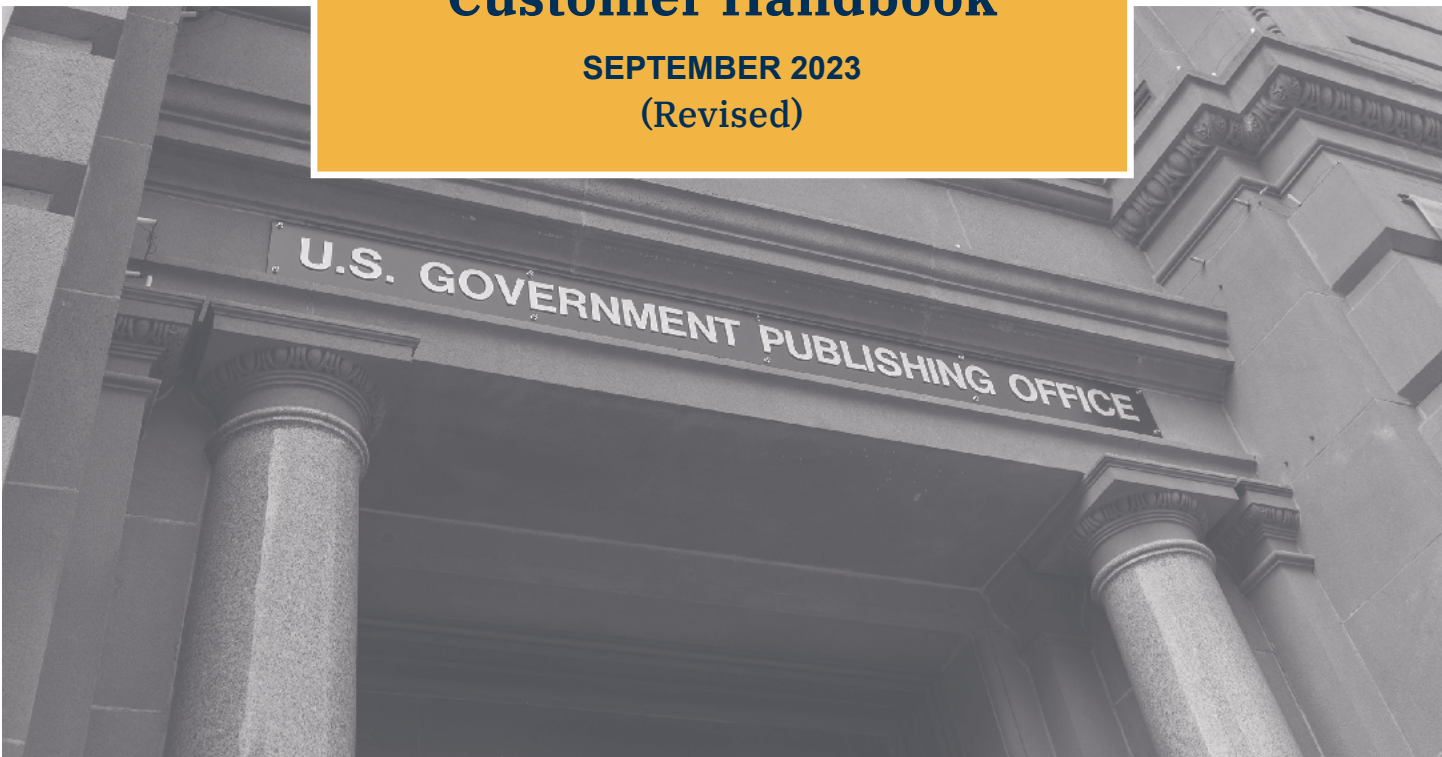




# DOING BUSINESS WITH GPO

## Customer Handbook

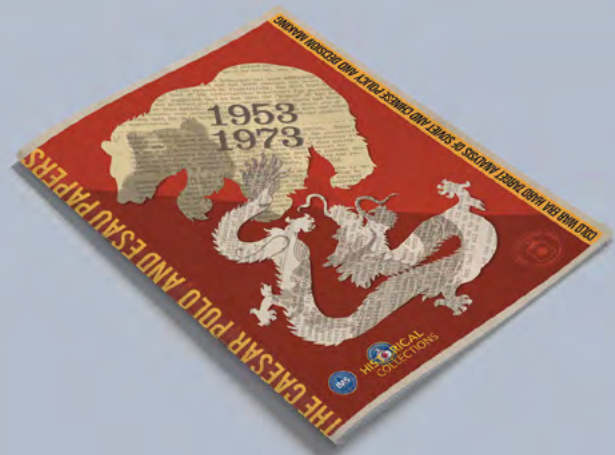
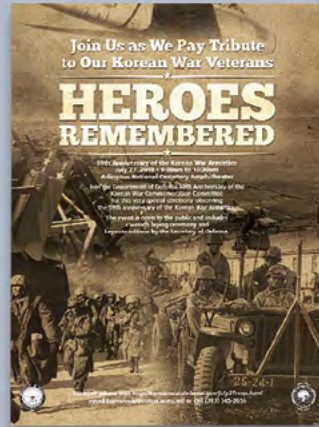
SEPTEMBER 2023  
(Revised)



GPO

GPO Publication 350.1.

