

# Table of Contents

---

## Chapter 1

### General Guidelines

1.1 Applicability of this Document.....	4
1.2 Statement of Purpose .....	4
1.3 Sourcing considerations .....	4

## Chapter 2

Request Printing from DAS .....	5
2.1 Requesting Printing from DAS .....	5
2.2 Completing a Print Order.....	5
2.3 Specification Development.....	6
2.4 Paper Selection Process .....	6
2.5 Providing Funding Information for Your Printing Project.....	6
2.6 Fiscal Year Cutoff.....	7
2.7 Sending Your Project to State Printing .....	7

## Chapter 3

DAS Printing Center Production .....	9
3.1 DAS Print Center Locations and Phone Numbers.....	9
3.2 Printer Capabilities.....	9
3.3 On-line Business Card Ordering.....	10
3.4 Mainframe Printing.....	10
3.5 Mainframe Job Submission.....	10

## Chapter 4

DAS Printing Procurement Services.....	12
4.1 Procurement Determination .....	12
4.2 Printing Procurement and Production Timetable .....	12
4.3 Term-Printing Contracts .....	12
4.3.1 General Term-Printing Contracts.....	13
4.3.2 Agency-Specific Term-Printing Contracts .....	13
4.4 Invitation to Bid (ITB) Process.....	13
4.4.1 Creating the Invitation to Bid (ITB) .....	13
4.4.2 Advertising the Bid Opportunity .....	14
4.4.3 Opening Bids.....	14
4.4.4 Evaluating Bids .....	15
4.4.5 Awarding Bids .....	15

## **Chapter 5**

Direct Purchasing of Printed Goods .....	16
5.1 Emergency Purchases of Printing Material .....	16
5.2 DAS Waiver for Direct Purchases .....	16
5.3 Release and Permit for Sole Source Purchase .....	16
5.4 Controlling Board .....	16

## **Chapter 6**

Minority Business Enterprise (MBE) .....	18
6.1 MBE Set-Aside Determination for Invitation to Bid Procurements.....	18
6.2 MBE Set-Aside Term Contracts .....	18
6.3 EDGE Program .....	18
6.4 Reporting.....	18

## **Chapter 7**

Receipt and Payment of Printed Goods .....	19
7.1 Receipt of Printed Goods .....	19
7.2 Payment Processing for Printed Goods .....	19

## **Chapter 8**

Contract Compliance.....	20
8.1 Contractor Performance .....	20
8.2 Determination of Non-Performance and Cure.....	20
8.3 Complaint to Vendor (CTV).....	21
8.4 Liquidated Damages for Non-Performance.....	21

## **Chapter 9**

Purchasing Copier and Printing Equipment.....	23
9.1 Needs Assessment.....	23
9.2 Purchasing/Leasing Copier Equipment .....	23
9.3 Purchasing/Leasing Printing Equipment .....	24
9.4 Cost-Per-Copy Option for Walk Up Copiers.....	24

## **Chapter 10**

Mail Services Center .....	26
10.1 Overview .....	26
10.2 What to do if you receive a suspicious parcel .....	26
10.3 Envelopes or parcel with suspicious substance .....	26
10.4 Interoffice mail policy and procedure.....	27
10.5 Interoffice mail address format.....	27
10.6 Tips for uninterrupted mail service when agency moves .....	27

10.7 Necessary relocation information .....	27
10.8 Express mail contact .....	27
10.9 Mail Consulting Services .....	27

**Chapter 11**

Records Management.....	29
11.1 Specifying a Records Officer.....	29
11.2 Accessing Records Information Management System (RIMS) .....	29
11.3 Submitting Retention Schedules .....	29
11.4 Using General Schedules .....	29
11.5 Tracking Records Disposals .....	29
11.6 Annual Certification.....	30

**Chapter 12**

Forms Management.....	31
12.1 Registering Forms .....	31

**Chapter 13**

Fulfillment Center .....	32
13.1 Overview .....	32
13.2 Services .....	32

**Appendix - 1**

Laws, Rules and Directives.....	33
---------------------------------	----

**Appendix - 2**

Forms.....	34
------------	----

**Appendix - 3**

Glossary of Printing Terms .....	34
----------------------------------	----

## **Chapter 1 - General Guidelines**

### **1.1 Applicability of this Document**

This document has been created pursuant to DAS Directive 01-19, Public Printing. This handbook provides information specific to print production and procurement and is designed to ensure printed goods for the state are procured commercially or produced in a state-operated facility in the most economical and efficient manner. This handbook will serve as a supplement to the State of Ohio Procurement Handbook for Supplies and Services and provides specific procedural guidelines for state agencies to purchase printed goods, purchase equipment intended for print production and to operate a copy center. Ohio Revised Code provides exemption from DAS supervision of public printing for the following organizations:

- Capital Square Review and Advisory Board
- Elected officials and their agencies
- General Assembly
- Ohio Arts Council
- State-Supported Institutions of Higher Education
- Ohio Schools Facilities Commission

However, all the procedural guidelines set forth in this book are applicable to the printing operations of these agencies and institutions and should serve as a guide for their respective operations.

### **1.2 Statement of Purpose**

The purpose of this document is to assist in the monitoring and control of all costs associated with the printing needs of the state and to insure maximum efficiency of printing resources throughout all state agencies. This handbook was created, in part, as a result of recommendations from the Management Improvement Commission 2000 and the State of Ohio Copy Center Study performed by the management consultant firm of Plante & Moran, LLP, in March 2002.

### **1.3 Sourcing considerations**

State government generates a tremendous amount of documents. The cost to produce printed information can vary from less than one cent a page to more than a dollar a page depending on the machine it is printed on and the type of printing involved. The cost to print one page of text on many of the walk-up black and white copiers and companion printers being used throughout state agencies can be very expensive. Depending on the type of printing device used, the cost per copy may be well over ten cents each. Cost as well as other factors should be considered when making sourcing decisions for printing. This handbook will provide guidance for making these sourcing decisions regarding the purchase of printed goods and the purchase and usage of copiers and printing equipment.

## Chapter 2 - Request Printing from DAS

### 2.1 Requesting Printing from DAS

The very first step in this process is to know who your Print Specialist (PR) is in State Printing. Every state agency is assigned to a State Printing PR and that person will provide your assistance throughout this process. A listing of State Printing PR's and the agencies they serve can be found at: <http://das.ohio.gov/Portals/0/DASDivisions/GeneralServices/SPMS/06-24-16%20Agency%20Contact.pdf>. We recommend you contact your PR even in the very early stages of planning your printing project. Often times the PR can offer advice in the design of a project that will reduce production cost and possibly postage cost on those projects that will be mailed. Regardless of where your printing project will be produced, a DAS document center or a commercial printer, your State Printing PR or document center representative can help guide you in the process.

### 2.2 Completing a Print Order

State Printing has taken every effort to minimize the steps in the ordering process. Although we have established a standard ordering document and procedures, the process can be modified on an individual agency basis to best serve the agency's needs. Appendix 2 contains an example of the print request order (PRO) form, ADM 0515. A supply of blank ADM 0515's will be provided to you upon request to State Printing or you may complete this document on-line by going to:

[http://das.ohio.gov/Portals/0/DASDivisions/GeneralServices/SPMS/pdf/ADM0515%20\(R062014\).pdf](http://das.ohio.gov/Portals/0/DASDivisions/GeneralServices/SPMS/pdf/ADM0515%20(R062014).pdf). In describing the printing project, the agency should insure the following information is included, at a minimum, on the printing order:

#### Department Code

- Agency Reference Number
- Billing/OAKS Fund Coding (Required)
- OAKS Shipping Code
- Proof to address
- Ship to address
- Bill to address
- Agency contact person and phone number
- Requested delivery date
- Quantity
- The title of the project
- OAKS Requestor code (Required)

#### Paper description

Number of originals

Size of the document

Ink color(s)

Bindery and packaging requirements

Artwork (disk, film, etc.)

The agency may call their State Printing PR for assistance in completing the printing order.

## **2.3 Specification Development**

State Printing will assist in the development of technical specifications for printing projects that will be procured through a commercial print contractor. The user agency will need to provide basic information to State Printing including the description of the document, the desired quantity and the required delivery date. It is always recommended that a sample of the item accompany the order. Final determination of specifications will reside with DAS.

