

# State Print Shop Program FAQ

## When do I have to use the new program?

Agencies wishing to procure print services estimated to exceed \$1,000 dollars should use the new process. For print and print related service requests below \$1,000, agencies are encouraged to establish internal procurement procedures. Agencies are also encouraged to utilize State Print Shops to expedite jobs.

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

If you are a member of the State of Texas CO-OP Purchasing Program you can use the State Print Shops utilizing the identified process. Using these services through the State of Texas CO-OP Program will meet your competitive bidding requirements.

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

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

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

To submit specifications to the State Print Shops for bid, agency personnel must complete the Print Shop Job Request Form located on the CCG Website at <https://www.window.state.tx.us/ccg/>. Once completed, click on the submit button on the bottom of the form, and the form will be routed to the contacts at each of the State Print Shops. Once submitted, the person completing the form will need to print or save a copy of the results page for their records.

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

The Print Shop Job Request Form provides the agency with an opportunity to enter the "Project Due Date", the "Estimate Needed by" and the "Time Needed by" fields for their job. State Print Shops that are able to perform the work and respond to the request will reply to the agency by the date and time provided on the form. If no date or time is provided, agencies should expect that State Print Shops will provide responses within 36 hours of submitting the Print Shop Job Request Form.

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

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

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

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

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

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

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

### **Am I allowed to contact the State Print Shops and CCG Commercial Print Shops or other private print shops directly for estimates or to provide other information?**

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

If after submitting the Print Shop Job Request Form online, you need to contact ALL the print shops with updates or additional information, you may send an email to [state.print.shops@cpa.Texas.gov](mailto:state.print.shops@cpa.Texas.gov) referencing the Job Number that was generated by the job request form submission.

If you simply need to contact a single shop, please contact that shop directly utilizing the information available on the [Print Shop Locations and Contacts](#) page.

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

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

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

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

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

Upon completion of the print job, the State Print Shop will provide a detailed invoice for each job and will bill the agency using an Interagency Transaction Voucher (ITV). Agencies may use whatever internal accounting and procurement procedures are appropriate to expedite prompt payment to the State Print Shop.

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

### **How do I access the Print Shop Job Request Form?**

Agency personnel can access the web-based bid request form at <https://www.window.state.tx.us/ccg/>.

## What are the- Interagency Contract numbers?

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

- Texas Department of Public Safety – PSIAC-01-2010
- Department of State Health Services – PSIAC-02-2010
- Texas Department of Transportation – PSIAC-03-2010
- The University of Texas At Austin – PSIAC-04-2010 (UTAUS CN: 6593)
- Texas Workforce Commission – PSIAC-05-2010
- Texas Correctional Industries – PSIAC-06-2010

## Customer Service

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

Agencies should work with the State or the Commercial Print Shop that was awarded the print job in all cases. If the issue can't be resolved please email or call CCG.

Vendor Performance shall be reported through the [CPA VENDOR PERFORMANCE TRACKING SYSTEM](#). The Texas Procurement and Support Services (TPASS), a division of the Comptroller of Public Accounts (CPA), administers a vendor performance program for use by all customers per Texas Government Code (TGC), §2262.055, and 34 Texas Administrative Code (TAC), §20.108. The Vendor Performance relies on the customer's participation in gathering information on vendor performance. State agency customers shall report vendor performance on purchases over \$25,000 from contracts administered by CPA, or any other purchase over \$25,000 made through delegated authority granted by CPA (TAC 20.108), or purchases exempt from CPA procurement rules and procedures. State agencies are additionally encouraged to report vendor performance on purchases under \$25,000.

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

If you have a question about the program, please contact Sara Kassem by email at [Sara.Kassem@cpa.texas.gov](mailto:Sara.Kassem@cpa.texas.gov) or by phone at (512) 475-5673.