

STATE OF MONTANA

Getting It Printed

January 2010



GSD

PRINT & MAIL SERVICES

State of Montana • Department of Administration
920 Front Street

**Print Services
General Services Division
Department of Administration
920 Front St.
PO Box 200132
Helena, MT 59620-0132**

**Phone
(406) 444-3053**

**Fax
(406) 443-2212**

**Website
<http://gsd.mt.gov/agency/printmailservices.asp>**

INTRODUCTION

Each year state agencies submit nearly 15,000 printing requests and spend approximately five million dollars on printing services. Print Services is responsible for providing this service by operating a centralized duplicating facility, three quick copy centers, a data print center, and procuring printing from the commercial sector.

This booklet briefly describes our internal production facilities and the capabilities and limitations of each facility. Instructions are provided on how to complete a duplicating requisition and we've also provided you with some cost saving ideas.

Not all requests are completed at our production facilities. In fact, approximately 70% of the printing expenditures are procured through commercial vendors. Print Services determines whether to produce internally or procure commercially based on many factors including complexity, delivery and cost. This booklet describes those items typically procured from the commercial sector and the procedures we follow.

Our goal is to provide you the customer with a printed product that meets your needs within your timeframe and at a reasonable cost. This booklet is designed to help you make that happen.

This desk manual is designed to assist you on the most frequent types of printing requests. Additional information is contained in the "General Services Division Policy Manual", which explains the statutory requirements for recycled paper, cost disclosure, preferences and ADA statements. We encourage you to consult this important reference manual. Please contact Print Services for any specific or special needs and information you may require for your printing project or information dissemination.

PRINT SERVICE CENTERS

QUICK COPY CENTERS

Metcalf Building (1st Floor)

Public Health & Human Services (Room 5)

State Capitol (Room 16)

The Quick Copy Centers are equipped with high speed production copiers and color photocopiers. Agencies may submit printing requests directly to the Quick Copy Centers.

These centers are equipped to handle requests of a short run duplicating nature. All requests should be submitted camera ready or electronic file for 8½"x11", 8½"x14", or 11"x17" reproduction. Run lengths typically include multiple page documents up to 500 copies. Paper stocks available include 20# bond, index and cover in white and colors. These centers have the capability for 3-hole drilling, corner stapling, side stitching, tape, saddle stitching or perfect binding and standard letter folding.

The Capitol Quick Copy center provides daily copy services for the Legislature. During this time, the center concentrates on the reproduction of Legislative bills and agency quick copy requests are diverted to either the DPHHS or Metcalf Quick Copy Centers or the Central Duplicating Facility.

CENTRAL DUPLICATING FACILITY

The Central Duplicating facility located at 920 Front Street has the additional capabilities of desktop design, duplicating, bindery, mail prep and color photocopy capabilities in digital and large format options.

Desktop Design

We offer a full range of Graphic Design for single color and full color printing. Among the services provided in pre-press are publication layout and design for magazines, newsletters, brochures, logos, forms, etc.

Duplicating

The Central Duplicating facility provides an expanded service in the areas of paper stocks and size. Size capabilities range from post card size to a maximum of 13"x17.84". A more complete range of stocks are maintained and include bonds, offsets, text, covers, index, carbonless, gummed label and pressure sensitive label. Duplicating includes the use of colored inks.

Bindery

The bindery section offers the services of collating, padding, stapling, punching and trimming. Binding and finishing options at this center include folding, saddle stitching, perfect binding, shrink wrapping, laminating, banding, perforating, and numbering.

Displays and Posters

Large format full color reproductions can be made up to 24" widths to 44" lengths. Examples would include display pieces, posters, signs and banners. In addition to printing, items can be mounted to foamcore or laminated if needed.

Color Photocopy

Color photocopies are available from the Central Duplication facility. Color reproduction includes 8½"x11" to 11"x17" with the finishing features such as folding and saddle stitching. Color copies can be made from hard copy originals or electronic files.

Mail Preparation

Print & Mail Services provides the link between printing your project and mail distribution. Our computer staff assists with variable data printing, processing files to add bar-codes for smart inserting and merging or sorting your address files for mailing. Services include tabbing, ink jetting addresses from file, labeling and envelope inserting. The finished print project can be delivered directly into the mail system.

