

Research Institutes **Publishing** Executives
21st Annual Meeting

**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

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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

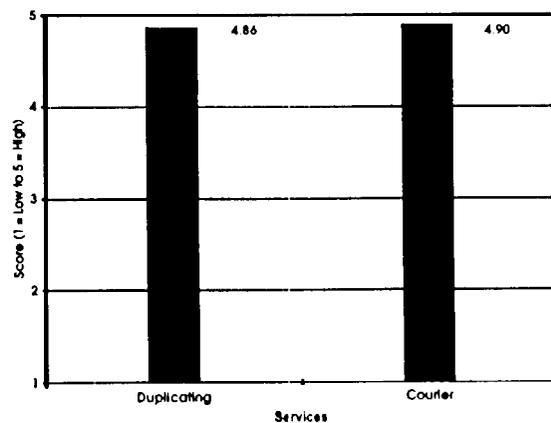
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Background (contd)

- ◆ 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

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Customer Satisfaction



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

Contractor will continue to collect customer satisfaction metrics.

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Changes Due to Outsourcing

Main Duplicating Plant and Quick-Service Satellites

- ◆ Main duplicating plant will be converted to a quick-service satellite
- ◆ Docutech, bindery, ~~blue~~line 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

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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

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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 (**blue-line** prints will be produced at offsite contractor **facility**)

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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

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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

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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

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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 and capabilities will be expanded

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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

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Schedule

Received JPL Approval to Proceed With Outsourcing	October 7
Awarded Contract (GPO)	October 15
Hold Post-Award Conference (GPO)	October 23
Communicate Transition to Laboratory	October 22- November 14
Close Satellites	November 17-21
Transition Operations to Contractor	November 21

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