



**Policy Type:** Administrative

**Category:** Administrative Practices

**Policy Name:** Printing Services

**Policy Owner:** Technology Services and Solutions

### **Policy Purpose**

The purpose of this policy is to provide departments with the opportunity to work with County Printing Services to complete their document production, duplication, binding, and graphic design projects with existing County staff and resources. Additionally, this policy provides guidance to departments on the process for procuring printing services from outside vendors in the event that the County Printing Services is unable to fulfill a department's particular request.

### **Policy Summary**

Printing Services provides County departments with numerous services for producing, publishing, and distributing printed documents. The services provided by Printing Services include but not limited to:

- High-Speed color and black-and-white copying up to 11" by 17"
- High Quality Digital Color Printing up to 12.5" by 19"
- Quality Color Plotter Prints, typically 24" by 36" up to 54" by any length



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- Paper or vinyl banners
- Electronic labeling or addressing of various documents
- One- or two-color offset printing
- Flyers and announcements
- Pamphlets, brochures, newsletters
- Manuals or booklets with bleed off tabs or index tabs available
- GBC Comb, coil, saddle stitch, or custom view binder binding services
- Letterhead and envelopes
- Standard sequence carbonless or custom multipart forms
- Laminated posters, booklet covers, signs, custom ID badges, and more
- PDF pagination or re-sizing of documents
- Folding, labeling, and envelope-stuffing of letters and/or flyers
- "Click-to-Print" electronic file transfers for uploading large files

Departments seeking any of these services should consult the Printing Services Intra-net website at [\[url\]/sites/Printing](#) or contact Printing Services (contact information is also located in the Printing Services website) to determine if the job can be completed in-house. Each department should designate an employee to analyze the department's standard form needs; coordinate with Printing Services when ordering forms, letterheads, envelopes or other documents; and maintain updated original versions of all forms and documents.



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Different jobs require different amounts of time and staff resources to complete. Each job may require a lead time from 1 day to 15 working days to complete (after approval of proof), depending on the complexity of the job. Departments should contact Printing Services as early as possible and meet all submission and approval deadlines to ensure that their printing projects are completed on time.

### *Document Production Center and Quick Copy Centers*

Printing Services operates three primary centers. Printing Services' full-service Document Production Center is located at 1555 Berger Drive in San Jose (Building #2, Basement).

Printing Services also operates two Quick Copy Centers: one at 70 W. Hedding Street, East Wing, Lower Level in San Jose, and one at Valley Medical Center. Quick Copy Centers may be used for simple copying requests of more than 10 copies per sheet and fewer than 500 copies per sheet. The total request for a Quick Copy Center should not exceed 3,000 copies total.

### *Outside Print Vendors*

Occasionally, a department may have a printing job that cannot be completed by Printing Services. In that case, Printing Services can aid departments by preparing a detailed printing specification form(s) and work as partners with the Procurement Department to complete a competitive bidding process in compliance with Procurement Department's policies, County policies, Board policies, County ordinances, and state laws to meet these requirements and award a contract to an acceptable competitive bidder. Printing Services maintains accurate historical files that greatly simplify future reorders or revisions of complex in-house and outsourced jobs.



### Letterhead and Envelopes

The design of letterhead and envelopes is monitored and approved by the Office of the County Executive. Printing Services retains templates for County departmental letterhead, and envelopes as approved by the Office of the County Executive. Depending on the department's request, Printing Services may fulfill an order for letterhead, or envelopes through in-house services or through an outside vendor.

### **Procedures**

None.

### **Definitions**

None.

### **Frequently Asked Questions**

1) **How do I fill out a Printing Services Requisition (PSR) Form (Form #418)?**

It is best to contact Printing Services to ensure the PSR form is properly completed or log in to the Printing Services Intra-net website at [url]/sites/Printing and go to the quick links section located to the right side of the website and click "Printing Requisition Form" for a line by line explanation.

2) **Can I e-mail or fax my Printing Services Requisition (PSR) Form?**

Yes. However, you must either pony or hand deliver the hard copy of the PSR form (keep the last copy (Goldenrod) for your copy), because



the form requires completion by Printing Services staff (such as: printing material, labor time and billing).

3) **How do I check the status of my print job?**

It is best contact Printing Services during normal business hours.

4) **What are Printing Services business hours?**

Printing Services opens at 7:30 a.m. and closes at 5 p.m.

5) **How do I send my documents to Printing Services?**

Please access the Printing Services Intra-net website at [url]/sites/Printing and go to the "Click to Print" located on the top-left portion of the website. It will explain in detail the electronic files transfer process.

6) **How will I receive my print order when it is complete?**

Depending on the quantity of the print, you can come by our Print Shop located at 1555 Berger Drive in San Jose (Building #2, Basement), or we may be able to have our Messenger-Driver (depending on the quantity) deliver the print order to your office. Printing Services will work with you to determine the best and safest way for your print order to reach you.

**Related Policies**

None.



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### Related Forms and Information

- Printing Services Requisition (PSR) Form (Form 418) -  
[url]  
/sites/forms/printing/PrintingServicesCountyWideForms/Printing\_Services\_Requisition.pdf
- Printing Services website, available at  
[url]/sites/Printing/Pages/home.aspx

### History

Date	Changes Made
1/21/2014	Policy uploaded. (John Myers)