CENTRAL DUPLICATING FACILITY continued

CD/DVD Reproduction

Print Services provides CD/DVD burning services. We will print the CD/DVD with your logo or design, burn data files, and insert into CD/DVD hard plastic cases.

Data Print Center

Print Services provides Main Frame printing and Warrant Writer printing. All projects produced through ITSD Enterprise Technology Systems Bureau are printed through Print Services. In coordination with ITSD, data is transferred and managed through our systems and either directly mailed or returned to the agency per instructions. The output has the further option to be barcoded for envelope insertion or printing on pressure seal paper for mailing.

Warrant printing is managed by DOA Accounting and transferred through SABHRS to printers located at Print Services. Through this process, the warrants are printed and either directed into the mail system or returned to Accounting Division. If you need a warrant pulled from the mail process, contact DOA Accounting Warrant Writer Unit prior to 11:00 a.m. We will attempt to locate the warrant and return it to Accounting. Warrants will not be sent through the interagency mail.

ONLINE PRINT REQUESTS AND PHOTOCOPIER POOL MONTHLY COUNT REPORTS

Located on the Montana Information Network for Employees (MINE) web site, you can access from the Services tab a link to Print & Mail Services on-line order forms. (mine.mt.gov/printmail/)

COST DISCLOSURE

The publication cost disclosure requirement is set forth in section 18-7-306, MCA. The cost disclosure must be printed on the exterior cover in the following manner:

_____ copies of this public document were published at an estimated cost of \$_____ per copy, for a total cost of \$_____, which includes \$_____ for printing and \$_____ for distribution.

This statement shall be printed in the same size type as the body copy of the publication and shall be boxed in a one point rule.

NOTICE OF NON-DISCRIMINATION

The Americans with Disabilities Act of 1990 (ADA) requires state agencies to continuously let people know that they do not discriminate against people with disabilities in their programs, services, and activities and they will provide equal communication services and devices upon request. One of the most popular options for providing information is to put a statement on all publications, including requests for proposals, contracts, brochures, and reports.

COMPLETING THE PRINT ORDER FORM

(Note: You can access the on-line order form at mine.mt.gov/printmail/.
Use the Services tab and click on Print & Mail Service)

1. **PROJECT NAME** — The project name will allow you to track the job from print through invoice as this will appear on all tickets including the packing slip.
2. **REQUIRED DELIVERY DATE** — The bureau will do everything it can to meet your deadline. If desired date is critical, note that this date is a must date or call for verification.
3. **AGENCY** — This information be used to contact you for information and proofs. This information is also included for invoicing.
4. **SPECIAL INSTRUCTIONS** — Please include any information relative to your project that will assure we understand how you want the project completed.
5. **GRAPHIC DESIGN OR FILE TRANSFERS** — Whether we are completing the design or you are providing files, please complete this portion of the form. All printing from file will require a proof, unless the requestor specifically waves this requirement.
6. **COLOR OR BLACK ONLY PHOTOCOPIES** — This section pertains to printing on photocopiers, color or black, with standard paper.
7. **OFFSET PRINTING** — This section pertains to offset printing requiring plates and ink.
8. **BINDERY OPTIONS** — Bindery refers to any finishing or specialty features needed for your project.
9. **MAIL PREP** — Refers to any process needed that will put your printed products directly into the mail.

If you have questions when completing this form, please call 444-3053 for assistance.



STATE OF MONTANA
DEPARTMENT OF ADMINISTRATION
PRINT AND MAIL SERVICES
Print Request

920 FRONT STREET
HELENA, MT
444-3053

Date: _____ Required Delivery Date: **(2)** _____

Project Name: **(1)** _____

(3)

Agency: _____ Business Unit: _____

Org (Speed Chart): _____

Contact Person: _____

Phone: _____ Fax: _____

Email Address: _____

Ship To Address: _____

_____ City _____ State _____ Zip

Special Instructions: _____

(4)

GRAPHIC DESIGN OR FILE TRANSFERS

Graphic Design Required File Merge Required File(s) Provided: Yes No Program(s): _____

Proof Required:* Yes No ***Note: Proofing is the responsibility of the requester. Print Services is not responsible for errors in the file OR errors caused by the file transfer process if no proof is requested.**