*This handbook supersedes the formerly published Agency Procedural Handbook.*



The projects above were designed by GPO Creative Services and printed for our agency customers through GPO Agency Procurement Services.



## MESSAGE FROM THE DIRECTOR



Our Federal Agency Customers:

Since Abraham Lincoln took the oath of office on March 4, 1861 to become the 16th President of the United States, the U.S. Government Publishing Office (GPO) has been open for business.

During the 1940s, GPO created our print procurement program to meet the needs of *you*, our Federal agency customers. This long-standing partnership with the private sector printing industry continues to thrive today by providing benefits for Federal agencies and the American taxpayer.

Private sector firms perform nearly 80 percent of all printing ordered by Federal agencies under contracts managed by GPO. Nearly 10,000 firms compete to be one of our 1,400 firms annually that perform work for our Federal partners.

This program has been shown to be the most cost-effective use of Federal agency printing dollars according to studies by both the Government Accountability Office (GAO) and the Joint Committee on Printing. Federal agencies realize significant savings by using GPO, as compared to printing products themselves. In addition, when agencies use GPO, their information products are made available to the public through GPO's Federal Depository Library and Publications and Information Sales programs.

Meeting the needs of our customers is my number one priority. Prior to becoming GPO Director, I, like you, was a customer of GPO, so I understand the importance of getting documents, reports and other materials produced on time and within budget. And this is also the top priority for everyone on the GPO team. I hope this handbook provides you with the information you need about our products, services, forms, and billing process to make your job easier.

Getting the best value for our agency customers, helping in job creation for local economies and providing exceptional customer service are commitments of our printing procurement program and reflect GPO's vision of an *America Informed*.

A handwritten signature in blue ink, which appears to read "Hugh N. Halpern". The signature is fluid and cursive, with a long horizontal line extending to the right.

Hugh Nathaniel Halpern  
*GPO Director*

## U.S. GPO CUSTOMER SERVICES DIVISION

To Our Customers:

Customer Services is the GPO business unit that procures your publishing requirements through our nationwide network of registered vendors. This business unit consists of Agency Procurement Services (APS) teams staffed by professionals in Washington, DC, and seven (7) Regional Teams located throughout the country. I am proud of the range of services that we offer and the programs that we have in place to support the publishing needs of the Government. By using the shared printing, publishing, and scanning services provided by GPO, you gain more time to focus on other responsibilities in support of your agency's mission.

GPO is actively modernizing its business practices and systems to enhance and simplify the way we do business to maximize customer satisfaction. This Handbook will guide you through the process that frames Federal printing and publishing policy. It is an excellent resource in navigating the creation-to-completion of a publishing project and will assist with finance and billing questions.

Are you interested in connecting with professionals like yourself? If you would like to get involved in a professional organization for publishers in the Federal Government, you are invited to join the Federal Publishing Council (FPC). The FPC consists of printing officers and other professionals representing Federal organizations from the executive, judicial, and legislative branches. The FPC is an advisory council for the Federal Publishing Program, which addresses current and future issues, mutually develops plans and objectives, and provides for a partnership between Federal organizations and GPO. This partnership strengthens the Federal Publishing Program. For more information go to: [www.gpo.gov/how-to-work-with-us/agency/federal-publishing-council](http://www.gpo.gov/how-to-work-with-us/agency/federal-publishing-council).

GPO released an online procurement order submission system in 2021 called GPO Publish, we welcome your feedback on how we can further streamline your agency's printing and publishing orders. Please contact a procurement team for any additional information you need about how to work with GPO. If your agency has legacy paper documents that need to be digitized, our procurement teams can work with you to free up space and make that content more accessible. This publication will be kept up-to-date on [gpo.gov](http://gpo.gov) at: [www.gpo.gov/how-to-work-with-us/agency/forms-and-standards](http://www.gpo.gov/how-to-work-with-us/agency/forms-and-standards).

**Ted Priebe**

*Managing Director, Customer Services*

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# Federal Printing Policy

Federal publishing and printing, like most Federal activities, is governed by a number of statutes, regulations, and policies. These laws and regulations are intended to save Federal funds, as well as to minimize waste and duplication of effort in the Federal Government's publishing endeavors.

A list of Federal printing laws and regulations follows.

## 1. Title 44, U.S. Code

### a. Section 103, Joint Committee on Printing: Remedial Powers

This section states:

“The Joint Committee on Printing may use any measures it considers necessary to remedy neglect, delay, duplication, or waste in the public printing and binding and the distribution of Government publications.”

