



To: Dr. Mike Riggle
Board of Education

From: Dr. Kim Ptak

Date: Monday, February 26, 2018

Re: Approval of Print Center and Courier Services Agreement

Recommendation

It is recommended that the Board of Education approve a managed services agreement for the central copy and mail centers at GBN and GBS at an annual cost of \$232,354. The District can cancel the agreement with 120 days written notice or renew for a second year and/or third year with a 2% increase. The District is currently paying \$305,000.

Background

Glenbrook North and Glenbrook South each have a central copy and mail center to support school programs and operations. Our staff can manually or electronically submit copy and mail jobs to the print shop for processing. The standard turnaround time is 24 hours, and services include:

- Copying;
- Finishing (folding, stapling, spiral binding, padding); and
- Bulk mailings.

On average, 50,000 impressions are made daily in the print shops during the school year and 20,000 over the summer months equating to approximately 10,000,000 impressions a year. (Note: 99% of impressions are monochrome.) The overall copy/print volume has remained consistent over the last several years, however bulk mailings have been decreasing to approximately 120 bulk mailings a year.

In 2006, the District outsourced the management and staffing of our central copy centers to Xerox Corporation. As part of the agreement, Xerox provides two copy center employees at GBS, and one at GBN. Additionally a fourth employee serves as the District's courier, providing the following services each day:

- Delivery of inter-office mail and supplies between the District's four locations;
- Daily bank deposits;
- Processes all outbound mail in partnership with the Glenview Post Office; and
- Facilitates the library book loan program.

The same four Xerox employees have been with the district since 2006, and have provided superior service to the Glenbrook community. It is recommended that the District continue the partnership with Xerox, with slight modifications given present-day needs of the school community.

The following table highlights recommended changes to the overall Xerox managed services agreement which results in \$72,646 or 24% savings per year.

	Current Practice	Proposed Practice
Staffing	260-Day Staffing 4 Staff at 1.0 FTE	Need-Based Staffing 2 Staff at 1.0 FTE (260-Day) 2 Staff at 0.81 FTE (210-Day)
Vacation/ Sick Time	All employee absences covered by a one-for-one replacement.	Employee vacation time not covered by a one-for-one replacement, but scheduled.
Physical Print Shops	Both print shops are open for 260 days.	One print shop will be open for 210 days; one print shop will be open for 260 days (based on summer school location).
Job Submission	22 different paper choices and colors available. Binding and padding available. Jobs can be electronically or manually submitted.	Review and reduce options while still providing quality service. Improve efficiencies and actively encourage web submissions