaning that users must enter a PIN code in order to release the printing job.
- 3.1.8. All centralized print jobs shall be configured for “black and white” by default, however users should be able to change to color printing when needed based on business requirements and Formatting Guidelines published by Information and eGovernment Authority (please check the “References” section in this document)
- 3.1.9. All centralized printers shall be configured to print with lowest quality while making sure that the prints are readable and usable.
- 3.1.10. All centralized print jobs shall be configured for duplex printing (double-sided) by default, however users should be able to change to single side printing based on business requirements and guidelines published by Information and eGovernment Authority.
- 3.1.11. Centralized printers shall be configured to automatically turn into standby mode when it has not been used for certain period of time (maximum 3 minutes) to help reducing energy consumption.
- 3.1.12. The government entity shall set a limited printing quota for each user based on his or her business need, meaning that users should not be able to print unlimited prints.
- 3.1.13. The print queue should be cleared frequently, and all uncollected prints shall be periodically shredded for recycling.
- 3.1.14. The government entity shall communicate this policy to its employees and make efforts to increase awareness about printing good practices.
- 3.1.15. The specifications of the centralized printers being procured must comply with the recommended features listed in this policy, including per-user quota, standby mode, and secure printing. These should be included within the new RFPs.
- 3.1.16. Government entities should put efforts in replacing traditional paper-based processes with paperless automated processes through modern systems and applications. This will not only help in avoiding printing costs, but will also improve process efficiency, data reliability and information security. Automation is also

recommended for simple tasks and processes such as utilization of the eMeeting system for managing formal meetings.

- 3.1.17. Government entities must facilitate file sharing services for their employees and encourage them to use file sharing services (such as MS OneDrive and AWS WorkDocs) for their daily work.

3.1. Printers Usage

The following rules fall under Government Employees (End-Users) responsibility.

- 3.1.1. Unauthorized printing / photocopying is strictly prohibited by government entities. Examples of unauthorized printing are listed below; they include but not limited to printing for personal benefit content such as:
- Flyers with personal content
 - Recipes
 - Family photos
 - Maps and directions
 - Homework
- 3.1.2. Do not print multiple copies of the same document – the printer is not a copier and typically costs more per page to use. If you need multiple copies, print one good copy on the printer and use the photocopier to make additional copies.
- 3.1.3. Printing e-mail messages for archiving purposes is prohibited. Instead, use the folders and archiving functionality in your e-mail application to organize and view your old messages.
- 3.1.4. Electronic means (such as emails and correspondence systems) shall be the preferred option for communication and correspondence over printed hardcopy letters and memos.
- 3.1.5. Scan More & Copy Less – for archiving and backing up hardcopy documents, it is always recommended to avoid photocopying into physical papers. Instead, scan the documents and store them in an electronic format (e.g. PDF) then utilize file management tools such as your internal SharePoint or OneDrive.

- 3.1.6. Avoid printing a document just to see how it looks like. Use the “Print Preview” function instead. Additionally, make sure to review the document and check for any mistake before initiating the print job.
- 3.1.7. For large printing requests, users should arrange with government entity’s Admin / Finance / IT department to study more economic options such as outsourcing to stationary vendors.

4. Good Practices

- 4.1. Avoid printing large files during peak hours (if the job is not too urgent) as this puts a drain on network resources and prevents others from using the printer.
- 4.2. Employees should report any malfunction of any printing device to the concerned support team immediately.
- 4.3. Make efforts to limit paper usage by taking advantage of duplex printing (double-sided) features and other optimization features (e.g. printing six PowerPoint slides per page versus only one per page).
- 4.4. Make efforts to optimize the print jobs by using economic fonts, setting up appropriate page margins. Please check the “References” section in this document for Formatting Guidelines published by Information and eGovernment Authority.
- 4.5. If the print is required for specific page(s) within a large document, users should customize the print job by selecting the required pages only (instead of printing the whole document).

5. Enforcement

- Government procurement requisitions related to printing supplies or services must comply with this policy.
- Users who are found to have repeatedly violated the policy may be subject to disciplinary actions based on CSB rules and regulations.

6. Feedback

Feedback and suggestions for improvement are always welcome. You may send your comments to iGA's Governance and Enterprise Architecture Directorate (ictp@iga.gov.bh).

7. References

Please contact the Governance and Enterprise Architecture Directorate (ictp@iga.gov.bh) to obtain a copy of the following additional guidelines:

- Guidelines for Cost Estimation
- Guidelines for Formatting