## **2.4 Paper Selection Process**

Careful attention should be given to the selection of paper stock for your printing project. The paper used on a printed piece will have a significant impact on its final appearance. The paper's performance will affect folding, halftones, ink colors and other components of your project. To make the right choice of paper you must carefully analyze the purpose of the printed communication, its message, and its intended audience. Does it have a purely functional role or is it important to convey aspects of the organization's image? Is it primarily an internal communication or will it be seen by customers? Should the paper simply support the message or should it attempt to enhance it? Depending on the intended audience, choosing a high-quality paper does not always support the message. For example, an unusual and expensive paper may convey sophistication and prestige to some recipients but may cause others to view it as an inappropriate cost. Paper should ideally be chosen at an early stage in the design process, as it will affect other choices that may be made, such as the type of graphics that can be successfully reproduced on it. Choose a paper that meets the design brief and optimally supports the intended message but also contributes to the efficiency of production. Depending on the job for which the paper is being specified, paper should be selected on the basis of the type, end-use requirements and technical properties (suitability and performance). Availability of stock varies from sheet to sheet. Most types of paper are locally stocked but others are mill making orders that take much longer to deliver. Many large orders involving thousands of pounds of paper also take longer to deliver. These factors can be explained by your contact at State Printing and should be considered when making a selection. We encourage all of our customers to use recycled content stock. Today's recycled product is far superior to earlier recycled papers. They now perform well in virtually every category and type of application. When submitting a printing request, your project will be printed on recycled stock unless you request virgin stock. Your contact at State Printing can help you make a selection to fit your needs.

## **2.5 Providing Funding Information for Your Printing Project**

The printing request order must include funding information that will be used to pay for the printing. Document center projects are not entered into OAKS. If the printing is to be purchased from a commercial printer, the funding information will be entered in OAKS by State Printing Purchasing Analyst. The agency may modify the funding information or add additional funding lines at the agency approval stage.

## 2.6 Fiscal Year Cutoff

The Ohio Revised Code, Section 131.33 states that all encumbered printing orders must be used within the fiscal year they are encumbered. The text of statute pertaining to this is as follows: No state agency shall incur an obligation which exceeds the agency's current appropriation authority. Unexpended balances of appropriations shall, at the close of the period for which the appropriations are made, revert to the funds from which the appropriations are made, except that the director of budget and management shall transfer such unexpended balances from the first fiscal year to the second fiscal year of an agency's appropriations to the extent necessary for voided warrants to be reissued pursuant to division (C) of section 117.47 of the Revised Code. Except as provided in this section, appropriations made to a specific fiscal year shall be expended only to pay liabilities incurred within that fiscal year. As the end of each fiscal year draws near, please keep this information in mind and allow ample time for creation of purchase orders, approvals, paper processing and delivery. The printing request does not have to be delivered nor vouchered, but it does have to be ordered by you, estimated by a State Printing PR, and the purchase order created in the same fiscal year. You may also want to notify fiscal representatives or other staff so they can schedule accordingly. For questions regarding this matter, please contact your State Printing PR.

## 2.7 Sending Your Project to State Printing

Each agency has procedures established for coordination and approval of printing orders before they are sent to State Printing. If you are not sure of what your agency procedures are, contact your State Printing PR. Your printing project should be submitted to State Printing on a Printing Request Order, ADM 0515. You may use any of the DAS satellite document centers as your drop-off and pick-up point for printing regardless of where the project will ultimately be produced or procured. It is preferred that your printing request order, PRO, be sent electronically with appropriate artwork. Your PR can provide you guidance regarding the best method of providing artwork for each project.

---

### *Chapter 2 Questions & Answers*

---

#### **Q: How do I start the process of getting something printed?**

A: If the ordering process is new to you, we suggest you call your State Printing PR first. Your PR will guide you through the process and answer all of your questions. The PR also will know the procedures your agency has established for approvals of orders and can help you through that process as well.

#### **Q: How do I know if I should go to Ohio Penal Industries (OPI), Community Rehabilitation Program (formerly State Use Program), or State Printing with my printing order?**

A: Since the Revised Code gives State Printing supervision authority over all printing, you should always start there. State Printing will notify you if your order will be sent to OPI or to the Community Rehabilitation Program (formerly State Use) if that is where production is to occur. The agency will enter the requisition for OPI in OAKS. If you have an established ordering process through OPI or State Use you may continue with that process. You should ensure your State Printing PR is aware of those established procedures.

**Q: How can I obtain samples of the most frequently used papers?**

A: Contact your State Printing PR.

**Q: What is the standard delivery time for a printing project?**

A: That depends on the size of the order, the complexity of the order, and where the order is produced. The DAS satellite document centers are designed to produce “quick copy” projects and normally have the job back to you the same day or the next business day depending on quantity and complexity. The main document center is designed to produce larger production projects for which delivery time will vary. The delivery time for projects produced by commercial contractors also will vary by the procurement method used and the size and complexity of the project. Regardless of your delivery needs, we have a wide range of options to ensure you get your project, or at least a partial delivery, when you want it.

**Q: Is it better to send my artwork on disk or hardcopy?**

A: It is always better to include a hardcopy with your disk or other form of electronic file submission. Sometimes the electronic file will not look the same on our computers or a contractor’s computer as it did on yours. The paper copy will serve as a sample to ensure everything matches.

**Q: How is the invoice processed for printing orders?**

A: All printing invoices are processed for payment by State Printing except orders produced by the Community Rehabilitation Program and Ohio Prison Industries. In addition, if your order was sent directly to OPI with State Printing’s coordination but without State Printing’s involvement in processing the order, your agency fiscal section will handle the payment process.

**Q: Do I order blank paper from State Printing?**

A: Not normally. State Purchasing has established several state term contracts from which you should order paper.

**Q: Does the fiscal year cutoff affect document center orders?**

A: While a purchase order is not created by State Printing in OAKS for a document center job, it is important to place your printing order prior to the end of the fiscal year to use that fiscal year’s monies. An agency may create a purchase order in OAKS to pay for State Printing jobs.

## Chapter 3 - DAS Document Center Production

### 3.1 DAS Document Center Locations and Phone Numbers

DAS operates four print centers at the following locations:

Lazarus Government Center-50 W. Town St, Suite FSL .....	614.644.6385
Rhodes State Office Tower Center-30 E. Broad, 29th Floor .....	614.644.8555
Mainframe Print Center-2080 Integrity Drive North.....	614.466.5549
Hilltop Center -1980 W. Broad, LL.....	614.728.2983

### 3.2 Printer Capabilities

The State Printing and Mail Services document centers offer a wide range of printing and finishing capabilities. Not all centers have the same printing capabilities, but State Printing and Mail Services will direct your project to the center having the appropriate equipment to complete the job. All offset printing and projects requiring special bindery functions are produced at the main center at 50 W. Town St, Suite FSL. All of the satellite copy centers listed in paragraph 3.1 above have black and white xerographic equipment and most have color xerographic equipment. However, the document centers are networked so large projects can be sent electronically to various or multiple locations if necessary. This network capability also allows our customers to send the actual project artwork electronically to DAS document centers. The following services are available in DAS document centers:

- One- and two-color offset printing
- Black and white xerographic copying
- Color xerographic copying
- Mainframe printing
- Large format (poster) full-color printing
- Poster and small sheet lamination and mounting
- Full-color transparency photocopying
- Printing of tabbed dividers (3 and 5 position)
- Carbonless multi-part form printing (2, 3, 4 or 5 part)
- Pocket card printing
- Business card printing
- Envelope printing (number 9, 10, warrant size, 6" x 9", 9" X 12", & 10" X 13")
- Folding and inserting documents into envelopes (fulfillment services)
- Printing variable address and bar coding on envelopes
- Variety of folding options
- Variety of stapling options
- Tape spine bindery (various color options)
- Coil spine bindery (various color options)
- Variety of other finishing: scoring, perforating, wafer seals, hole-punching and padding
- Packaging options include banding, shrink-wrap and labeling
- Pickup and delivery is included with printing cost unless shipped private courier
- CD and DVD duplication
- Scanning and document imaging

All printing produced by OCSEA union members in DAS document centers will include the OCSEA Chapter union label.

### **3.3 On-line Business Card Ordering**

State Printing has an online process for all agencies to use for business card and pocket card ordering. Follow this link:

<http://das.ohio.gov/Portals/0/DASDivisions/GeneralServices/SPMS/Online%20Business%20Card%20Ordering%202019.pdf> to State Printing's business card website link. If your agency has been set up online, your communications department or fiscal department will have an account name and password for your agency log in needs. For pricing refer to section 3.8.

### **3.4 Mainframe Printing**

The mainframe print center offers mainframe and network printing to all state agencies. Customers have the flexibility to submit jobs from either the OIT IBM Z/OS 2.2 mainframe or TCP/IP securely via the State of Ohio VPN, or over the Internet. All of our printers are housed in one location, which is adjacent to the fulfillment center. Five high-speed printers can produce large volumes of continuous and cut-sheet forms on blank or pre-printed stock. Mainframe and network printing services available are, but not limited to:

- Form sizes of 8" x 10" thru 11" x 17" continuous and cut-sheet printing
- Warrant check stock on cut-sheet devices,
- Gum label, self-mailer, and specialty stock for cut-sheet printing
- Variable and static data printing
- Forms design and resource creation
- New / Revised Application Testing

We offer design and print setup at no cost to our customers. Bring a mock-up of your current project and we will help you set it up with the most efficient layout that meets design criteria as well as printing, fulfillment and postal requirements. We use Adobe and Elixir software tools to design and create resources compatible with our printers and inserters. Our capabilities also include printing your desktop jobs through the mainframe, including Postscript, PCL, text or PDF documents.

