

### **Printing – Frequently Asked Questions**

#### ***What time period is covered by the new printing contracts?***

The new printing contracts for stationery and full-service printing purchases begin April 1, 2007. The initial term of each contract is for one year. Each contract has four renewal options for a potential contract life of five years each.

#### ***Do the new printing contracts affect FEDEX/Kinko's and campus duplicating operations?***

The contract with FEDEX/Kinko's is for duplicating services rather than printing services. Duplicating is a separate commodity from printing services. The new printing contracts do not affect the campus contract with FEDEX/Kinko's for duplicating and related services.

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

Campus 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 must be conducted with printers awarded contracts as result of the competitive bid process. 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 stationery and full-service needs of campus 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 is therefore contracted separately from full-service printing. Contract full-service printers can provide only products and services related to full-service printing. Contract stationery printers can only provide items related to their specialized field. Information for distinguishing stationery from full-service products can be found on the Purchasing Division's website at the following address: <http://www.uky.edu/Purchasing/printingsvcs.htm>. If a department has a "package" printing purchase to expedite which consists of both stationery and full-service products, they should contact the Purchasing Division for guidance.

#### ***I need graphic design work for an upcoming printing purchase. What are my options for having this done?***

Every printing contractor has graphic designers associated with their contracts. When a department requests estimate(s) from a contract printer, they can request the purchase of graphic design services for the end product 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. The services of dozens of graphic designers are available through the contracted printers.

### ***How can I obtain estimates from the contracted printers?***

Campus 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.
- ***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.

### ***Should I be informed about delivery times?***

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 a requisition into SAP prior to the purchase and fax the signed estimate to Purchasing at 257-1951. A purchase order will be processed and faxed to the contract printer. For purchases greater than \$5,000, departments can also request one-time increases using their procurement card.

### ***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 should be able to provide virtually all printing needs by campus departments and which cover a wide range of technical printing. Regarding the capabilities of full-service printing, the Purchasing Division awarded contracts to all six of the former contract holders. Five additional (new) full-service printers received contracts, for a total of eleven.

### ***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? What if there are quality/performance issues regarding an order?***

If a department has problems with purchase of a printing service, or other 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 end-using department and the printer, or if there are repetitive problems of the same nature over time, the department should inform the Purchasing Division. This can be done through email notification or completing a vendor evaluation form (available on the UK Forms website).

***My contract printer of choice states they are not required to deliver the product sooner than their contract turnaround time. What are my options if I have a rush job?***

Each contract printer has required turnaround times for estimates and production stated in their contract and to which they are bound. Although printers are not contractually bound to provide production or delivery more quickly than stated in their contract, they are expected, and it is assumed, that purchases could be delivered more expediently if the department requires such. Some contract printers offer a “rush” service on printing jobs when requested. Rush fees may be associated with this when requested. In addition, the contract printers are subject to “market forces” within the contract framework and departments can make purchase decisions based on delivery times as well as pricing. In addition, departments should begin planning for printing purchases as early as possible to allow enough time to expedite the purchase.

***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. Payment methods to contract printers may only be in the form of University procurement card or a purchase order issued by the Purchasing Division.

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

Any printing purchase which will be mailed must be coordinated with the UK Post Office. The contract printers can print the Permit 51 indicia on printed pieces. 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 can never 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, should request this be estimated from 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 for promoting University events and programs. These items could include pens, imprinted notebooks, awards, T-shirts, refrigerator magnets, tote bags, mugs, etc. and are not part of a resale effort. The purchase of promotional items is not affected by the new printing contracts and the items are not subject to the same requirements of printing as dictated by KRS Chapter 57. However, the purchase of promotional items is restricted to vendors who are licensed to use University logos and graphics on their products. Contact the Purchasing Division for more information on the purchase of promotional commodities.

***How can I find out more information on purchasing printing services?***

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