

## **Acquisition of Printing and Printing Services Policy**

### **FREQUENTLY ASKED QUESTIONS**

#### **What is the purpose of the new “Acquisition of Printing and Printing Services Policy”?**

The policy establishes guidelines for all faculties and departments with respect to production of printed material and acquisition of print related services; outlines roles, responsibilities and accountabilities for Printing Services; takes advantage of opportunities for large volume procurements; and leverages internal expertise to achieve best possible value and quality for the University.

#### **What does it apply to?**

The policy applies to all University printing, design and print-related services including photocopying, laser printing (colour and black and white) design, offset printing, magazine printing (web printing), large format printing (plotting and posters) laminating, book binding, or any other service where the medium being used to convey your message is paper.

#### **What is the role of Printing Services under this policy?**

Printing Services will act both as subject matter expert, providing print and design consultation, and as a service provider, providing design and printing services to the University in the most appropriate manner based on the intent, message, quality, cost and turnaround requirements of each particular customer. Printing Services, through consultation with a customer, will recommend an internal or external approach and will manage the project from start to finish if an external supplier is required.

#### **What are the benefits of the policy?**

The new policy will allow the University’s departments and faculties to better manage printing costs, ensure quality, and streamline the process for acquiring print or printing services.

#### **How will the policy help manage costs, ensure quality and streamline processes?**

The increased volume coming through Printing Services will allow the University to obtain lower prices than any individual, department or faculty can now get on their own. These volume savings will be passed back to the departments and faculties. Also, as on-site subject matter experts in this area, Printing Services can advise on the best approach for printing and design needs, thus reducing possible “overselling” by external vendors.

Processes will be streamlined through this new “one-stop shopping” approach. If an external vendor is required, Printing Services will manage the project from beginning to end. We will work with customers to develop project requirements,

assess whether an external vendor is required, obtain and assess estimates, oversee the proofing and production stages, manage the vendor performance, and handle production problems and other issues that may arise with outside designers and printers, saving customers time and frustration.

**Does this mean we can no longer use external suppliers?**

External suppliers will be required for jobs Printing Services is unable to do because of capacity or service focus. Our on-site subject matter experts will work with customers to first determine which method of production (internal or external) is most appropriate to meet a customer's cost, quality and timeline needs. If an external supplier is required, Printing Services will manage that process for the customer from start to finish.

**When does the new policy begin?**

The policy takes effect immediately and is posted on the U of R's policy website at <http://www.uregina.ca/presoff/vpadmin/policymanual/ancillary/603020.shtml>.

**How does this change faculty and departmental processes?**

Rather than approaching external printers or designers directly or through Supply Management Services (SMS), departments and faculties will now contact Printing Services first for all their consultation and printing needs. Printing Services will work with customers to develop project requirements, and assess whether an external vendor is required.

If an external vendor is required, Printing Services will provide SMS with tender specifications, obtain estimates and assess them with the internal customer, oversee proofing and production stages once the project is underway, manage the vendor performance, and handle production problems and other issues that may arise with outside designers and printers.

Supply Management Services will draft the tender document, and the customer may review the tender before it is sent out, as is the usual practice.

Printing Services will generate the requisition in Banner, SMS will issue the purchase order, and Printing Services will receive the order in Banner. Customers will be invoiced by Printing Services, as is now done. The invoice will itemize any external charges incurred in the project.

**How is that different from the service I now receive?**

For the past 2 ½ years, Printing Services has re-evaluated its role in the University. While in the past Printing Services strived to provide most services internally, it is sometimes in the best interest of the University and customers to use an external supplier. Printing Services will now either provide the service in-house or facilitate and manage the process with an external supplier.

**Will there be an administration fee?**

The policy allows Printing Services to charge an administration fee. However, this fee will only be applied if Printing Services can demonstrate to the customer that the customer experienced a real savings. In this case Printing Services will apply the administration fee as outlined in the policy. In addition to the constraints in the policy, the fee charged will not be greater than 50% of the actual savings the customer received.

**What additional service will a customer receive for the administration fee?**

Printing Services will add value to a project by using in-house expertise to advise on appropriate, cost-effective and timely printing and design solutions, and managing projects in a way that reduces frustration with the vendor relationship.

**How will Printing Services have time to manage all this without adding more staff? Will it slow down a project?**

Projects will not be slowed. If Printing Services is initially unable to meet reasonable deadlines then outside vendors will be employed until such time as Printing Services can be adequately staffed to meet the demand.

Printing Services is undergoing a process improvement project to streamline processes and identify resource (staffing) gaps. Once gaps are identified, Printing Services plans to correct them as soon as possible. The new policy also allows Printing Services to monitor the University's total expenditure on print and determine if it is more cost effective to bring additional resources (equipment, technology, and staff) in-house. Over the long-term, Printing Services will more closely align resources too need.

**How will the policy be enforced?**

Most departments are excited about the new policy and the expected potential cost and time savings. The benefits and value will speak for themselves and there may be little need to enforce the policy. Ultimately, however, responsibility for enforcement of the policy lies with the vice-president, (Administration.) Through the co-operation of Supply Management Services, Printing Services will monitor any infractions to the policy by reviewing Purchasing Card transactions, invoices, etc. Depending on the severity or frequency of the contravention, the director of Information Services or vice-president (Administration) may determine appropriate action.

**What if a customer can find an equivalent product or service for less money somewhere else?**

For the first year of this new policy, Printing Services will match any written estimate from a reputable print vendor providing like product and or service and provide an additional 10 per cent discount on the estimate.

**What if a customer prefers the quality or service of a particular external vendor, but it costs more?**

At the end of the day, the objective of the new policy is to ensure that the customer receives a fair price and quality for the dollars they spend. The lowest or any bid may not necessarily be appropriate for the situation and therefore would not be accepted. Printing Services, in consultation with the customer, will consider all legitimate factors when determining the appropriate approach to meeting the customer's project requirements and price is only one consideration.

**Does this policy apply to research projects funded by granting agencies?**

The lower prices and other benefits from this policy are to everyone's advantage and will assist in making best use of limited research funding. Printing Services can help researchers assess their design or printing needs, manage a project, save time, and use in-house expertise to help prevent possible over-selling on a service or product if an external vendor is required.

**Will the policy apply to joint printing or design projects with research partners at other universities?**

Printing Services will work with all U of R customers to assess their unique situation and provide recommendations. If printing and design services can be provided more cost effectively or with greater convenience to the project partners that will be an important consideration.

**What about major design and printing projects now underway with an outside agency?**

Current projects that are in progress will carry through to completion. Printing Services can provide assistance or try to reduce roadblocks to expedite a project at the customer's request.