



Date: June 30, 2004

To: Vice-President, Associate Vice-Presidents, Deans, Directors, Chairs, APO's and Printing services clients.

From: Mary-Jo Romaniuk
Director, Financial Management and Portfolio Services
Learning Services

Re: Printing Services - Termination of the Agreement between the University of Alberta and Moore Wallace Incorporated, operating its division Quality Color

Effective June 30, 2004 the printing, duplicating and Quality Source Products agreement with Moore Wallace, which is better known on campus as Quality Color, has been terminated. We have entered into a short-term agreement with the McCallum Printing Group Inc. to provide the range of services that were provided by Quality Color and to assume the contract for the extension period. McCallum Printing Group Inc. will have staff and equipment on campus commencing July 2, 2004 and will be in a position to assume most services as of that date.

The campus had a long-standing and award-winning relationship with Quality Color, our "printing partner", as a provider of printing and duplicating services. The contract with Quality Color was due to expire on June 30, 2004 but had a final extension term of three years available to extend the contract to June 2007. Quality Color had requested that they be granted the extension.

Over the years, surveys and due diligence indicated an overall satisfaction on campus with the relationship and with the service provided by Quality Color. However, about a year ago the campus community had indicated concern with the service. Over the past year we worked with Quality Color in attempts to meet the service requirements of campus and bring service levels to acceptable standards. Subsequent survey results indicated that service improvements had occurred but that campus expectations were not satisfied. In evaluating the results, the Printing Services Advisory Committee recognized that the printing needs, expectations and opportunities had significantly changed since the original contract was structured in 1993. Thus, we offered Quality Color an extension to March 2005, not for the maximum 3 years. Our intent was to revisit printing needs and structure a new contract through an RFI and RFP process.

Quality Color agreed that they would like to pursue the 9-month extension, although not their preferred solution. They negotiated the extension and we prepared space to accommodate a move of their staff to the Cameron Library location. There was nothing in the negotiations that led us to believe that they would not sign the extension agreement. Late on June 24th they indicated their intent to terminate the relationship as of June 30, 2004.

Since that time we have been working diligently to try to minimize the disruption to campus. While we have tried to identify and find both transitional and longer-term solutions for all the printing and duplicating activities and needs, we would be naive to think that we have perfect solutions for



everything. We apologize for any disruption or inconvenience you may encounter. To facilitate the transition we have put the following processes in place:

1. McCallum Printing Group Inc. (McCallum) will have staff on campus at all of the existing copy centres effective July 2, 2004 and will assume the duplicating responsibilities immediately.
2. McCallum will have staff located on the 2nd floor of the Cameron Library (This staff will provide the same services that the staff formerly located in the Mechanical Engineering Building provided to campus.) Telephones should be connected on July 2, 2004.
 - Telephone - 492-9491
 - Fax – 492-9472
3. McCallum has placed an interim requisition form on their website. Visit www.mcprint.ca and look for the University of Alberta link. This will direct you to a pdf form, which, for an interim period, will need to be printed, completed and faxed to them. It should be used for all printing and duplicating until they advise otherwise.
4. As in past the contractual provisions will apply so that faculties and departments will not need to tender printing contracts less than \$15,000 as long as they are placed with McCallum. Printing services in excess of \$15,000 will continue to be tendered.
5. To address any of your concerns with future printing or duplicating requirements, or with existing jobs at Quality Color or any other related matter, we have established a University Help Desk for a transitional period. We will continue to operate this Help Desk until we are assured that all work in progress has been satisfactorily completed and that the transition to McCallum is as seamless as possible for the campus. Please contact us with any concerns.
 - Telephone – 492-8327
6. Quality Color has indicated that they will continue to finish the work that they have in progress. If you have outstanding jobs with Quality Color, please contact them directly at:
 - Telephone – 444-8718
 - Fax – 484-8393
 - E-mail: qcampus@qualitygroup.com

We are attempting to get a log of all outstanding jobs but are uncertain as to whether we will be successful. Should you have any difficulties or concerns, please call the University Help Desk. We want to ensure that the job has been done to your satisfaction or alternatively placed at McCallum. We also want to ensure that no unit incurs any additional printing costs if there are transitory or service issues with the jobs in progress. It is important that you apprise us immediately if you have any difficulties.

7. We are requesting that Quality Color return all plates, films etc. to the University. Please let the Help Desk know if you have concerns about any particular items of inventory at Quality Color that are not films or plates.
8. We are requesting, that by July 31, 2004, Quality Color complete and bill all jobs that were completed and unbilled at June 30, 2004 or in progress at June 30, 2004. Thus, you should



have your final billings and credits, if applicable, from Quality Color in a reasonable time period.

We trust that we have found a satisfactory solution in a very short time frame. Of course, we are still intending to pursue a new duplicating and printing solution for campus and will proceed with the RFP and RFI process as originally planned. Please don't hesitate to contact the Help Desk, or feel free to call me directly at 492-5958 if you still have concerns. Thank you to all the areas on campus that have worked together diligently to put this solution in place over the last four days. We hope we will meet your needs and we thank you in advance for your patience over the next week or so as we make the transition.

cc Martin Craig, Director Supply Management Services
Lorraine Ulmer, Purchasing Manager Supply Management Services