### b. Section 501, Title 44, U.S. Code, Government printing, binding, and blank-book work to be done at Government Printing Office\*

This section establishes the Congressional Joint Committee on Printing (JCP) for the purpose of policy and oversight in Government printing and publishing. It empowers GPO with few exceptions to produce or procure all Federal printing, binding and distribution.

All printing, binding, and blank-book work for Congress, the Executive Office, the Judiciary, other than the Supreme Court of the United States, and every executive department, independent office, and establishment of the Government, must be done at the Government Printing Office\*, except—

- (1) Classes of work the Joint Committee on Printing considers to be urgent or necessary to have done elsewhere; and
- (2) Printing in field printing plants operated by an executive department, independent office, or establishment, and the procurement of printing by an executive department, independent office, or establishment from allotments for contract field printing, if approved by the Joint Committee on Printing.

Printing or binding may be done at the Government Printing Office\* only when authorized by law.

### c. Section 502, Title 44, U.S. Code, Procurement of printing, binding, and blank-book work by Public Printer\*

This section provides that:

Printing, binding, and blank-book work authorized by law, which the Public Printer\* is not able or equipped to do at the Government Printing Office\*, may be produced elsewhere under contracts made by him with the approval of the Joint Committee on Printing.

### 2. Public Law 102-392, Title II, § 207(a), Oct. 6, 1992, 106 Stat. 1719, as amended Pub. L. 103-283, Title II, § 207, July 22, 1994, 108 Stat. 1440; Pub. L. 104-201, Div. A, Title XI, § 1112(e)(1), Sept. 23, 1996, 110 Stat. 2683; Pub. L. 110-417, Div. A, Title IX, § 931(b)(4), Oct. 14, 2008, 122 Stat. 4575

This law addresses the use of appropriated funds for printing and describes processes included in the definition of printing.

(1) None of the funds appropriated for any fiscal year may be obligated or expended by any entity of the executive branch for the procurement of any printing related to the production of Government publications (including printed forms), unless such procurement is by or through the Government Printing Office\*.

(2) Paragraph (1) does not apply to (A) individual printing orders costing not more than \$1,000, if the work is not of a continuing or repetitive nature, and, as certified by the Public Printer\* of the Government Printing Office\*, if the work is included in a class of work which cannot be provided more economically through the Government Printing Office\*, (B) printing for the Central Intelligence Agency, National Geospatial-Intelligence Agency, or the National Security Agency, or (C) printing from other sources that is specifically authorized by law.

(3) As used in this section, the term ‘printing’ includes the processes of composition, platemaking, presswork, duplicating, silk screen processes, binding, microform, and the end items of such processes.

\*Section 1301 of H.R. 83, the legislation providing consolidated and further continuing appropriations for FY 2015 was passed by Congress and signed into law, changed the name of the Government Printing Office to the Government Publishing Office. GPO's chief executive officer's title was changed from Public Printer to Director of the Government Publishing Office.

2014—Pub. L. 113–235, div. H, title I, § 1301(e)(1), Dec. 16, 2014, 128 Stat. 2537, substituted “Deputy Director of the Government Publishing Office” for “Deputy Public Printer” in items 302 and 303.

Pub. L. 113–235, div. H, title I, § 1301(c)(1), Dec. 16, 2014, 128 Stat. 2537, substituted “Director of the Government Publishing Office” for “Public Printer” in items 301 and 303 to 307.

### **3. Government Printing and Binding Regulations of the Joint Committee on Printing**

All printing requests must be in accordance with the laws pertaining to the expenditure of public funds for printing and publishing services, and must conform to the applicable requirements of the JCP's Printing and Binding Regulations: [www.govinfo.gov/content/pkg/GPO-CPUB-101spub9/pdf/GPO-CPUB-101spub9.pdf](http://www.govinfo.gov/content/pkg/GPO-CPUB-101spub9/pdf/GPO-CPUB-101spub9.pdf).

### **4. Federal Acquisitions Regulations in Subpart 8.802**

#### **Subpart 8.8—Acquisition of Printing and Related Supplies**

##### **8.800 Scope of subpart.**

This subpart provides policy for the acquisition of Government printing and related supplies.

##### **8.801 Definitions.**

As used in this subpart—

“Government printing” means printing, binding, and blank-book work for the use of an executive department, independent agency, or establishment of the Government.

“Related supplies” means supplies that are used and equipment that is usable in printing and binding operations

##### **8.802 Policy.**

- (a) Government printing must be done by or through the Government Printing Office (GPO) (44 U.S.C. 501), unless—
- (1) The GPO cannot provide the printing service (44 U.S.C. 504);
  - (2) The printing is done in field printing plants operated by an executive agency (44 U.S.C. 501(2));
  - (3) The printing is acquired by an executive agency from allotments for contract field printing (44 U.S.C. 501(2)); or

(4) The printing is specifically authorized by statute to be done other than by the GPO.

