

## State Print Shop Program FAQ

**The Comptroller's Statewide Procurement Division (SPD) administers contracts and performs duties that were previously assigned to the Council for Competitive Government (CCG). This includes operating the State Print Shop Program (Contract No. 966-M2). The 85<sup>th</sup> Legislature abolished CCG and transferred its role in state procurement to the Texas Comptroller of Public Accounts.**

### When do I have to use the State Print Shop program?

Agencies wishing to procure print services estimated to exceed \$2,500 dollars should State Print Shop Portal to competitively procure print services. For print and print-related service requests below \$2,500, agencies are encouraged to establish internal procurement procedures. Agencies are also encouraged to utilize State Print Shops to expedite jobs.

### Can I use the program if I am not a state agency or university?

If you are an active member of the [Texas SmartBuy Membership Program](#), you can use the State Print Shops utilizing the identified process. Using these services through the Texas SmartBuy Membership Program will meet your competitive bidding requirements.

### I am in an agency with a State Print Shop. Do I need to use this process?

Agencies hosting a State Print Shop are not required to follow the procedures outlined in the State Procurement Manual in so far as the print job is performed at the agency's shop. If there is a need to outsource the work, the agency will be required to follow the same procedures by submitting the work to the Statewide Print Portal.

### How do I provide my print job specifications to the State Print Shops for bids?

To submit specifications to the State Print Shops for bid, agency personnel must complete the Print Shop Job Request Form located on the [Comptroller's website](#). Once completed, click on the submit button on the bottom of the form, and the form will be routed to the contacts at each of the State Print Shops. Once submitted, the person completing the form will need to print or save a copy of the results page for their records.

### When can I expect bids back from the State Print Shops?

The Print Shop Job Request Form provides the agency with an opportunity to enter the "Project Due Date", the "Estimate Needed by" and the "Time Needed by" fields for their job. If no required date is submitted, State Print Shops that are able to perform the work should respond to the request within three (3) business days of the bid request.

It is important that agencies plan appropriately and be reasonable in their timeframes when completing this information. Timelines that are unreasonable may lead to the inability of State Print Shops to bid the job, which could lead to unnecessary delays in completing your print job.

### What is the definition of a job for this program?

A job is any print or print-related procurement requiring the use of a printing press or high volume digital printing equipment and/or associated binding and fulfillment services.

If an agency has a job that it needs fulfilled on a more-or-less regular schedule, that is identical or substantially the same job each time, it needs to complete one Print Shop Job Request Form only. Agencies will need to provide the estimated print schedule for the Fiscal Year and the estimated quantity needed. Estimates should be based on historical information, where available, to assist the State Print Shops in their bid efforts.

Examples of these jobs include, but are not limited to:

- Newsletters
- Forms, brochures, and other similar jobs that need to be printed on a regular basis or as stock levels are depleted
- Reports
- Business Cards, Letterhead, and other agency specific stationery

Examples of low volume jobs that may be considered specialty printing not within the scope of state print shops that do not require bids through the print shop portal include, but are not limited to:

- Custom printed signs or photo prints that are mounted on foamcore, gator board or card stock
- Vinyl banners with grommets
- Heat Laminate on prints
- Custom 4-color certificates
- Full color or black-and-white canvas prints mounted
- Full color auto magnets

Agencies will need to resubmit the job request each Fiscal Year for rebid. Agencies are also encouraged to submit a new Print Shop Job Request Form should the job change dramatically at any point in the Fiscal Year.

#### **May I contact State Print Shops or private print shops for estimates or other information?**

Yes. SPD encourages agencies to maintain open lines of communication with the State Print Shops and contractors to both expedite processing of bid requests, and to make certain that best value is achieved for each print job.

If after submitting the Print Shop Job Request Form online, you need to provide print shops with updates or additional information, reference the Job Number that was generated by the job request form submission. The Comptroller's website maintains [Print Shop Locations and Contacts](#) information for those State Print Shops with an Interagency Contract through SPD.

If an agency receives a bid meeting spec from only one state print shop, it is appropriate to also seek estimates from commercial print shops

#### **What is best value in this new process? Is it simply lowest price?**

No. Texas Government Code Section 2155.074 states that each agency should purchase goods and services that provide the best value to the agency. There is no specific definition for best value, however the Code notes, "the purchase price and whether the goods or services meet specifications are the most important considerations," and state that other relevant factors such as quality and delivery timeframes may be considered.

It is recommended that each agency establish internal guidelines for how to determine best value for print procurements and document their procurement files with this information, and for each print procurement completed through this process, to be certain that all state statutes and procurement guidelines are being followed.

#### **How do I pay for my print job at a State Print Shop?**

For this process, the Interagency Contract (IAC) between SPD and the State Print Shops will act as the overarching IAC for the program and each job submitted will simply be considered a job ticket against the IAC. There is no need to establish individual IAC's with the State Print Shops.

Upon completion of the print job, the State Print Shop will provide a detailed invoice for each job and will bill the agency using an Interagency Transaction Voucher (ITV). Agencies may use whatever

internal accounting and procurement procedures are appropriate to expedite prompt payment to the State Print Shop.

A suggestion provided by one of the agencies was to establish a “zero-dollar” purchase order (PO) for each State Print Shop at the beginning of each fiscal year in an effort to expedite payment. Upon award, agencies would add lines to the PO for the awarded print job and get final approvals necessary prior to completion of the job and receipt of the ITV from the Print Shop.

#### **What are the Interagency Contract numbers?**

IAC contract reference numbers for each State Print Shop are as follows:

- Texas Department of Public Safety – PSIAC-01-2017
- Health and Human Services Commission – PSIAC-02-2017
- Texas Department of Transportation – PSIAC-03-2017
- The University of Texas at Austin – PSIAC-04-2017 (UTAUS CN: 38661)
- Texas Workforce Commission – PSIAC-05-2017
- Texas Correctional Industries – PSIAC-06-2017
- University of North Texas – PSIAC-07-2017

### **Customer Service**

#### **Who do I contact if I have an issue with my print job?**

Agencies should work with the State Print Shop that was awarded the print job in all cases. If the issue can't be resolved, please email or call Statewide Procurement Division. Vendor Performance (required by statute on all purchases greater than \$25,000) shall be reported through the SPD-administered [Vendor Performance Tracking System](#).

#### **Who do I contact if I have a question about the State Print Shop Program?**

If you have a question about the program, please contact SPD's Outreach Team by [email](#) or by phone at (512) 463-3034, option 1.