(5) PDF for the Web at Completion of Print Project Burn Files to Disk (CD/DVD) Quantity _____

COLOR OR

BLACK ONLY PHOTOCOPIES

Front Only Front to Back

Finished Quantity: _____

Finished Size: _____

Paper Stock: _____ Color: _____

Index Tabs

(6)

OFFSET PRINTING **(7)**

Front Only Front to Back

Finished Quantity: _____ Finished Size _____

Paper Stock: _____ Color: _____

Ink Color(s): _____

Carbonless Form (NCR): Color Sequence: _____

Large Format Poster: Size: _____

Mount on Foam Core: Yes No

BINDERY OPTIONS

Collate Shrink Wrap: Number Per Package _____

Corner Staple Side Stitch Saddle Stitch Booklet Padding: Number of Sheets Per Pad _____

Fold Score Perforate

Punch: 1 Hole 2 Hole 3 Hole Special Number: Black Red

Glue Binding Tape Bind Comb Bind Coil Bind Begin Numbering at: # _____

Laminate

(8)

MAIL PREP

Tab for Mailing

Inkjet

Address File

Envelope Insert(s) Number of Inserts Per Envelope _____ Mail Code _____

(9)

Authorized Signature _____
(if required by ordering agency)

ON-LINE ORDER SYSTEM

Print & Mail Services on-line order form for Envelope and Letterhead orders, and Photocopier Pool Meter Readings, can be accessed on the State MINE page under Services drop down list on the menu. The on-line order system is an easy to follow form that will email directly to Print Services to speed up the processing of your proof and the delivery of your order.

COST SAVING TIPS TO CUT PRODUCTION COSTS

Size

Using standard sizes will save you money on most duplicating and sheet printing jobs. The best sizes to work with are 8½ x 11 and 11 x 17 inches.

Stock

The most economical stocks to use are bonds and standard house stock. Using enamel or specialty stocks can increase your costs. Print Services maintains an inventory of the most commonly requested stocks that include bond, book, text, index and cover.

Black Ink

Reproduction in black ink is the most economical. Using colored ink will cost you more and take longer due to cleaning and set up time.

Multi Color

Is more than one color of ink really necessary? Each time you add a color the job becomes more complex, which increases the cost.

Carbonless

By using standard sequence carbonless paper on your forms we can save money. The standard sequences are:

2 Part — 1) white	3 Part — 1) white	4 Part — 1) white
2) canary	2) canary	2) canary
	3) pink	3) pink
		4) goldenrod

Standardized Routing

Avoid the use of copy changes to each part of your form. Instead use standardized routing that can be printed the same on each sheet, e.g. White—employee, Canary—office, Pink—personnel.

Electronic Files

Providing electronic files allows computer to plate technology. This will cost less and provide higher quality reproduction. If you are providing your own desktop design, use a program that is compatible with the level of printing you need. Files are accepted for the Mac or Windows PC. Files can be submitted via e-mail, CD, Zip drive, or the state ePass site. The most suitable design files are created in Illustrator, CorelDraw, Quark, PageMaker, InDesign, or a pdf. Microsoft files such as Publisher, Word, and Excel require formatting to print.

Estimates

Print Services will assist in providing costs based on your specifications. If you have questions concerning production costs, please call 444-3053.

Designing to Lower Postage Costs

There are many ways to lower your postage rate when designing a mail piece. Some rates, such as standard permits, require specific design features. If your design does not meet USPS standards, you will not get discounted postage. Be sure to consider this aspect of your project early in the design phase.

Duplex

Can your job be printed front and back? If it can, you'll save production costs, paper costs and mailing costs.

Margins

Allow adequate space on all edges of the sheet and avoid bleeding the copy off the page. Bleeding is when the printed image extends to the trim edge of a sheet or page. For best results leave a minimum of 1/2" margin all the way around.

Delivery

Allow adequate delivery dates. Is your rush job really a rush job? Rush jobs upset production scheduling and may require costly overtime.

Camera Ready

If you provide the printer with camera ready material, make sure the image is sharp. Make sure your originals are straight and have adequate margins. Do not fold or staple your artwork. If a scanned photo or shading is included, make sure screens are 85 lpi.