- (b) The head of each agency shall designate a central printing authority; that central printing authority may serve as the liaison with the Congressional Joint Committee on Printing (JCP) and the Public Printer on matters related to printing. Contracting Officers shall obtain approval from their designated central printing authority before contracting in any manner, whether directly or through contracts for supplies or services, for the items defined in 8.801 and for composition, platemaking, presswork, binding, and micrographics (when used as a substitute for printing).
- (c) (1) Further, 44 U.S.C. 1121 provides that the Public Printer may acquire and furnish paper and envelopes (excluding envelopes printed in the course of manufacture) in common use by two or more Government departments, establishments, or services within the District of Columbia, and provides for reimbursement of the Public Printer from available appropriations or funds. Paper and envelopes that are furnished by the Public Printer may not be acquired in any other manner.
- (2) Paper and envelopes for use by Executive agencies outside the District of Columbia and stocked by GSA shall be requisitioned from GSA in accordance with the procedures listed in Federal Property Management Regulations (FPMR) Subpart 101-26.3.

# Introduction to GPO Procurement Services

## 1. GPO Procurement Services

The U.S. Government Publishing Office (GPO) strives to deliver high-quality, responsive, and innovative services that provide cost-effective solutions for the needs of Federal agency customers. Let us put GPO's expertise and buying power to work for you.

To best serve your needs, GPO's Customer Services, Agency Procurement Services (APS) teams of technical experts are located nationwide. GPO Publishing Specialists help you determine the best approach to your project and handle the entire process.

This service includes:

- Determining the best procurement vehicle
- Writing specifications
- Obtaining bids or quotes
- Selecting a contractor
- Contract administration

GPO offers a variety of flexible procurement vehicles that support a wide range of products and services to fulfill your publishing project requirements. To find out more about how GPO can help your agency, you are invited to explore the various services provided by GPO, as well as review video presentations, download information, and more here: <https://www.gpo.gov/how-to-work-with-us/agency/services-for-agencies>. A list of products and services is also available in *Appendix 3*.

## 2. The Value of Working with GPO

A wide range of products and services are available to support the entire publishing lifecycle of tangible and digital information products from concept generation, planning and creative design, to production, publication, document conversion, dissemination, and storage.

Leveraging GPO's unprecedented buying power and expertise in contracting and print procurement guarantees that Federal agency customers receive quality products on time and at the most economical price. Working with GPO ensures that mandatory regulations are followed. Our staff of experts will handle your agency's particular requirements throughout the entire project and will provide legal counsel and representation should any disputes arise. Trust GPO to handle the contracting, allowing you more time to support your agency's mission.

Working with GPO provides you with:

### a. Access to a Broad Range of Commercial Capabilities

GPO maintains a comprehensive database of contractors that are able to satisfy a variety of customer needs from traditional print to electronic publishing, transactional printing, mailing services, digitizing (scanning), 508 compliance services, and various promotional outreach products. GPO can further assist your agency when data security needs are a consideration for prospective contractors including Personally Identifiable Information (PII) or other sensitive data projects.



## b. Subject Matter Expertise

GPO subject matter experts provide consulting services including:

- Job planning for the most cost-effective procurement methods and production options
- Proof review
- Technical consultation for quality control
- Onsite press sheet inspections

## c. Competitive Bidding Using Nationwide Contractors

With thousands of active contractors nationwide, GPO is able to obtain extremely competitive pricing and attract vendors who specialize in the exact services needed on each unique procurement.

## d. Contract Procurement and Administration

GPO handles the entire contracting process, including:

- Consulting with the customer to write detailed procurement specifications
- Soliciting offers from commercial industry
- Awarding the contract
- Reviewing proofs and press sheets
- Evaluating vendor performance history, both for compliance data and quality
- Negotiating and issuance of contract modifications when required
- Ensuring the quality of the product specified
- Handling of disputes and protests
- Monitoring adherence to deadlines and other contract terms
- Facilitating payment of contractor invoices
- Administering the 120-day warranty on all jobs delivered

## e. Compliance with Policy

Working with GPO fulfills the statutory requirements listed in Section I (Federal Procurement Policy) and ensures that your publications comply with Title 44, Chapter 19 – Depository Library Program. The Superintendent of Documents requirement ensures that your content is included in the Federal Depository Library Program, making it available to the American public.

## 3. How to Get Started

Federal agencies that receive federally appropriated funds and want to work with GPO on a print, publishing, or digital media project, may contact us in a number of easy ways:

### a. Register for GPO Publish

Visit <https://publish.gpo.gov/register> to register to use the GPO Publish application to submit orders. For any questions regarding GPO Publish, click on the Contact Us link at <https://publish.gpo.gov> to send a message. A GPO Publish Support staff member or National Account Manager (NAM) will respond to your message and provide assistance.

