

Print Essex: Service Level Agreement (SLA)

Service Level Agreement (SLA) for the supply of printed matter provided by the Print Essex, University of Essex Campus Services Ltd.

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1 Basis of Agreement

1.1 Introduction

Print Essex works within the University to provide a reliable, responsive and forward-looking service that guarantees its customers the best value for money on design, artwork and the printed matter they need to deliver education, scholarship and research.

1.2 Purpose

This agreement describes the individual services, making up the total design and print service available from Print Essex. It also provides users with a guide to the information that is required by Print Essex to enable the satisfactory production of printed matter.

1.3 Quality Assurance

Print Essex attaches the highest importance to the quality of the services to be provided to all users. The quality of production will be of a high standard and regular quality inspections will be undertaken during the printing process. Print which is out-sourced will also be subject to regular quality checks. Jobs which do not meet the agreed standard will be rejected. We will endeavour to meet the requirements of all current good working practices.

1.4 Standing Financial Instructions

Printed matter which is out-sourced by Print Essex will be subject to the University's Standing Financial Instructions. As a consequence, competitive quotes/tenders will be obtained from approved suppliers, with the objective of obtaining the best value for money.

1.5 Confidentiality

Both parties will comply with the terms of current legislation with regard to information and respect its confidentiality, respecting individual user interests.

1.6 Communications and Access

All contact concerning printed matter, including design, should be made to the General Manager. Print Essex welcomes visits from all users by prior arrangement.

1.7 Visual Identity

All printed matter will conform to the University's visual identity. The identity applies to all aspects of the University's visual communications, both internal and external, including stationery, publications and advertising.

The identity will be applied consistently across the University. The co-operation of every member of staff in achieving this objective will ensure that the identity works strongly in the University's favour.

1.8 Structure/Default

Every attempt will be made to rectify any problems between users and Print Essex. Should any difficulties be encountered they should initially be raised with the General Manager. If agreement is not satisfactorily obtained **the matter should be pursued** with the Deputy Director/Operations of -Campus Services. However, in the event of failure of the parties to agree in respect of the interpretation or application of this agreement, they shall refer the matter jointly to an arbiter acceptable to both parties, in the first instance the Registrar & Secretary of the University of Essex. Such arbitration shall be binding for both parties.

2 Services: Production of Print

2.1 Aim

Print Essex aims to provide a professional service regarding the production of print and at fair and reasonable cost to all users. It also further undertakes to:

2.1.1 Act as a focal point for users regarding discussions concerning the design and the appropriate specification for print, ensuring that users have full support to create the most appropriate print for their requirements.

2.1.2 Provide estimates of cost if required by users.

2.1.3 Provide a graphic design service which includes creative design.

2.1.4 Produce origination prior to the production of **print**. A comprehensive range of type styles and sizes are available for the full range of printed matter to meet the visual identity.

2.1.5 Offer a full range of material for printing including both white and tinted paper and board.

2.1.6 Prepare proofs for all new jobs and for those with major amendments, prior to print production, giving users the opportunity to proof read and check the contents of each job and to view the style and layout.

2.1.7 Produce printed matter using various digital production machines including large format printers capable of printing ten meter posters.

2.1.8 Provide a finishing service which includes drilling, folding, perfect binding, comb and wire stitching for book production.

2.1.9 Provide an out-sourcing service for print from external contractors, ensuring that competitive quotations/tenders are obtained as appropriate. This type of work is mainly 4 colour process printing i.e. the reproduction of coloured photographs, and jobs which require specialised finishing e.g. laminating, die cutting and creasing etc.

2.2 Performance Objectives

- Produce print to a high level of quality and in accordance with the visual identity.
- Provide a rapid response to users in accordance with the following schedule:

Design, typesetting and proofing - 7/10 working days

Author's corrections and printing - 7/10 working days

Finishing - 5 working days

Please note that the above time scales are a guide, depending on the time of year.

Note: All corporate and promotional material (e.g. booklets, leaflets and posters) must be approved by the Publications Officer, before being passed to the Print Unit for reproduction. 3-5 working days should be allowed for this, depending on the complexity of the job.

If we are unable to achieve any of the above timescales, the client will immediately be advised of the situation and a revised delivery programme agreed.

Urgent requirements should be discussed with the General Manager.

- Undertake quality control throughout production.
- Co-ordinate the distribution of print within the University and to external customers.

2.3 Client Undertaking

It is important that users are able to provide a clear specification of their print requirements. The following information should be advised when commissioning work to be undertaken:

- Budget allocation and charge code
- Quantity
- Size
- Content
- Typesetting and Artwork requirements
- Colour of Ink preferred
- Material - Paper/Board - White/Coloured
- Finishing e.g. Wire Stitching/Folding

- Delivery date

3 Services: Supply of Photocopying

3.1 Aim

Print Essex aims to provide a responsive photocopying service to users. The Unit uses the latest high tech photocopiers which are linked to an Apple Mac I.T. System, for a high level of reproduction.

It also further undertakes to:

3. 1.1 Ensure that all photocopying is in accordance with the visual identity.
- 3.1.2 Reproduce documents in a single colour from good quality originals.
- 3.1.3 Photocopy jobs on white or tinted paper and board and on a range of various quality materials from 80 to 200 gsm.
- 3.1.4 Produce documents in the standard A4 size (297mm x 210mm) and also in the larger A3 size (297mm x 420mm).
- 3.1.5 Provide the opportunity to offer a single or double sided copying service for single colour black work. The double sided copying therefore offering reduced paper consumption.
- 3.1.6 Offer a high quality full colour photocopying service on single sides from coloured artwork, photographs or transparencies supplied by the user.
- 3.1.7 Produce artwork, should originals not be available and also provide scanning facilities for photographs to be produced with line work.
- 3.1.8 Provide guidance to users concerning the format for photocopying.
- 3.1.9 Provide a finishing service for booklets, including comb binding/stitching etc.
- 3.1.10 Maximise the reproduction quality level from the original copy by using specialised equipment.
- 3.1.11 Offer a value for money service using good quality material for reproduction.

3.2 The Copy Centre - Performance Objectives

- Produce photocopying in accordance with the visual identity.
- Ensure that a high level of reproduction is implemented and maintained.
- Monitor the quality of the photocopying throughout production.
- Ensure that the quantity produced meets the volume requested.
- Provide a rapid response to users in accordance with the following schedule:

For low volume photocopying in black ink within the Copy Centre a maximum of 60 minutes.
As above, but high volume 2/3 hours or next day delivery.
For work undertaken within the Print Unit 3/4 hours.

The above timescales are dependent on the nature of each job, but can be used as a guide in planning your requirements. If for any reason we cannot achieve the above performance guidelines you will be advised accordingly, together with an agreed delivery time.

3.3 Client Undertaking

To be able to produce photocopying to meet your needs it is important that we obtain full details of your requirements. The following criteria will be required to be met prior to the production of the photocopying:

Photocopying in black on white or tinted materials:

- An original copy or good clean laser copies, alternatively a disk in the appropriate format to comply with the visual identity, in discussion with Print Essex.
- The quantity required of the finished document.
- The finished size of the forms/booklets etc. e.g. A5, A4 or A3.
- The material you would like for each job, including the colour i.e. white or tinted and the classification of the material i.e. paper or board and the appropriate thickness.
- Details of the finishing required (if appropriate) i.e. Wire Stitching, Drilling, Folding, Heatseal Binding or Comb Binding for booklets.

Photocopying for colour work:

- Details of your requirements will be as described above, but the originals should be coloured artwork, photographs or transparencies. The material used will be colour white, to meet the laser standard of production.