Electronic Files

When providing an electronic file for your print project, be sure to include all links and fonts with instructions. If providing a PDF file, be sure to proof closely to be sure nothing changed in the translation.

Samples

If possible, please provide a sample or mock-up. If the job is a reprint, always supply a sample to alert the staff that artwork or electronic copy may be on file, and to ensure that the correct version is used.

Quantity

Order an adequate supply the first time. Frequent small orders of the same job will cost more than one large order.

Author Alterations

Make sure all editing and revisions have been made prior to submitting requests for composition. Author alterations require additional time and are chargeable.

Proofing

Remember, proofing is the customer's responsibility. Please mark all necessary corrections with a red pen. Corrections made with black pen on photocopies are hard to recognize. And please, don't use correction fluid. It might hide what we need to see.

PRINTING PROCUREMENT

Print Services has been delegated the responsibility for all contracted printing with the commercial sector. To initiate an order for contracted printing, you may send a written request or email to Print Services. The requisition should include all specifications necessary to describe the desired final product and any information concerning previous print orders if available. If you need help writing specifications, please contact our Purchasing Agent for assistance.

Products typically procured from commercial vendors include:

Tabloids	Magazines
Ring Binders	Continuous Forms
Index Tab Dividers	Continuous Labels
Portfolio Covers	Printed File Folders
Data Mailers	Foil Embossing
Warrants and Checks	Tickets
Carbon-interleaved Forms	Specialty Envelopes
Decals/Labels	Die Cutting
Booked Forms	Ledgers
Case Bound Books	Large Quantity Publications
Snap-Apart Forms (Perforated Stub)	Pressure Seal Forms
Full Color Offset Printing	Printed Promotional Items
Special Stock Publications (i.e. newsprint, enamel stocks, etc.)	

TIME FRAMES

Time frames for the procurement process vary depending upon the type or complexity of the printing project. The formal bid process may take anywhere from 7 to 10 days for complex or high volume projects.

Production time frames also vary depending on the complexity of the project. An industry standard for flat sheet printing is typically three weeks for delivery. However, data mailers, warrants, binders, labels and specialty envelopes can require between 4 to 6 weeks for delivery.

RECEIVING

After receiving shipment of the project, the agency should inspect the product. Any deviations in quantity, specifications or delivery from the purchase order or any damage incurred during shipment must be reported to the Print Service's Purchasing Agent.

FEES

Print Services operates as a proprietary fund, therefore, agencies are charged for services provided on a per project basis. The fee charged for bid letting, purchase order issuance, print coordination, claims audit and invoice payment is 6 percent of the dollar value of the invoice, with a maximum fee per purchase order of \$550.00. The cost of mailing or faxing the RFQ is charged back to the agency based on actual cost. Print Services will issue invoices to the agencies for contracted printing. Agencies must remit payment directly to Print Services.

PHOTOCOPY POOL

The Department of Administration has the responsibility of administering the State Photocopy Pool. This responsibility is assigned to Print Services. Agencies may follow one of two courses of action in obtaining a copier. The agency may obtain its own copier through term contract procedures, which requires notification and approval from Print Services, or the agency may elect to become part of the State Photocopy Pool.

There are several advantages to belonging to the Pool. As Pool administrator, Print Services assumes the responsibility of analyzing agency copier requirements, writing equipment and service specifications, working with vendors, arranging machine placement, handling all trouble calls and maintaining equipment histories and records.

By utilizing the Pool, the agency does not have to deal with the problems and costs of machine ownership. Concerns such as obsolescence, depreciation, and property inventory become the responsibility of Print Services and the vendor. The agency simply buys copies from Print Services at an established price which includes the cost of Pool administration.

In managing the photocopy pool, Print Services accepts the following responsibilities:

1. Analyzes agency needs to place the most cost effective and reliable equipment in the agency.
2. Arranges for the placement of all copiers.
3. Assumes all responsibility for dealing with vendors and service.
4. Submits all meter readings to vendors.
5. Handles all accounting and billing procedures.
6. Maintains all service records.
7. Replaces worn out or obsolete equipment as needed.

