Outsourcing Duplicating and Document Distribution

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Topics

- Background
- Customer Satisfaction
- Changes Due to **Outsourcing**
- Expected Benefits and Opportunities
- Additional Changes
- Other Benefits and Opportunities
- Schedule

Background

- JPL's **Outsourcing** Steering Committee determined that duplicating and document distribution services were possible candidates for **outsourcing** to the private sector
  - Contract includes personnel, equipment, and supervision to operate all aspects of high-speed duplicating, engineering reproduction, bindery, and document distribution
Background (contd)

- The Government Printing Office (GPO) will award the contract for 3 years, with two 1-year options
  - Prime Contract requires compliance with GPO regulations for printing and duplicating "government publications"
  - OGC recommended use of the GPO term contract for offsite duplicating

Customer Satisfaction

Source: "How Well Did We Meet Your Needs Survey"

Contractor will continue to collect customer satisfaction metrics.
Changes Due to **Outsourcing**  
Main Duplicating Plant and **Quick-Service** Satellites

- Main duplicating plant will be converted to a quick-service satellite
- Docutech, bindery, blueline printing, and document distribution will be moved to an offsite contractor facility
- Four satellites will be closed
- Five satellites (including converted main duplicating plant) will remain open

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Changes Due to **Outsourcing**  
Courier Service

- Customers will take work to a satellite
- Contractor will pick up work at satellites every 2 hours to be duplicated offsite
- Jobs completed off site will be delivered to the customer's location
- Courier will move work between satellites to balance the workload
Changes Due to **Outsourcing**

**Document Distribution**

- Document distribution will be located at the **offsite contractor facility**
- Bulk materials will be transported to JPL for mailing
- Duplicating jobs requiring distribution will be addressed during duplication or labeled and inserted into envelopes

**Expected Benefits and Opportunities**

- JPL infrastructure, accountable **workforce**, and costs will be reduced
- On-Lab space will be available for other uses
- Potentially hazardous **material** (ammonia) will be removed from JPL (**blueline** prints will be produced at offsite contractor **facility**)
Expected Benefits and Opportunities (contd)

- Personnel knowledgeable about JPL documentation and distribution will continue to do the work
- Work produced off site will be delivered directly to the customer's location
- Contractor has a proven history of providing high-quality products

Additional Changes

- Contractor personnel will have access to JPL Human Resources data
- Discreet and sensitive material will be reproduced by the contractor
- Turnaround time may increase on work done at the offsite contractor facility
Additional Changes (contd)

- Customers may need to drive to the offsite contractor facility to make changes during production.
- Administrative report printing, including printing JPL Payroll, will be transferred to another section.
- A digital printer/plotter will be transferred to another division.

Other Benefits and Opportunities
Discussed with Contractor

- High-speed duplicating is contractor’s core capability.
- Contractor plans to add account managers, systems analysts, and customer service representatives to ensure success.
- Equipment will be upgraded as needed to state-of-the-art ant! capabilities will be expanded.
Other Benefits and Opportunities
Discussed with Contractor (contd)

- Contractor is capable of expanding resources to meet JPL needs
- Transitioned workforce will participate in technical training and career development programs
- Contractor has a strategic disaster recovery program

Schedule

<table>
<thead>
<tr>
<th>Event</th>
<th>Dates</th>
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<tbody>
<tr>
<td>Received JPL Approval to Proceed With Outsourcing</td>
<td>October 7</td>
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<tr>
<td>Awarded Contract (GPO)</td>
<td>October 15</td>
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<td>Hold Post-Award Conference (GPO)</td>
<td>October 23</td>
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<td>Communicate Transition to Laboratory</td>
<td>October 22-November 14</td>
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<tr>
<td>Close Satellites</td>
<td>November 17-21</td>
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<td>Transition Operations to Contractor</td>
<td>November 21</td>
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