### **3.5 Mainframe Job Submission – OCE High-Speed LED Production Printers**

To submit cut-sheet or continuous feed jobs through the OIT mainframe using TSO and follow these steps:

- You must use your 4-character RACF ID and have a 6-digit account number when submitting jobs through TSO. If you do not have RACF authority to access the IBM mainframe, please contact your agency RACF administrator. If you do not have a 6-digit account number, please contact your agency billing coordinator.

- The mainframe print center has preferred naming for FORM names and DESTINATIONS for output. Please be sure to specify these in your output statements. Please contact Sheila Gjurecech, Production Manager, [Sheila.Gjurecech@das.ohio.gov](mailto:Sheila.Gjurecech@das.ohio.gov), 614.300.92916; Alice Yuhas, IT Project Manager, [Alice.Yuhas@das.ohio.gov](mailto:Alice.Yuhas@das.ohio.gov), 614.752.5227; Denise Holland, Infrastructure Specialist 2, [Denise.Holland@das.ohio.gov](mailto:Denise.Holland@das.ohio.gov), 614.728.8618.

## Chapter 4 - DAS Printing Procurement Services

### 4.1 Procurement Determination

Each printing order received by State Printing is evaluated to determine the best procurement method. If the project cannot be produced in the DAS printing facilities, it is then evaluated for production by the Ohio Penal Industries (OPI). If the printing cannot be produced by one of these in-state sources, it will be procured from a commercial printer using one of the methods described in paragraph 4.4 and 4.5.

### 4.2 Printing Procurement and Production Timetable

There is no single rule that can be applied to all printing projects regarding a procurement and production timetable. Advance planning is not always possible, and procurement and production time can often be compressed but, as a general rule, costs will increase significantly as procurement and production times are reduced. The information below will give you a general idea of processing times to assist in your overall project time schedule. The term-printing contracts have specific delivery requirements defined within each contract. A listing of all term-printing contracts and delivery requirements for each can be viewed at:

<http://das.ohio.gov/Divisions/GeneralServices/StatePrintingandMailServices/CommercialProcurement/tabid/252/Default.aspx>

Accelerated delivery can be negotiated in some cases for term contract projects but normally result in additional charges. Because term-printing contracts are already established through a competitive procurement process, the procurement processing time is eliminated on individual printing projects. All bids are called an Invitation to Bid (ITB). ITB'S can specify any delivery requirements, but again, the smaller the production time, the higher the price. Preferably, the estimated larger dollar ITB'S should be advertised for 10 working days. This gives the printing contractors time to incorporate the production time into their press schedules far enough in advance. Less than 10 days advance planning usually involves contractors bumping other jobs on their press schedules or factoring overtime into their bid. Either way, you will pay more for the job. The smaller estimated dollar ITB'S optimal advertising time is 5 working days for better pricing. The procurement process on ITB'S will vary depending on the complexity of the project. State Printing typically can construct printing bid specifications and have the bid ready to advertise in one to two days. State Printing can provide specifications to a large pool of printing contractors over the Web, make a competitive award and have your job in production virtually hours after it is received at State Printing.

### 4.3 Term-Printing Contracts

To expedite the procurement process, State Printing has established term-printing contracts. These contracts are awarded through the competitive bid process so purchases through term-printing contracts do not count toward the agency's fiscal year direct spending limits. Another benefit of term-printing contracts is procurement processing time for individual print orders is eliminated and printing projects can be delivered faster. Unlike contracts established by State Purchasing, orders placed through term-printing contracts can be made only by State Printing. Agencies cannot place orders directly to the term-printing contractor. The two types of term-

printing contracts are the general term-printing contract and the item specific term-printing contract.

### **4.3.1 General Term-Printing Contracts**

These contracts are for a particular type of printing such as forms or envelope printing. The general term printing contracts also include a specific range of ink colors and quantity limitations for each order. For example, the scope of one general term printing contract includes a minimum order of 25,000 envelopes that are printed in one or more ink colors. The main feature of general term-printing contracts is they are broad in scope. Jobs with various size and ink requirements can be purchased through these contracts. One of the biggest benefits of the general term printing contracts to state agencies is that they offer lower prices based on a large volume of orders over a period of time, usually two years, regardless of the size of each individual order.

### **4.3.2 Agency-Specific Term-Printing Contracts**

Agency-specific term-printing contracts are designed for a specific item that an agency purchases several times over the life of the contract. If an agency had a requirement to publish a magazine every quarter using the same type of paper, number of ink colors, and format, State Printing would establish an agency-specific term-printing contract through a competitive bid process. In addition to offering the same price advantage as the general term-printing contract, working with the same printing contractor over a period of time on a specific project has an inherent advantage. State Printing can establish agency-specific term-printing contracts for virtually any type of on-going printing project.

## **4.4 Invitation to Bid (ITB) Process**

The Invitation to Bid process is used to procure unique printing projects. This process is used primarily for one-time printing needs. However, the Invitation to Bid process is often used for printing projects that are ongoing but have major specification changes each time it is printed. The size, complexity, cost and delivery requirements are all considerations when determining the procurement process State Printing will use for your project. The advantages of this process are the purchases do not count toward the agency's annual direct spending limits and prices are very competitive.

### **4.4.1 Creating the Invitation to Bid (ITB)**

The ITB is created by State Printing in consultation with the user agency. Typically, the process begins by the agency completing the print order. DAS writes the ITB based upon this information. A standard ITB contains the following sections:

1. *Certified Statements*. By signing the bid form, bidders certify that the information contained in their bid is accurate and complete, including several specific statements. For example, bidders must certify that they qualify for an in-state preference and domestic preference, that they have not submitted their bid in collusion with another bidder, that they have not been subject to government action within the last seven years, that they do not provide material assistance to any organization that is on the United States Department of State's terrorist list, that they have an Affirmative Action Plan on file with the State of Ohio and disclosure of service provider.
2. *Instructions, Terms and Conditions for Bidding*. This section includes the date, time and location for submission of bids. It describes the process used in answering vendor questions, how

to get DAS announcements regarding the ITB, how to submit bids, and information about addenda to the ITB.

3. *Standard Contract Terms and Conditions.* This section contains the general legal provisions that will govern the contract. Additions or deviations from these general provisions are contained in the Special Terms and Conditions section, discussed below.

4. *Supplemental Contract Terms and Conditions.* This section contains special and specific legal provisions that will govern the contract, based upon the specific scope of work. Other provisions are contained in the Contract Terms and Conditions section.

5. *Additional Specifications.* This section describes the nature of the supplies, equipment and services that the State seeks under the ITB.

6. *Specifications.* This section gives a detailed description of what the selected vendor must provide the state under the contract. In addition to the standard sections of the ITB described above, each ITB has a number of attachments. The following are the most common attachments that are included in almost every ITB:

- *Pricing Page.* This attachment is the sheet all vendors must use to clearly identify all costs the state will have to pay for the printing.
- *Additional Attachments.* Each ITB is unique and may have various attachments, in addition to those listed above; that are unique to the printing project covered by the particular ITB.

#### 4.4.2 Advertising the Bid Opportunity

Once a printing project is fully defined and incorporated into an ITB, DAS advertises the bid opportunity to the vendor community in several ways. It should be noted that after October 25, 2001, legislation changed the advertising requirement. Bids are advertised electronically through the Internet and are no longer mailed. Printing bid opportunities are posted on the following Web site:

<http://apps.das.ohio.gov/aqs/viewJobLayout.aspx>

Posting through the Internet fulfills DAS' minimum requirement for notification. Bids may be advertised for any number of days determined by DAS. During the advertisement period, prospective bidders may contact DAS for inquiries and clarifications. All questions are to be submitted at least five working days prior to the bid opening date. On occasion these inquiries may require the ITB to be modified. If so, State Printing will issue an **addendum** that details the changes. It is the responsibility of prospective bidders to keep current on any addenda and consider these changes in their bid submittal. All addenda will be issued in writing and posted to the Internet. Some bids may include a pre-bid conference, post-award conference, or a site visit. Such events will be specified in the ITB.

#### 4.4.3 Opening Bids

Bid responses are electronically stored and can only be accepted through our web based system. No other method of delivery is acceptable. Bids are opened and certified by a representative from the Auditor of State, on the date and time noted in the ITB. Bid responses cannot be accessed by anyone until certified by the Auditor of State on the bid opening date.

#### 4.4.4 Evaluating Bids

Bid responses are evaluated to determine compliance with all specifications and ability of the bidders to perform the contract. During the evaluation period, bidders are not allowed to initiate contact with the contract analyst. On occasion, the analyst may contact a bidder for clarification.

#### 4.4.5 Awarding Bids

Once the bids have been evaluated, a contract is awarded to lowest responsive and responsible bidder. For all one-time purchases; a Purchase Order is used as the contract and is entered into OAKS by DAS upon award. Once OAKS approvals are completed the purchase order is dispatched with the project to the contractor electronically, by fax, or mail. When delivery is completed and a proper invoice is received, State Printing issues a voucher to initiate payment to contractor. The evaluation and award process for printing-term contracts is the same as for one-time printing bids.