### b. Visit GPO's website and Provide Your Contact Information

A GPO representative will follow up with you to help process your request and answer your questions. Please see: [www.gpo.gov/how-to-work-with-us/agency/new-customers](http://www.gpo.gov/how-to-work-with-us/agency/new-customers).

### c. Send an email to [NAM@gpo.gov](mailto:NAM@gpo.gov)

A National Account Manager (NAM) will contact you to provide assistance.

### d. Contact Your DC or Regional Team Directly

If you are not sure which GPO team to start working with you can find a complete listing and contact information at this link: <https://www.gpo.gov/how-to-work-with-us/agency/services-for-agencies/procurement-services-team>.

### e. Agencies Located in the National Capital Region

Customers located in the National Capital Region typically work with one of the DC APS Teams who are located at U.S. GPO, 732 N. Capitol Street NW, Washington, DC 20401.

APS DC, email [apsdc@gpo.gov](mailto:apsdc@gpo.gov) / Phone 202-512-0307.

Provides procurement services to Federal agencies for printing and publishing. Administers single procurements and term contracts that are developed for individual agencies.

APS Alternate Contract Solutions (ACS), email [apsacs@gpo.gov](mailto:apsacs@gpo.gov) / Phone 202-512-2132.

Administers other printing and publishing programs that are widely available for shared use by all Federal agencies (i.e. General-Usage Term Contracts, the 950-S GPO Express Program, the 960-S Simplified Purchase Agreement, and the 951-M Onsite Services contract.

## f. Agencies Located Outside of the National Capital Region

GPO operates its Regional APS as virtual teams to best reflect each geographic area covered.

To find the updated email addresses, phone numbers, and a full list of staff for each team see: <https://www.gpo.gov/how-to-work-with-us/agency/services-for-agencies/procurement-services-team>.

A color-coded map depicting the updated geographic areas for the Regional APS teams is available in *Appendix 6*. For updates see: <https://www.gpo.gov/who-we-are/our-agency/office-locations>

The following is a list of the Regional APS Teams:

Northeast Region  
(former Columbus/Philadelphia/Boston Offices)

[infonortheast@gpo.gov](mailto:infonortheast@gpo.gov)

ph 614.488.4616

fx 800.434.0269

MidAtlantic Region

(former Virginia Beach, Charleston Offices)

[infomidatlantic@gpo.gov](mailto:infomidatlantic@gpo.gov)

ph 757.490.7940

fx 800.521.6514

Southeast Region

(former Atlanta Office)

[infosoutheast@gpo.gov](mailto:infosoutheast@gpo.gov)

ph 404.605.9160

fx 800.270.4758

Northcentral Region

(former Chicago Office)

[infonorthcentral@gpo.gov](mailto:infonorthcentral@gpo.gov)

ph 312.353.3916

fx 800.364.7072

Southcentral Region

(former Dallas, San Antonio Offices)

[infosouthcentral@gpo.gov](mailto:infosouthcentral@gpo.gov)

ph 214.767.0451

fx 800.865.5193

Southwest Region

(former San Francisco Office)

[infosouthwest@gpo.gov](mailto:infosouthwest@gpo.gov)

ph 707.748.1970

fx 800.859.2835

Northwest Region

(former Seattle Office)

[infonorthwest@gpo.gov](mailto:infonorthwest@gpo.gov)

ph 206.764.3726

fx 800.862.2905

# Prepare Your Order

## 1. Ways to Provide Authorization to Obligate Funds for Your Agency

In June 2022, GPO revised the SF-1 and other forms used to order from GPO (e.g. 2511 Print Order and 4044 Work Order). The new forms allow agency representatives to self-certify that they have the authority to obligate funding and submit orders to GPO. The language states:

“I certify that I am an authorized agency representative of the above-mentioned Government establishment with authority to submit this order to the U.S. Government Publishing Office and obligate its funding in compliance with applicable regulations, and; this work is authorized by law and necessary to the conduct of the business of the above-mentioned Government establishment”.

This change streamlines the ordering process. Agency officials are no longer required to grant signature authority to specific agency individuals and are no longer asked to send documentation to GPO each year for us to validate signatures on orders submitted to GPO. GPO now simply requires a legible signature on every order and will accept signatures in any format (electronic or wet).

See Circular Letter 1107 Self Certification of Signature Authorization for Departments and Agencies submitting Printing and Binding Requisitions to GPO: <https://www.gpo.gov/how-to-work-with-us/agency/circular-letters/self-certification-of-signature-authorization-for-departments-and-agencies-submitting-printing-and-binding-requisitions-to-gpo>.

