



Contract Printing – Frequently Asked Questions

What period is covered by the current printing contracts?

The current printing contracts for stationery and full-service printing were effective October 1, 2012. The initial term of each contract was for one year. Each contract has four renewal options for a potential contract life through October, 2017.

Do the new printing contracts affect the Managed Print Services agreement with Ricoh-USA?

The Managed Print Services (MPS) agreement with Ricoh-USA is for internal duplicating/printing within departments. The commercial printing contracts are for external commercial printing and do not affect MPS.

Am I bound to the stationery and full-service printers on the list? What if I want to use somebody else?

University departments are bound to the contract printers for stationery and full-service printing purchases. Per Chapter 57 of the Kentucky Revised Statutes, all printing purchases by public agencies and institutions must be conducted with printers awarded contracts resulting from competitive bid processes. With the exception of KMSF and campus entities using "9-ledger" funds, purchases from non-contract printers are prohibited. The contracts are designed to meet all print needs of departments, regardless of complexity or scale of purchases.

Why is stationery separate from full-service, and what if I have a "mixed job"?

Stationery printing is a specialized sector of printing services, and therefore contracted separately from full-service printing. Each type of contract printer can only provide items related to their agreement. Information delineating stationery from full-service products can be found on the Purchasing Division's website at the following website: <http://www.uky.edu/Purchasing/printingsvcs.htm>. If a department has a "mixed package" purchase consisting of both stationery and full-service products, please contact the Purchasing Division for guidance.

I need graphic design work for an upcoming print job. What are my options?

Each print contractor has multiple graphic designers associated with their contracts (some have dozens of graphic designers as sub-contractors). When a department requests estimate(s) from a contract printer, they can request the purchase of graphic design services identical to any other line item. The contract printer's estimate and invoice should be for the total purchase amounts, including charges for graphic design. The contract printers are intended to be "one-stop" shops for the purchase of printing services. Campus departments cannot contract directly with graphic designers for printing-related purchases.

How can I obtain estimates from the contracted printers?

Departments can initiate the quote/estimate process by one of the following steps:

- ***Complete a Printing Services Estimate Form*** from one or more contract printers and fax to them for pricing, or
- ***Contact a Customer Service Representative*** with one or more contract printers via phone or email to discuss your needs and request an estimate.

Can I obtain more than one quote?

Yes, the end-using department can request multiple quotes from the contract printers as needed and make the final purchase decision in-house.

Should I be informed about delivery times by the printer?

Yes, each contact printer is required to provide a scheduled production time on the estimate.

How do I pay for the purchase of printing services?

The method of purchase is determined by the dollar amount of the job. If the total purchase is less than \$5,000, the department should use their procurement card for the purchase. If the purchase is greater than \$5,000, the department should enter an SAP Requisition/SRM Shopping Cart. A purchase order will be processed and placed with the printer.

What if I have a printing purchase that has special technical requirements? Can the contract printers provide high-end printing products and services?

The contract printers are required to provide virtually all printing needs by University departments and which cover a wide range of technical requirements.

Are the printers required to provide estimates or production of printing services within specific timeframes?

All contract printers have time requirements built into their contracts for estimate turnaround times, as well as production times.

Can I request a proof of the item being printed?

Proofs are required by contract on all printing purchases. The printer must provide a proof to the customer as part of the ordering process. The end-using department must sign the proof showing it is approved and work is authorized against it. The signed proof, along with the signed estimate and statement of intended payment, are required to establish the order placement.

What if I have a problem at some point in the purchasing process, or there are quality/performance issues regarding an order?

If a department has problems or issues related to quality or performance, they should communicate immediately with the printer to reconcile the issues. If the problem is not reconciled between the department and the printer, or if there are repetitive problems of the same nature over time, please contact the Purchasing Division. This can be done through email notification or completing a vendor evaluation form (available on the UK Forms website).

A printer asked for my SAP account number when they took my order. Is this used as a way to pay for my purchase of printing services?

All contract printers are required to obtain an SAP account number from the department when an order for printing services is placed. This information is used for reporting purposes only and communicated back to the Purchasing Division on a quarterly basis. The SAP account number is not used as a method of payment for printing services.

How are print jobs handled which will be mailed through the UK Post Office?

Any printing purchase that will be mailed must be coordinated with the UK Post Office. The contract printers can print the Permit 51 indicia on printed piece, but all mailed pieces must be delivered to UK Postal Services for mailing. In addition, UK Postal Services must approve the printing of the Permit 51 indicia on each job prior to production. Contract printers cannot use a mail house or direct mail service for mailing UK postal pieces, nor provide any type of bulk mail processing services.

Are there freight or shipping charges for printing services?

The contract printers must provide printing products with no additional shipping charges provided the delivery point is in Fayette County or any contiguous county thereof. There are no additional charges permitted for pickup of copy, proofs, samples, etc. Purchases made by a University entity located other than as described above are subject to shipping charges. Departments that may be subject to freight charges, based on their geographical location, may request this be estimated by printers when requesting quotes.

What if I want to purchase promotional items for giveaway at events and which include imprints?

Promotional items are tangible goods, which may have the University's logos or graphics, and are intended for non-resale distribution promoting University events and programs. Examples include pens, imprinted notebooks, awards, T-shirts, refrigerator magnets, tote bags, mugs, etc. The purchase of promotional items is not affected by the printing contracts and the items are not subject to the same requirements of printing as required by KRS Chapter 57. Visit <http://www.uky.edu/Purchasing/promoitems.htm> for information regarding purchase of imprinted promotional goods.

How can I find out more information on purchase of printing services?

For more information concerning purchase of printing services, contact the Purchasing Division or visit the Printing Services website at: <http://www.uky.edu/Purchasing/printingsvcs.htm>

For more information, contact Craig Locke at (859) 257-2964 or email clocke@uky.edu. (Last revision 11/4/13)