---

### Chapter 4 Questions & Answers

---

***Q: Will I get to choose the contractor I want to do my printing project?***

**A:** No. Award is based on an open competitive process and unless there are documented performance problems, the contractor with the lowest price will win the contract. If you have a contractor in mind, we will notify them to participate in the bidding process.

***Q: Are printing projects always awarded to the lowest bidder?***

**A:** Not always. If the vendor submitting the lowest price cannot meet the requested delivery date or has had performance problems, the award could go to the next lowest quote price. The contractor submitting the lowest price must be able to meet all of the specifications of the project.

***Q: Will I have an opportunity to meet with a printing contractor and inspect their facility prior to DAS awarding my project?***

**A:** Yes. Just make sure you note that on the printing order or let State Printing know that prior to specification development.

***Q: What if all of the bids for my project are above the amount my agency wants to spend?***

**A:** The project will not be awarded until the ordering agency has been notified and has approved the additional cost. If the agency can't pay the additional cost, the bid is cancelled.

***Q: Can I purchase some printing directly without coming to State Printing?***

**A:** No. Section 125.31 of the Revised Code provides DAS with supervision authority over all public printing except for those agencies listed in Chapter 1, paragraph 1-1.

***Q: How do I go about getting someone to do design work for a printing project?***

**A:** Design work may be included in the specifications and the printing contractors will include the price for that service in their bid or quote price. Design services are not considered printing so agencies are not required to purchase design services through State Printing. However, it is typically better to keep the design and printing production together.

## Chapter 5 - Direct Purchasing of Printed Goods

### 5.1 Emergency Purchases of Printing Material

The Ohio Revised Code defines an emergency as when there is an immediate need for supplies or services that cannot be met through normal procurement methods and lack of which would create a serious threat to the health or safety of a person or to the functioning of state government. The failure to properly plan is not considered to fall within the definition of an emergency situation. With few exceptions, only true emergency requests will be considered for a release and permit.

### 5.2 DAS Waiver for Direct Purchases

In rare circumstances, State Printing may grant a waiver for direct purchase. These circumstances usually involve emergency conditions and are granted on a case-by-case basis. The State Printing administrator may grant a waiver for direct purchase of printed material. Requests should be submitted in OAKS prior to purchase and should include a description of what is being printed, quantity, and reason the agency did not use the established process within State Printing and Mail Services.

### 5.3 Release and Permit for Sole Source Purchase

The State Controlling Board requires that all requests to be placed on its agenda requesting a waiver of competitive selection be accompanied by a release and permit from DAS, if so required by DAS. If not attached, the request will not be placed on the Controlling Board agenda. It is important to involve DAS early into your purchase because the Controlling Board request must include the release and permit, or you will be delayed in obtaining Controlling Board approval.

### 5.4 Controlling Board

The State Controlling Board is a legislative body comprised of three members of the House of Representatives, three members of the Senate, and a president representing the director of the Office of Budget and Management. The Controlling Board provides oversight to ensure that funds appropriated by the legislature are used appropriately, consistent with the original legislative intent. The Controlling Board has the authority to waive competitive selection. Agencies must seek Controlling Board approval when the cumulative amount to be spent with a single vendor will exceed \$50,000 per fiscal year and purchase does not follow competitive selection. For institutional agencies, the cumulative amount cannot exceed \$50,000 per fiscal year.

For more on Controlling Board procedures, please consult the Controlling Board manual, which may be downloaded from the following location: <https://ecb.ohio.gov/Public/Default.aspx>

***Q: What if there isn't time to get approval from DAS to use direct purchase printing? I may find out late Friday that I need some printing done first thing Monday.***

**A:** Situations like this happen and normally the amount of printing needed is minimal. Find the best price you can and get the printing done. Send an e-mail to the State Printing administrator on the next normal work day advising of the emergency, how much printing was purchased, the price of the printing, and who the contractor was. The administrator will provide you an approval that will be necessary to process payment for the printing.

***Q: Are Controlling Board waiver requests typically approved for printed material?***

**A:** We do not have any records of Controlling Board waiver requests for printed material. It is highly unlikely to have a sole source for any printing services. There are unique printed materials that are copyright protected and thus are sole source, but it would be very unusual for an agency to exceed the \$50,000 limit per year on this type of material.

## Chapter 6 - Minority Business Enterprise (MBE)

### 6.1 MBE Set-Aside Determination for Invitation to Bid Procurements

The agency may place a notation on the printing order requesting set-aside purchase of the printing. If State Printing determines there is an insufficient number of set-aside vendors having the production capability for the project and a competitive environment does not exist, the purchase will not be set aside.

### 6.2 MBE Set-Aside Term Contracts

As with one-time set-aside printing procurements, agencies may request a term contract be set aside. If a competitive environment exists, State Printing will bid the contract as a set aside. In an effort to maintain the 15 percent goal established in the Ohio Revised Code, if an agency has not specified the contract as set aside, State Printing may request the using agency consider setting aside the contract if an MBE competitive environment exists.

### 6.3 E.D.G.E. Program

Section 123.152 of the Ohio Revised Code, enacted July 1, 2003, establishing the Encouraging Diversity Growth and Equity program applicable for all purchases of supplies, services, and construction services. State Printing will attempt to make purchases from EDGE certified companies.

### 6.4 Reporting

Agencies are required to report MBE expenditures to the DAS Equal Opportunity Division on a quarterly and annual basis. One point often confused is the distinction between set aside and participation. In a set-aside bid, competition is restricted exclusively to MBE's. Should an agency award a contract to an MBE through an open market bid, purchases with that MBE are reported to EOD participation, but not as set aside.

---

#### Chapter 6 Questions & Answers

---

***Q: Does the set-aside and EDGE spending through State Printing for my agency's printing count towards my agency's State Printing's MBE and EDGE spending?***

**A:** All MBE and EDGE spending for printed material counts toward the agency's MBE and EDGE spending. However, only those MBE purchases that were bid as set-aside will count toward the agency MBE spending. Should an MBE vendor be awarded a printing contract that was not specifically bid as a set-aside, the purchase does not count toward the agency MBE spending.

***Q: Will I have an opportunity to review the lowest quote or bid price before State Printing awards my project?***

**A:** Yes, especially if the lowest price received is higher than the amount the agency has planned for the project.

***Q: How can I find out if there are MBE or EDGE printers who can do my project?***

**A:** Contact State Printing. State Printing in concert with the DAS Equal Opportunity Division, maintains a listing of all certified MBE and EDGE printers. The staff at State Printing is familiar with the printing capabilities of each of the printers on that list.

## Chapter 7 - Receipt and Payment of Printed Goods

### 7.1 Receipt of Printed Goods

It is very important that printed materials are inspected at the time of delivery. It is best if this inspection is done before the delivery receipt is signed. If this is not possible, inspection should take place as soon as possible after delivery. If the materials are not to be used for several months, we recommend you still conduct spot inspections of every carton if possible, soon after delivery. It is best to identify any problems with the material and ensure the contractor has corrected those problems before State Printing issues payment to the contractor. If any problems are identified with printed materials, contact State Printing immediately. It may be appropriate to refuse delivery in some cases.

### 7.2 Payment Processing for Printed Goods

State Printing will process all payment actions for printed goods purchased through State Printing. Once the using agency has verified delivery and acceptance of the goods and the contractor has provided State Printing a valid invoice, State Printing will process the payment. If you receive an invoice for printed material, you should forward it to State Printing for processing.

---

#### *Chapter 7 Questions & Answers*

---

**Q: If we discover problems with a printing order after the contractor has been paid, will we be able to force the contractor to correct the problem?**

**A:** Yes. It is better to have found the problems before payment is made but State Printing will use best efforts to ensure the contractor corrects the problem regardless of payment having been already made.

**Q: Is the payment process handled by State Printing for printing I have purchased from Ohio Penal Industries (OPI) or the Community Rehabilitation Program (formerly State Use Program)?**

**A:** Only if the order was processed by State Printing. Normally, if State Printing receives an order and then has the agency forward the job to OPI or the Community Rehabilitation Program State Printing's involvement ends there. However, some orders going to OPI and the Community Rehabilitation Program continue to have State Printing involvement. In those cases, State Printing will process the payment. Call State Printing if you receive an invoice from the Community Rehabilitation Program or OPI for printed material before you process it.