Note: Orders submitted to Publish, GPO’s online ordering system, are authenticated using log-in and permissions. These orders don’t require any form of signature. GPO’s goal is to make Publish the simplest way to submit an order to GPO.

## 2. Select and Complete a GPO Order Form

GPO order forms are used to obligate funds and to describe the requirements for the product or service you need. Purchase orders created by your agency cannot be used in place of the GPO forms.

GPO is in the process of developing an online system (GPO Publish) to place orders for products and services as an alternative to using the GPO order forms. GPO Publish can be accessed at: <https://publish.gpo.gov>.

The following forms are mandatory for submitting your order.

Forms referenced in this handbook are available online at: [www.gpo.gov/how-to-work-with-us/agency/forms-and-standards](http://www.gpo.gov/how-to-work-with-us/agency/forms-and-standards). See *Appendix 1* for a list of forms and instructions.

### Order Forms:

#### a. Standard Form 1 (SF-1) Printing and Binding Requisition

This is the basic form used to requisition printing, binding, and related services from GPO. See *Appendix 1* for a link to this form and its instructions.

This form is required to:

- Request individual (one-time) printing requirements
- Request the establishment or renewal of a term contract
- Describe requirements (for an order or a waiver request)
- Request design services
- Establish a GPO*Express* account
- Establish a Simplified Purchase Agreement (SPA)

Orders for products and services that would traditionally be placed on an SF-1 can be placed online through GPO Publish as an alternative to using the SF-1 form.

#### b. GPO Form 2511 Print Order

This form is used to place individual orders against an established term contract.

See [Appendix 1](#) for a link to this form and its instructions. Contact the contract administrator for your term contract to inquire about submitting orders on a term contract through GPO Publish as an alternative to using the 2511 form.

#### c. GPO Form 4044 Simplified Purchase Agreement (SPA) Work Order

This form is used by authorized users of GPO's SPA program to place orders directly with your selected SPA vendor. See [Appendix 1](#) for a link to this form and its instructions.

#### Supplemental Order Forms:

##### a. GPO Form 952 Digital Publishing Information

This form is used to provide supplemental information about the nature of furnished electronic files. Completing the 952 to the best of your knowledge will improve a vendor's ability to provide better pricing. This form should be submitted along with the electronic media, visuals, file directory, and the order form (i.e. SF-1, 2511, or 4044 form).

See [Appendix 1](#) for a link to this form and its instructions. The 952 is not needed when placing orders through GPO Publish.

##### b. GPO Form 3001 Participation Request

This form is the application to become an authorized user of the GPO*Express* program, or to renew a user's existing account. See [Appendix 1](#) for a link to this form and its instructions.

##### c. GPO Form 4063 Document Scanning: Additional Information

This form is used to provide supplemental information about materials that need to be scanned. Completing the 4063 to the best of your knowledge will improve a vendor's ability to evaluate your requirements and provide pricing. This form should be submitted along with the order form (i.e. SF-1, 2511, or 4044 form) and any other relevant information. See [Appendix 1](#) for a link to this form.

### 3. Establish Funding for Your Order

By submitting an order you are notifying GPO that you have appropriate funds and are obligating them for your product.

Finance related forms are listed in [Appendix 1](#). For more information about finance and billing, including the methods of payment available and how to obtain a Billing Address Code from GPO, see Section XI.

When needed, GPO can assist you in budgeting for your procurement requests by providing you with an estimate for your print or print-related requirements. The estimate provided is for informational purposes only and should not be relied upon as a firm fixed price. It will be based upon similarities with previously competed projects and published pricing. The accuracy of the estimate will be dependent on the accuracy of the information given. Please contact your APS Team for assistance.

The estimate will include the GPO surcharge, transaction fee, and (FOB) destination shipping charges. If mailing is required, the estimate will not include those charges. Actual prices may vary based on final specifications, production schedule, and actual bids (quotes) received through competition in the market place. The competitive bid process will ensure the best price for the quality level desired.

GPO surcharge calculation:

- All jobs are charged an 8% surcharge for contracts valued under \$350,000. For amounts beyond this ceiling, a surcharge of 1% is applied. For each regular order, there is also a one-time handling fee of \$7.50.
- For rush orders, a higher surcharge of 16% is applied to the cost up to \$350,000. For amounts beyond this ceiling, a surcharge of 1% is applied, plus a \$15.00 handling fee.

If you need to give final approval of exact cost before a contract is awarded, indicate so on the ordering form.

To set up a funding account with GPO and get other funding information, please see section XI (GPO Finance and Billing).

#### **4. Submit Your Order to GPO**

Order forms are collected differently depending on the team you are working with at GPO.

##### **a. For DC Teams**

All SF-1's should be sent directly to Requisition, [requisition@gpo.gov](mailto:requisition@gpo.gov). To assist with the administration of the SF-1, the email subject line should read: New Order, Requisition Number X-XXXXX (insert the number your agency assigned). For detailed information on requisition numbers, see Section IV Considerations for You Order. This applies only if you are submitting an SF-1.