To participate in the Photocopy Pool, agencies are responsible for:

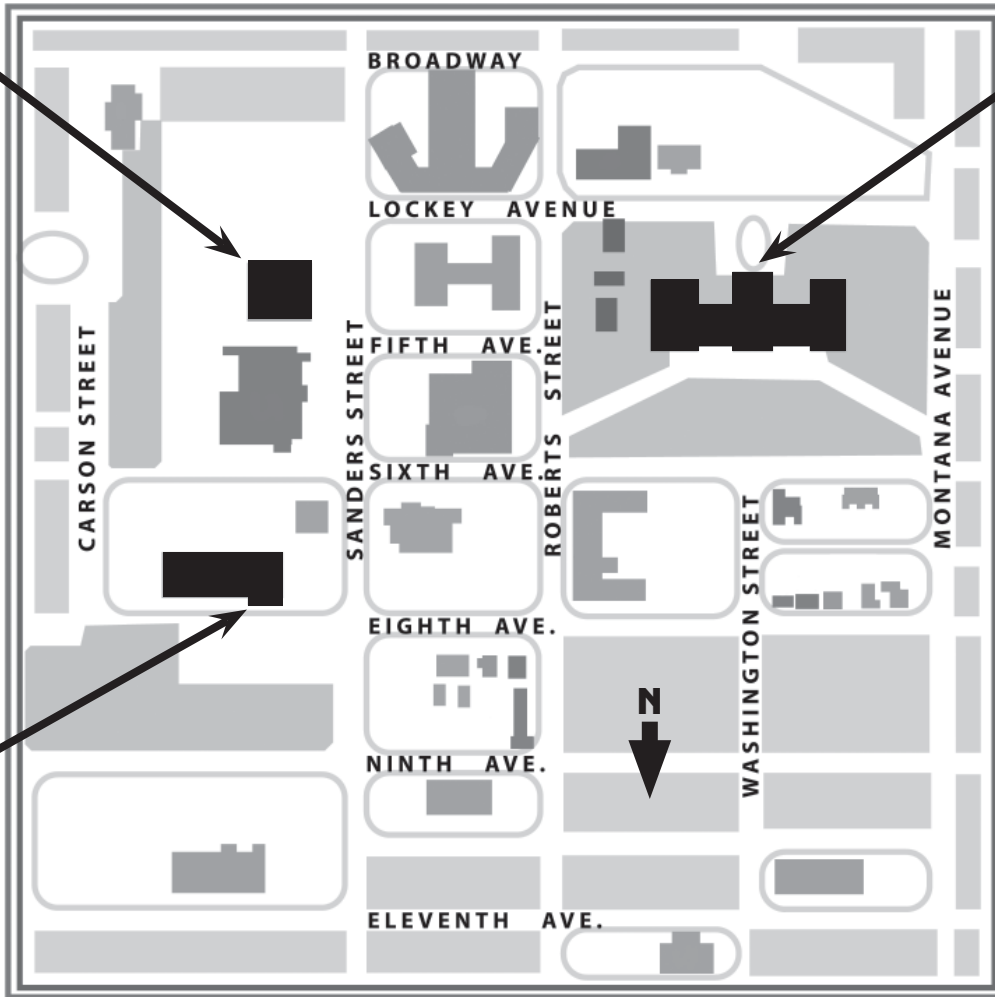
1. Providing placement locality, proper electrical wiring and receptacles.
2. Providing key operators (training arranged by Print Services).
3. Submitting monthly meter readings to Print Services.
4. Ordering and replacing supplies (paper, toner, etc.) as necessary.
5. Properly caring for the equipment and preventing abuses.

Agencies are encouraged to use their photocopiers for 100 copies or less of single page documents and 20 copies or less of multiple page documents. These numbers may vary depending upon your particular photocopier and immediate needs. Copies above those amounts should be routed to a quick copy center. Agencies should establish guidelines on the use of their photocopier. Some of the factors in establishing guidelines should be machine capabilities, turn-around requirements, staff time and cost.

QUICK COPY CENTER LOCATIONS

PHHS Quick Copy Center
Room 5, PHS Building
444-2583

Capitol Quick Copy Center
Room 16, State Capitol
444-3057



Metcalf Quick Copy Center
Metcalf Building
444-5679

Central Duplicating Facility Location