## Chapter 8 - Contract Compliance

### 8.1 Contractor Performance

A contract is awarded with the expectation that both the vendor and the State of Ohio have entered into the agreement in good faith, and that both parties will perform their respective duties and obligations in accordance with the contract specifications, terms and conditions and the quoted price. Occasionally, situations arise when the vendor does not perform, and the agency may suffer damages as a result. Typical non-performance issues include, but are not limited to:

- Missing a scheduled delivery date and time
- Providing inferior merchandise (Poor print quality)
- Unauthorized substitutions (Paper, print process, screens etc.)
- Alteration of contract pricing
- Damaged shipments
- Unauthorized use of subcontractors
- Unauthorized assignment of the contract to another contractor
- Failed delivery
- Packaging and labeling requirements not fulfilled

The State has several remedies available to resolve non-performance issues with contractors. These remedies are based upon the laws that pertain to sales contracts as set forth in the Ohio Revised Code,

Chapter 1302. These laws are very similar to the legal remedies set forth for private industry as described in the Uniform Commercial Code (UCC). The Ohio Department of Administrative Services references these remedies in all its contracts under Section II Contract Remedies of the Standard Contract Terms and Conditions. DAS, however, will not exercise these remedies until after the vendor has been provided an opportunity to correct the deficiency and failed.

This section will provide guidance to agencies in resolving issues of non-performance by a vendor on a DAS contract. When making a purchase under their direct purchase authority, agencies are encouraged to also consider these procedures in resolving vendor performance issues.

### 8.2 Determination of Non-Performance and Cure

As outlined in Section 9.1, a number of issues may be deemed as non-performance, or defaults, under a contract. When an agency believes or has reason to believe that a vendor has failed to perform in accordance with the contract, the agency should consider a course of corrective action. Before doing this, however, the agency should contact State Printing to ensure there is an issue of non-performance by the vendor and to ensure that there is not an issue of non-performance by the agency.

Once non-performance has been determined, State Printing will notify the vendor of the non-performance and establish required corrective action and a date that the action must be completed. The required corrective action will depend upon the nature of the non-performance. For example, for non-delivery, the corrective action would be a new delivery date agreeable to both parties and possibly liquidated damages assessed against the contractor for late delivery. For inferior printing, the corrective action would be to obtain replacement items that conform to the specifications.

### **8.3 Complaint to Vendor (CTV)**

The Complaint to Vendor (CTV) is used by agencies to notify DAS of non-performance by a vendor under a DAS contract. The CTV is NOT used by agencies to notify DAS of non-performance when the purchase is made under the agency's direct purchase authority. Once the agency determines that it has exhausted all efforts to resolve the non-performance issues, it should file the CTV expeditiously. Time is of the essence. It is very difficult to defend the State's position of canceling a contract for non-performance when the agency has delayed in filing the CTV with DAS. Once a CTV is filed, DAS will serve as the lead agency to resolve the issue. All communications with the vendor, on the disputed issue, should be routed through DAS unless the agency is directed to do otherwise by DAS. It is, therefore, very important that the agency provide complete and accurate details of the non-performance issue. When completing the CTV form, the agency should include, at a minimum, the following information:

- Date of the complaint
- Agency name and name of the person filing the complaint
- Requisition, purchase order and DAS contract and Index numbers
- Vendor name, address and contact
- Reason for filing the complaint
- Detailed summary of the issues that lead to filing the complaint
- Any additional information to support the complaint

The complaint must be signed by appropriate agency personnel prior to forwarding to DAS. Incomplete CTV's will be returned to the agency, thus creating delays in correcting the infraction. CTV forms may be obtained from State Printing or may be downloaded from the State Printing Web site. Upon receipt at DAS, the CTV will be reviewed to determine the extent of the problem and then compared with the contract to ensure validity of the default. State Printing will notify the vendor to discuss the issue and establish corrective action. A written confirmation of this discussion and the established correction action will be mailed to the vendor and agency.

Within two business days after the date of corrective action, the agency will be contacted by State Printing to determine if the vendor resolved the issue by the agreed upon date. If resolved, the CTV will be closed and retained in the file for future reference. If not resolved, the vendor will be contacted by State Printing. It is at this point that the contract may be cancelled by DAS or it is possible that another date may be established for corrective action with mutual agreement of the agency. This determination will be based upon the critical need of the agency. If the vendor continues to not meet the deadline for corrective action, the contract will be cancelled immediately. If DAS cancels the contract, it will pursue all legal remedies as described in Article K-6 of the Contract Terms and Conditions.

### **8.4 Liquidated Damages for Non-Performance**

If a contractor fails to perform as required by the contract specification as described in paragraph 9.1 above, the state may recover liquidated damages in the amount of 1% of the value of the order for every day the default is not corrected by the contractor. DAS will determine the amount of liquidated damages and that amount will be deducted from the cost of the printing order.

***Q: How many complaints are required on a vendor before you stop sending that vendor our printing projects?***

**A:** Although the number of complaints is certainly a consideration for not awarding a contract, we also consider the severity of the previous problems and the type of work with which the contractor has had problems. Some printing contractors perform very well on certain types of printing but poorly on other types of printing. While DAS may find this vendor not responsible for one type of printing, a “not responsible” determination for other types of work would not be appropriate.

***Q: How can I file a CTV if I am not sure of the technical printing terms that may be necessary to properly document the problem with a contractor?***

**A:** State Printing will complete the documentation for you. You will need to contact State Printing by phone or email and give us the facts as you know them and we will assist in documenting the problem.

***Q: What if my printing project is delivered with minor quality problems but because of time constraints, I can't wait for a reprint so I use the material with the minor problems?***

**A:** Although you have used the material, we often can negotiate a discount on the total cost of the job because of minor quality problems.

## Chapter 9 - Purchasing Copier and Printing Equipment

### 9.1 Needs Assessment

Before a purchase decision is made regarding printing and copying equipment, you should conduct a needs assessment. This assessment is necessary to determine the correct size and capability of the equipment for your need or application. We recommend you determine exactly what your needs are before contacting copier companies. Copier companies will offer a wide range of features on their equipment and it is easy to be enticed into buying far more than you need. Although every office may have unique needs regarding copying equipment, we recommend you consider, at a minimum, the following:

- Monthly copy volume
- How many people will be using the machine?
- Is a multi-functional device more efficient?
- Should the machine be networked? Discuss this with your network administrator.
- Is there a requirement for color copying as well as black and white?
- How many other machines are in the same area? Look to centralize if possible.
- What type of copying is necessary? Are there many copies of a few originals or few copies of many originals?
- What type of finishing capability is needed (collate, staple, etc.)?
- What, if any, are the space restrictions and power restrictions?

State Printing will assist you in your needs assessment. Printing is our core business and we can help you define your need and make recommendations regarding which machines will best meet those needs in the most cost-efficient manner. DAS must approve all copier and printing equipment purchases. Therefore, State Printing's involvement in the needs assessment will eliminate any possible delays in the approval process. You also will want to consider the type of work being copied. If large amounts of copies are being made from small numbers of originals, this type of copying should not be done on office copiers. This type of copy production should be done in copy centers where production cost is much lower than the cost-per-copy of a walk-up copier.

### 9.2 Purchasing/Leasing Copier Equipment

Once you have determined your needs, the next step is to determine if you should lease or purchase the equipment. One key factor in this determination naturally will be the availability of funds. As a general rule, we recommend purchasing a walk-up copier rather than leasing. However, the needs assessment may determine the lease option is best.

You should refer to State Term Schedule, STS096, to insure the manufacturer and type of machine you wish to purchase or lease are on state contract. The most current contract information may be found at: <https://procure.ohio.gov/proc/currentContracts.asp>. We also recommend you refer to the State of Ohio Procurement Handbooks for specific instruction on how to make the purchase itself.

Regardless of whether you opt to lease or purchase, DAS must approve the acquisition of all copy equipment, both color and black and white machines. Copier equipment falling into one of the following two categories are considered production machines and will require a justification

letter to State Printing for approval. Black and white copiers or printers capable of producing 65 or more pages per minute or Color copiers or printers capable of producing 20 or more pages per minute, are considered production machines and the request to purchase or lease must include the following:

- All cost information (purchase price, monthly lease amount, maintenance cost, etc.)
- Description of the equipment and name of contractor providing equipment
- Where the equipment will be located
- The projected volume that will be run on the equipment and basis for the projected volume
- Description of the work or application that the equipment will provide
- The intended procurement method (term contract, state-term schedule, bid, etc.)
- When the equipment will be needed
- Justification that the requested equipment will provide a service not offered in DAS printing facilities or that this service can be provided more efficiently within the agency through the purchase or lease of requested equipment.

To obtain this approval, please send a justification letter to:

State Printing Administrator  
Office of State Printing  
4200 Surface Road  
Columbus, Ohio 43228-1395

### **9.3 Purchasing/Leasing Printing Equipment**

DAS must approve the purchase or lease of any printing equipment or print finishing equipment, such as bindery equipment. The process for obtaining DAS's approval will be the same as in paragraph 9.2 above. Depending on the type of equipment being requested, additional information may be required in the request for approval justification letter to include:

- Is the service or process the requested equipment will provide available through a Department of Administrative Service printing facility?
- What is the degree of economy and efficiency that will be achieved if the service is provided within the requesting agency?
- Will the anticipated volume of work provide efficient equipment utilization?
- Demonstrate the ability of the agency to efficiently and effectively manage all costs associated with operating a print production operation.