##### **b. For Regional Teams**

Orders should be submitted directly to the regional location of your choice using one of the team email addresses listed in Section III.

##### **c. Through Publish**

When submitting your order through GPO Publish, select the office you would like to send the order to. If you are unsure which office to send the order to, select "Let GPO Decide" and the order will be sent to the office GPO has been assigned to your geographical area.

If you have not worked with GPO before, please visit our website: [www.gpo.gov/how-to-work-with-us/agency/new-customers](http://www.gpo.gov/how-to-work-with-us/agency/new-customers). You may also send an email to [NAM@gpo.gov](mailto:NAM@gpo.gov) and a National Account Manager (NAM) will contact you to provide assistance.

#### **5. GPO Order Processing**

Updates will be furnished to you during various stages of processing to keep you informed about the status of your order. See [Appendix 2](#) for a flowchart depicting how the GPO procurement process works. This illustration shows what happens to your order after it arrives at GPO.



# Considerations for Your Order

## 1. GPO Order Numbering System

Several basic numbers are critical to the identification of your printing requirements.

### a. Requisition Number

This number is how Federal agencies identify the requisitions submitted to GPO. Each agency establishes its own numbering system within a field of up to 18 alphanumeric characters (Note: dashes (-) and slashes (/) are permitted, however, they are included as part of the 18 character total). The first character **MUST** represent the fiscal year of appropriated funding followed by a dash (-). This is a single numeric digit, for example, '9' represents 2019. This is followed by five numeric characters which must be assigned sequentially; anything after that is up to the agency (e.g., 9-12345-LM000-GP05). Numbers used on requisitions submitted to GPO must be unique. If a requisition is submitted and subsequently canceled, that requisition number cannot be used again.

### b. Jacket Number

Jacket numbers are the job identifiers assigned by GPO.

- One-time Jacket. These numbers are assigned to identify one-time procurements, small purchases, and items procured or “converted” under certain term contracts, such as the general-usage term contracts established by GPO. They remain active until completion and closeout of the “one-time” contract action.
- Open Jacket. Open Jackets are assigned to each agency that has been given authority to place Print Orders under a term contract. They remain active for one fiscal year. A new Jacket Number will be assigned upon GPO’s receipt of a subsequent fiscal year requisition, to continue funding under existing term contracts in effect over multiple fiscal years.

### c. Program and Print Order Number

Each term contract is identified by a program number assigned by GPO. Additionally, each job placed under a contract is identified by a GPO-assigned Print Order number. Both the program and Print Order numbers must appear on all Print Orders placed under GPO term contracts. Where more than one agency is eligible to place Print Orders (such as general-usage term contracts), GPO will assign a block of Print Order numbers to each agency. These numbers must be used sequentially and cannot be repeated. If a Print Order is submitted to a contractor and subsequently canceled, that Print Order number cannot be used again.

### d. Billing Address Code (BAC)

A six character (alphanumeric) Billing Address Code is assigned to Federal agencies by GPO for billing purposes. This number identifies the agency/bureau and the correct mailing address. When submitting a Standard Form 1 (SF-1), the BAC must be entered along with the “Appropriation Chargeable,” “Line of Accounting,” and “Treasury Account Symbol” information as applicable. See Section XI part 1, for instructions on how to request a BAC assignment from GPO.

## 2. Delivery Dates

When a delivery date is established by contract, the contractor must perform the requirements of the order within the established schedule barring any subsequent changes made during production by the Government Agency requiring schedule extensions or contract modifications.

### a. Specified Delivery Dates

When including a delivery date on a Print Order, the date must be in accordance with the schedule established by the specific contract under which that Print Order/Form 2511 is being placed. Consult with your APS team for assistance in determining delivery dates for the placement of orders. Adequate production time is essential to ensure that quality and value are achieved at a reasonable cost.

### b. Quick Turnaround Schedules

When you need to expedite an order, GPO can help put in place special handling to shorten the order processing time and to accelerate the delivery schedule. Short turnaround times could limit the number of interested bidders and could increase the cost. GPO will consult with you to develop a suitable delivery date and consider strategies such as allowing a lower quality level, accepting partial delivery of the product that will satisfy the immediate need or using the most suitable contracting method.

## 3. Contract Compliance with Schedules

To facilitate GPO's contract administration responsibilities, GPO Form 907 (Non-Compliance/Change Report) or email notification, must be submitted each time a performance schedule is missed by either a contractor or your agency. Additionally, the form or other report is used for notifying GPO of contractor non-compliance with other contractual requirements, such as quality problems or shortages. To substantiate non-compliance, agencies may be required to furnish copies of receipts or samples of the printed product.