### **9.4 Cost-Per-Copy Option for Walk Up Copiers**

A cost-per-copy option for walk up copiers is available to state agencies as an alternative to leasing or purchasing copier equipment. Under this program, an agency may enter a 3- or 5-year agreement with State Printing to have a copier placed within the agency and be charged on a cost-per-copy basis. The advantages to this program are, the agency does not have a lease or maintenance payment on the equipment and their monthly copier expenses are much more quantifiable. For more information about this program please contact Carl Brugger at 614-728-3719. Currently there is one state term schedule (STS096) for Multi-function Print Devices.

Please visit: <http://procure.ohio.gov/proc/currentContracts.asp>

***Q: My department produces two large projects a year that require high volume printing. What type of machine do you recommend?***

**A:** This level of volume would not justify the purchase or lease of a machine. Your copy equipment needs should be based on consistent monthly usage. Projects requiring high volume printing, regardless of how often required, should be produced in a production copy center where the production cost per copy is much lower.

***Q: Does State Printing charge a fee for assisting in the copier evaluation process?***

**A:** No. This service is provided at no charge.

***Q: Does installing a network copier replace the need for companion printers?***

**A:** Probably. Networked multi-functional devices also can replace fax machines as well as companion printers. This not only reduces your equipment costs, it also reduces the space needed to perform these various functions.

***Q: When buying this type of equipment off of state-term schedules or term contracts, should I get three price quotes?***

**A:** If you buy or lease off of term schedules or term contracts you are not required to obtain multiple price quotes unless your agency has established a requirement to do so. Once you have decided on the machine you need, you may want to contact the various representatives on the state-term schedule to compare costs, especially maintenance costs.

***Q: Can the contractors on the cost-per-copy contract service state agencies throughout the State or just in Franklin County?***

**A:** The contractors have a state-wide network of service facilities and technicians to maintain copier equipment throughout the State.

*Reference: ORC 125.31 and 125.25 of the Ohio Revised Code and DAS Directive 00-17.*

## Chapter 10 - Mail Services Center

### 10.1 Overview

The DAS Mail Service Office provides a wide range of services to state agencies at no cost. These services, which are described below, offer tremendous cost saving opportunities. We encourage you to take a moment to review the information below and contact us with any questions you may have.

### 10.2 What to do if you receive a Suspicious Parcel

- Remain calm; do not get excited or excite others.
- Do not try to open the parcel.
- Isolate the parcel.
- Evacuate the immediate area.
- Notify your supervisor and they will notify the proper authorities.

### 10.3 What to do if you receive an envelope or parcel with a powdery substance or an anthrax threat by mail

- Do not handle the mail piece or package suspected of contamination more than necessary.
- Notify your supervisor.
- If instructed to secure the mail piece, cover mouth and nose with face mask
- Make sure that the suspicious package is isolated. Employees should NOT evacuate the area. Remain in the affected area until the suspicious package is evaluated.
- Double bag the letter or package in zipper type or zip-lock type plastic bags using latex gloves.
- Wash hands with soap and water.
- Ensure that all persons who have touched the mail piece wash their hands with soap and water.
- List all persons who have touched the letter and/or envelope, including contact information.
- If the package or letter has been opened and powder spills out, DO NOT ATTEMPT TO CLEAN IT UP AND KEEP OTHERS AWAY FROM THE AREA.
- Notify the building security office which will coordinate the response and notify all necessary emergency and law enforcement agencies.

### 10.4 Interoffice Mail Policies and Procedures

- Interoffice mail service may only be used for interdepartmental correspondence relating to state government business. Use of this service for political or personal correspondence is prohibited.
- Interoffice mail envelopes should be used for all internal mailings. Envelopes are available in a variety of sizes.
- Interoffice envelopes should be reused until all address spaces are filled. Each department should establish a central location where excess envelopes may be deposited for redistribution.
- Interoffice envelopes should be sealed by tape or stapled only in the case of confidential correspondence.
- Large size interoffice envelopes should be used only for items that cannot be folded.
- Envelopes with printed departmental logos and return addresses should not be used for interoffice mail to avoid the risk of being entered into the U.S. Postal mail stream and using unnecessary postage.

## 10.5 Interoffice Mail Address Format

To ensure prompt delivery, mail should be printed clearly in ink and addressed as follows:

Name: John Doe

Department: Department of Administrative Services

Division/Office: General Services Division – State Mail Service

Address: 30 E. Broad, B-1 Level

Note: Failure to include complete information may delay delivery.

## 10.6 Tips for uninterrupted mail service when agency moves

Special care should be taken to insure uninterrupted mail service for state agencies that are moving locations.

Please notify DAS State Mail Services of your moving plans as soon as move dates are established to insure all agency mail is properly routed.

## 10.7 Necessary relocation information

- Name of Department, Division and present location
- Address of new location to include building, floor(s), and room number(s)
- Name(s) of staff being relocated
- Name(s) and phone number(s) of contact person in charge of move and mail
- Dates of move to include vacating date and new move in date
- Any requested changes in service

Submit the above information in writing to: Scott Hamm, DAS State Mail Service, 30 E. Broad Street, B-1 Level, Columbus, OH 43215-3414, Phone: 614-466-8684, Email:

[scott.hamm@das.ohio.gov](mailto:scott.hamm@das.ohio.gov)

## 10.8 Express Mail Contact

Each state department and agency should have a designated contact person to serve as a liaison between the DAS State Mail Service and the providing vendor. The guidelines for this program are as follows:

- Each department and agency is responsible for setting up a personal account with the providing vendor; any agency with an independent account for expedited services should convert to a state account to benefit from the discounts.
- After preparing mail, you may call the vendor for a direct pick-up or place your mail in the nearest receptacle for the intended vendor. There is also a scheduled pick-up at the Rhodes Tower and Riffe Center B-1 Mail Centers.
- Each department/agency should contact the vendor directly to obtain a supply of envelopes, forms, etc.

## 10.9 Mail Consulting Services

State Mail Services offers consulting services at no cost to state agencies to assist in correctly designing mailings for automation discounts and lowest possible postage rate. Mail Services, State Printing, and representatives from the U.S. Postal Service work together to insure you receive the most cost-efficient postage rate without sacrificing the purpose of the mail piece.

**Suggested guidelines:**

- Seek assistance at the beginning of your project
- Seek guidance regarding paper stock such as weight, texture, color, etc.
- Work within the U.S. Postal Service templates to be eligible for discounts

## Chapter 11 - Records Management

### 11.1 Specifying a Records Officer

Each agency should designate a records officer to insure compliance with the records retention requirements. This person will be responsible for doing the final agency review of retention schedules prior to submission for approval, keeping documentation of records disposals, and of insuring that retention periods are adhered to. A letter should be submitted to DAS indicating the designee.

### 11.2 Accessing the Records Information Management System (RIMS)

DAS has created a system to simplify the processing of retention schedules. This system is called the Records Information Management System (RIMS). The system allows members of the general public to view information on active retention schedules but requires a username and password for submitting or modifying retention schedules in the system. There are three levels of access available to the agency; records viewer, records coordinator and records officer. The records viewer allows the user to view schedules that are obsolete and in process but not submit schedules. The records coordinator adds the ability to submit or revise retention schedules. The records officer reviews retention schedules submitted by coordinators and can mark schedules as obsolete. The records officer login information is assigned when the designation letter is received. Requests for other users to have access should be submitted by the records officer.

### 11.3 Submitting Retention Schedules

Retention schedules are submitted through the RIMS system which can be found at <http://apps.das.ohio.gov/rims/default/Default.asp>. For a retention schedule to be considered active it must be approved by the records officer, the State Records Management Office, the State Auditor and the State Archivist. They can be submitted by either the records officer or designated records coordinators. Refer to the RIMS Manual for the steps in submitting retention schedules.

### 11.4 Using General Schedules

The State Records Management Office has developed a group of General Schedules that are retention schedules for records that are common to most or all state agencies. Since these schedules are already approved no additional approval is necessary if the indicated retention period is followed. The use of specific General Schedules should be documented using the RIMS system. Refer to the RIMS manual for the procedures for documenting General Schedules or access this link: <http://apps.das.ohio.gov/rims/default/Default.asp>.

### 11.5 Tracking Records Disposals

Each agency is required to track all record disposals. This provides documentation in the event that destroyed records are included in a public records request. The records officer can document this information in any method as long as it contains the following information:

- Inclusive dates of records destroyed
- Date of disposal
- Retention schedule used

## 11.6 Annual Certification

Each agency is required to file a Certificate of Compliance at the end of each calendar year stating that all record series are covered by approved retention schedules. This form is available at

[http://das.ohio.gov/Portals/0/DASDivisions/GeneralServices/SPMS/pdf/SPM\\_RM\\_CertCompAgencyRecRetSchd.pdf?ver=2012-11-26-101557-247](http://das.ohio.gov/Portals/0/DASDivisions/GeneralServices/SPMS/pdf/SPM_RM_CertCompAgencyRecRetSchd.pdf?ver=2012-11-26-101557-247)

---

### Chapter 11 Questions & Answers

---

***Q: What is a record?***

**A:** ORC section 149.011(G) defines a record as “any document device or item regardless of physical form or characteristic, including electronic records as defined in section 1306.01 of the revised code, created or received by or coming under the jurisdiction of any public office of the state or its political subdivision which serves to document the organization, functions, policies, decisions, procedures, operations or other activities of the office.”

***Q: How long must records be kept?***

**A:** Records must be kept in accordance with retention periods specified in the General Schedules or approved retention schedule. If there is not an approved retention schedule and the General Schedules are not applicable, then the records must be retained until a retention schedule has been developed and approved.

***Q: Is approval from DAS required before destruction?***

**A:** No additional approval is required for destruction provided the records have met the retention requirements specified in the retention schedule.

***Q: Can Records be retained longer than the state retention period?***

**A:** The retention schedule indicates the minimum retention period the records must be retained. Retaining records longer does not result in any penalty but can lead to excess information being stored. If a public records request is received for records that have been retained past the stated retention period then they must be provided.

## **Chapter 12 - Forms Management**

### **12.1 Registering Forms**

All forms created should be registered with your agency's forms manager.

## Chapter 13 - Fulfillment Center

### 13.1 Overview

The DAS Fulfillment Services Center offers a variety of mail fulfillment services. We use high speed mail inserting equipment utilizing the most up to date mail tracking technology. Our fulfillment center currently processes over 50 million pieces of mail annually including the majority of warrant documents (checks) issued by state government.

### 13.2 Services

We offer our customers a wide variety of inserting services. Our inserting equipment can fold and insert up to seven 8½” x 11” or 8½” x 14” pages that may be half or tri-folded depending on the application. There is a standard cost for automated inserting regardless of the number of pages in each envelope. If the page count is beyond seven or if your project requires hand inserting such as for large booklet or catalog envelopes, rates will vary based on time and materials necessary to complete the project. Based on the requirements of each project, we can provide an advance cost estimate. Fulfillment can also print variable addresses on envelopes using the customer’s database and print return addresses. If you have questions about our fulfillment services, please call Dennis Blair, Fulfillment Manager at 614-644-1949 or by email to [Dennis.Blair@das.ohio.gov](mailto:Dennis.Blair@das.ohio.gov). Alternate contact is Sheila Gjurecech, Production Manager at 614-300-9291 or by email to [Sheila.Gjurecech@das.ohio.gov](mailto:Sheila.Gjurecech@das.ohio.gov).

## **APPENDIX – 1**

### **Laws, Rules and Directives**

Included in this appendix are pre-printed versions of the procurement and printing sections of the Ohio Revised Code and Ohio Administrative Code. Full text of both is available online at:

<http://codes.ohio.gov/>

## APPENDIX – 2

### Forms

This appendix includes forms that are referenced elsewhere in this handbook:

- ADM 0515 – Printing Order

Forms are available on-line at:

[http://das.ohio.gov/Portals/0/DASDivisions/GeneralServices/SPMS/pdf/ADM0515%20\(R062014\).pdf](http://das.ohio.gov/Portals/0/DASDivisions/GeneralServices/SPMS/pdf/ADM0515%20(R062014).pdf)

- ADM 3289A – Complaint to Vendor

<http://apps.das.ohio.gov/c2vendor/>

## APPENDIX – 3

### Glossary of Printing Terms

**Accordion fold:** In binding, a term used for two or more parallel folds that open like an accordion.

**Acrobat:** Adobe software that embodies the PDF format.

**Against the grain:** Folding or feeding paper at right angles to the grain direction of the paper, also called cross-grain.

**Agency copy center:** An in-house print production facility operated by an agency outside of DAS. These centers may offer copy services or offset printing services or both and are staffed by one or more full-time employees.

**Alignment:** Alignment refers to type being set flush left, flush right, centered or justified. Justified type, lines up on both the left and right sides of the column's full measure.

**Analog color proof:** Off-press color proof made from separation films.

**ASCII:** The acronym for American Standard Code for Information Interchange; it is the general specification of bits in a computer to input, store, process and output text characters. ASCII file formats are frequently requested for text transfer because it allows different software programs and platforms to accept characters and punctuation. When you go to save a document as an ASCII file, you may find the designation to be a "text only" file, an "export file" or a file "to go to another computer" depending on the application program in which you are working.

**Basis weight:** The weight in pounds of a ream (500 sheets) of paper cut to a given size for that grade; e.g., 500 sheets 25" x 38" of 50-lb book paper weighs 50 pounds.

**Bleed:** When a printed image runs off the edge of a page or sheet it is said to "bleed."

**Brightness:** In paper, the reflectance or brilliance of the paper.

**Brochure:** A pamphlet bound in booklet form.

**Bullet:** Bullets can be solid dots or squares, open dots or another tiny iconic symbol that is used to enhance a list. Bullets are normally set in a slightly larger point size than the text they accompany and should always be used in a list of no less than five items. Bullets are visually most effective when used with hanging indents.

**Camera-ready copy:** Black and white artwork that can be processed by shooting it on a process camera, converted to negatives and used to make printing plates. On a direct-to-plate system, the black and white artwork would be converted directly from the art to the printing plate.

**Caliper:** Thickness of paper, usually expressed in thousandths of an inch (mils).

**Caption:** A caption is a sentence or more used to summarize the importance of charts, graphs, illustrations, photographs or tables. Captions identify the people in photographs and relate the photo or graphic item to the surrounding body copy. A photograph should always have a caption.

**CMY:** Cyan, magenta, yellow are subtractive primary colors, each of which is a combination of two additive primary colors.

**CMYK:** Cyan, magenta, yellow and black are the subtractive process colors used in color printing. Black (K) is added to enhance color and contrast.

**Coated papers:** These are described by their finish (matte, dull or gloss). The dull has a smooth surface that is low in gloss and falls between matte and glossy. The matte is a nonglossy flat looking paper while gloss stock is less opaque and has a shiny or lustrous appearance.

**Color proof:** See analog color proof, digital color proof and contract proof.

**Computer-to-plate (CTP):** A technology that allows for the delivery of digital data directly to a plate for printing. CTP efficiency eliminates conventional films and stripping to significantly

reduce prepress materials and costs and allows for significant productivity benefits over other commercial printing solutions.

**Continuous tone:** Any graphic element that has a gray scale, or is not “line art,” originated from a continuous tone image. Examples of continuous tone originals are black and white photographs or pencil sketches. Continuous tone originals should be scanned and saved as TIFF files for use in page layout programs.

**Contract proof:** A color proof representing an agreement between the printer and the customer regarding how the printed product will look.

**Convenience copier:** Produces less than 65 black and white impressions per minute and less than 20 color copies per minute. Finishing features available on these machines are limited.

**Cost information:** Text that, according to the Ohio Revised Code, must be included on printed material that is produced by commercial printers and agency operated copy centers. It must include the cost per copy, including bindery and finishing, the number of copies produced, and the date printed. The format can be in a box style or a one-liner. Call State Printing for examples.

**Cropping:** Cropping is the process of eliminating irrelevant or excessive background content. Cropping enhances the focus of photographs and allows the designer to change the shape of the original photo.

**CYAN:** Hue of a subtractive primary and a 4-color process ink. It reflects or transmits blue and green light and absorbs red light.

**Die-cutting:** The process of using sharp steel rules to cut special shapes for label, boxes, containers, from printed sheets.

**Digital:** A format that is recognizable and readable by a computer system.

**Digital color proof:** A color proof produced from digital data without the need for separation films.

**Digital printing:** Printing by plateless imaging systems that are imaged by digital data from prepress systems.

**Direct-to-plate printing:** Imaging directly to the plate material used in offset lithographic printing. The traditional offset printing process includes generating film (typically from an Imagesetter today), "burning plates" by exposing the aluminum or poly printing plates with the film and mounting the resulting plates on offset presses. Direct-to-plate printing eliminates the film imaging step by imaging directly onto the plate material.

**Dot gain:** In printing, a defect in which dots print larger than they should, causing darker tones or stronger colors.

**DPI:** The acronym for Dots per Inch and relates to resolution. The higher the dpi, the higher the resolution and amount of detail that will be seen.

**Dummy:** A preliminary layout showing the position of illustrations and text as they are to appear in the final reproduction.

**Duotone:** In photo mechanics, a term for a two-color halftone reproduction from a one-color photograph.

**Embossing:** Impressing an image in relief to achieve a raised surface; either overprinting or on blank paper (called blind embossing)

**Embossed Finish:** Paper with a raised or depressed surface resembling wood, cloth, leather or another pattern.

**EPS (Encapsulated PostScript):** When an image is scanned, it must be saved in a manner that will allow it to be placed, sized and colored within a page layout program. EPS files are used for object-oriented, line-art graphic scans.

**Font:** A font is the specific name applied to a particular typeface style. Examples of font names are Helvetica, Times, Americana and Zapf Chancery.

**GATF:** Graphic Arts Technical Foundation.

**Gigabyte (GB):** One billion bytes.

**Gray scale:** When an image has “shading” or “screening” it is referred to as a gray scale image.

**Grippers:** In sheet fed printing presses, metal fingers that clamp on paper and control its flow as it passes through.

**Gripper edge:** The leading edge of paper as it passes through a printing press.

**Gripper margin:** Unprintable blank edge of paper on which grippers bear, usually ½” or less.

**Gutter:** Gutters are the white spaces that appear between columns of type. Gutter widths should be wide enough to clearly define columns and narrow enough to not lose the reader.

**Icon:** A simplified graphic element created to suggest an idea or topic is called an icon. Icons are used to categorize and index ideas and content.

**Imposition:** The process of arranging individual pages on a form in preparation for the printing press so that the pages will be in proper sequence after printing, folding and binding.

**Ink-jet printing:** In digital printing, a plateless printing system that produces images directly on paper from digital data using streams of very fine dyes that are controlled by digital signals to produce images on paper.

**Interface:** The ways a printer may be connected to a computer or network. Adobe PostScript printers support a wide variety of interfaces, including serial, parallel, AppleTalk and Ethernet.

**Interpreter:** The Adobe PostScript Raster Image Processor (RIP) that translates the instructions in a PostScript language file sent from the printer driver.

**Line art:** Line art consists of non-shaded or non-screened black and white images. Line art cannot be continuous tone imagery such as photographs or pencil sketches. Some examples of line art are type matter, solid black and white logos, icons or pen-and-ink drawings.

**Live art files:** The original electronic file used to create and identify an EPS or TIFF image.

This can be an original drawing that has been created in FreeHand, Illustrator or CorelDraw or a scanned image. Live art files are necessary inclusions in processing electronic documents because they are the links needed to produce high-resolution output.

**Magenta:** Hue of subtractive primary and a four-color process ink. It reflects or transmits blue and red light and absorbs green light.

**Megabyte (Mbyte, MB, Meg or M):** One million-character codes on the computer. One million bytes or characters, often written MB or Mbyte. A unit of measurement equal to 1,024 kilobytes or 1,048,576 bytes.

**Negative:** In photography, film containing an image in which the values of the original are reversed so that the dark areas in the subject appear light on the film and vice versa.

**Network:** Two or more computers that are linked and share resources to perform related tasks. Group of computers that are connected to each other by communications lines to share information and resources.

**Newsprint:** Paper made mostly from ground wood pulp and small amounts of chemical pulp; used for printing newspapers.

**OCR (Optical Character Recognition):** An electronic means of scanning (reading) copy and converting the scanned image to an electronic equivalent. The ability to “read” printed text (characters) and convert it to digitized files that can be saved on disk and edited as a text file.

**Offset printing:** The most common form of lithographic printing in which the image area and the non-image area exist on the same plane (plate), separated by chemical repulsion. To print, the ink is “offset” (transferred) from the plate onto a rubber blanket and then to the paper.

**On-demand printing:** Commercial-quality printing produced as needed with turnarounds of a few hours or less; often associated with very short runs of a hundred or fewer pieces. A newer class of device - the direct digital printing system - is usually associated with on-demand printing.

**Opacity:** That property of paper that minimizes the show-through of printing from the back side or the next sheet.

**Opaque:** In photoengraving and offset lithography, to paint out areas on a negative not wanted on the plate. In paper, the property that makes it less transparent.

**Outline:** An outline is created when the background or a specific area of a photograph or illustration is dropped away. Outlining also is referred to as “masking” or “silhouetting.”

**Overrun:** In printing, copies printed in excess of the specified quantity.

**PDF (portable document format):** A proprietary format for the transfer of designs across multiple computer platforms. PDF is a universal electronic file format, modeled after the PostScript language and is device- and resolution-independent. Documents in the PDF format can be viewed, navigated and printed from any computer regardless of the fonts or software programs used to create the original.

**Page-description language (PDL):** Software that resides within a printer and defines how elements such as text and graphics appear on the printed page. PostScript is the industry standard page-description language.

**Perfect binding:** A relatively simple process, the perfect binder collates the various signatures that make up the book. The assembled signatures are then referred to as a book block. The perfect binder then clamps the book block just above the spine. The book block then passes over a saw that grinds off about 1/8" from the spine. This ensures that each page will contact the hot, viscous glue that is applied next. Glue is applied to the entire spine of the book and also about 1/8" up the front and back. This "side glue" helps keep the cover closed and hides the roughened binding edge of the pages from view.

**Personal printer:** A computer printer that does not have any copying capability. This type of machine is almost always networked and has no finishing features.

**Pixel:** The smallest dot that can be produced on a computer screen.

**PMT:** Acronym for photomechanical transfer. PMT(s) are created using film negatives or positives and result in a high resolution, positive black and white image on permanent photographic paper. Logos and logotype are commonly converted into PMT for artwork and scanning purposes.

**Point:** Points are used to define vertical measurements of letterforms and spacing. Type sizes are defined in points. There are approximately 72 points in an inch.

**PostScript:** PostScript is the copyrighted term for Page Description Language owned by the Adobe Corporation. PostScript defines the outlines of letters and numbers, permitting limitless flexibility in type sizes, styles, shading and placement on a page.

**Prepress:** The steps required to turn a design into final form, ready for final printing on a printing press. Prepress may include preflight, color correction, color trapping, imposition, color separation, proofing and image setting.

**Production printing equipment:** This refers to xerographic black and white machines that produce 65 or more impressions per minute and color machines that produce 20 or more impressions per minute.

**Raster Image Processor (RIP):** The hardware and/or software that translates data from PostScript and other high-level languages into dots or pixels in a printer or image setter.

**Ream:** Five hundred sheets of paper.

**Saddle stitch:** In binding, to fasten a booklet by wiring it through the middle fold of the sheets, also called saddle wire.

**San serif type:** San serif typefaces have straight stems and crossbars with no tiny extensions or decorations at the end of any letter part. Examples of common san serif types are Helvetica and Franklin Gothic.

**Scanner:** A scanner converts a photograph or piece of artwork into an electronic graphic file. Scans used in printing production are usually saved as EPS or TIFF files.

**Score:** To impress or indent a mark in the paper to make folding easier.

**Screen:** Screens are the “tinting” or “shading” of a solid image area. Screens are defined in percentages from 99 percent to 1 percent of solid, (Solid is 100 percent). Screening can be applied to type, the background that type overprints or a piece of artwork.

**Serif type:** Serifs are the tiny decorative extensions applied to the ends of a type font’s character. Serifs enhance reading flow and reduce eye strain in long, text-heavy documents and books. Examples of common serif types are Palatino, Times, Garamond and Bodoni.

**Server:** A file server provides file data interchange between compatible peripheral devices on a local area network. Servers are identified by the type of resource they provide (e.g., disk server, file server, printer server, communications server).

**Show-through:** In printing, the undesirable condition in which the printing on the reverse side of a sheet can be seen through the sheet under normal lighting conditions.

**Signature:** In printing and binding, the name given to the printed sheet after it has been folded.

**Spiral binding:** A book bound with wires in spiral form inserted through holes punched along the binding side.

**Tape binding:** To bind together sections of a book by applying strips of tape.

**TIFF (tagged image file format):** A format for graphics suited for representing scanned images and other large bitmaps. TIFF is a neutral format designed for compatibility with all applications. TIFF was created specifically for storing grayscale images and it is the standard format for scanned images such as photographs—now called TIFF/IT.

**Trapping:** In printing, the ability to print a wet ink film over previously printed ink. Dry trapping is printing wet ink over dry ink. Wet trapping is printing wet ink over previously printed wet ink.

In prepress, refers to how much overprinting colors overlap to eliminate white lines between colors in printing.

**Trim marks:** In printing, marks placed on the copy to indicate the edge of the page.

**True type fonts:** Scalable typefaces for Windows and Macintosh software.

**Typeface:** Typeface refers to the specific shape and outline of an individual font’s letters and numerals.

**Type 1 fonts:** Adobe's industry-standard outline font technology that enables type to be scaled to any size while staying sharp and clear. More than 20,000 Type 1 typefaces are available from vendors worldwide.

**Type size:** Type size refers to the height of the letters and numerals and is based on the point system.

**Type style:** Type style refers to the specific attribute within a typeface's family. Styles can include italic, bold, bold italic, condensed, expanded, black or outline.

**Uncoated offset paper:** Probably the most common sheet for offset printing offering a smooth, uncoated look.

**Varnish:** A thin, protective coating applied to a printed sheet for protection or appearance.

**Vellum finish:** In papermaking, a toothy finish that is relatively absorbent for fast ink penetration.

**Walk-up copier:** see Convenience copier.

**Wire-o binding:** A continuous double series of wire loops run through punched slots along the binding side of a booklet.