Accurate and complete records are essential to protecting the Government's interests in contract disputes. It is the responsibility of the agency printing representative to bring problems with timeliness of delivery, product quality, and quantities received to GPO's attention immediately. Failure to report a problem deprives GPO of the opportunity to provide an effective remedy.

## 4. Paper Selection in Accordance with Joint Committee on Printing (JCP) Paper Selections

All paper requisitioned for use in public printing, publishing, and binding must conform to the Government Paper Specification Standards. This publication is available on the GPO website at: [www.gpo.gov/how-to-work-with-us/agency/forms-and-standards](http://www.gpo.gov/how-to-work-with-us/agency/forms-and-standards). If you prefer a hard copy, please contact your GPO APS team.

Certain specialty items (e.g., decals, stickers, signage, hangtags, and interpretive panels) are exceptions from the Government Paper Specification Standards. When your agency's requirements cannot be met by use of a JCP approved paper, you should contact your APS team for assistance in determining whether an exception can be allowed. Requests for special paper should be accompanied by a written justification describing why the JCP approved papers will not satisfy the agency's needs.

## 5. GPO Imprint

With few exceptions such as classified work, the GPO imprint will appear on all printed matter to identify that the order was procured by GPO.

For the imprint, the contractor typesets the current calendar year, a dash, and the jacket number (e.g., 2019–404–123) in small 6 point type. For term contracts the print order number is included (e.g., 2019–404–123/00003).

The imprint appears at the bottom of the last printed page on books and pamphlets; at the bottom of the back on face and back products; at the bottom of face only products (except for items such as labels, envelopes, letterheads, certificates, etc.); or in the stub of multipart sets.

## 6. Depository Library Copies – Public Information Programs of the Superintendent of Documents

The Superintendent of Documents, U.S. Government Publishing Office (GPO), administers the Federal Depository Library Program (FDLP) in compliance with the Depository Library Act (Pub. L. 113-187, Aug. 9, 1962, 76 Stat. 352, codified as amended at 44 U.S.C. §§ 1901-1916), and in support of GPO's mission of an *America informed*.

The FDLP provides permanent, free public access to tangible and electronic information dissemination products of the U.S. Government through a network of over 1,100 depository libraries throughout the United States and its territories.

All published Federal information dissemination products, regardless of format or medium (e.g., online, print, CD, DVD), which are of public interest or educational value, or produced using Federal funds, are to be provided to depository libraries for public use.

Exceptions are those products that are:

- For official use only, or for strictly administrative or operational purposes that are not of public interest or educational value.
- Classified for reasons of national security.
- The use of which is constrained by privacy considerations.
- “Cooperative publications” which must be sold by the publishing agency in order to be self-sustaining.
- Protected under copyright and the Government does not have rights to publish or otherwise use the work for Federal purposes.

All Federal information dissemination products published on an agency's (or an agency's official partner's) publicly accessible website and originating from, or funded by, the agency are intended for public use and are considered in scope of the FDLP.

For more information, including example publications to be included in the FDLP, please see Circular Letter No. 1056 Disseminating Information Products to the Public through GPO's Federal Depository Library Program (August 18, 2020) <https://www.gpo.gov/how-to-work-with-us/agency/circular-letters/disseminating-information-products-to-the-public-through-gpo-s-federal-depository-library-program-aug-2020>.

### How Working with GPO Benefits Your Agency

In addition to meeting the mandates of 44 U.S.C. §§ 1710, 1902-1903 that require information dissemination products published with Federal funds, in any format, be made available to the public, GPO's information dissemination programs make agency publications more visible to the general public.

Publications are:

- Searchable through the Catalog of U.S. Government Publications <https://catalog.gpo.gov> and other GPO search tools.
- Available to 1,100+ library collections across the country.
- Accessible via persistent link in order to guarantee future access.

### How to Inform GPO of Your Publications

#### 1. Print and Other Tangible Publications:

For orders placed through GPO (Central Office and Regional Offices) or on agency direct-deal contracts, GPO decides which publications to distribute through the FDLP and determines the appropriate distribution medium and quantity required. GPO bears the printing and binding costs of the depository copies.

For products produced independently of GPO, agencies are required to notify GPO of their intent to publish, and bear the printing and binding or replication charges for the number of copies required for depository library distribution. In all cases, GPO bears the expense of distributing the copies. Please notify GPO of upcoming publications printed independent of GPO by submitting one of the following forms (see *Appendix 1*) to the shared [IntentToPublish@gpo.gov](mailto:IntentToPublish@gpo.gov) email box for rider determination:

- GPO Form 3868 Notification of Intent to Publish
- SF-1 Print Order
- GPO Form 4044 Simplified Purchase Agreement (SPA) Work Order Form

#### 2. Electronic or Online Publications:

GPO will ensure permanent public access and make your publications discoverable in GPO's online research systems, OCLC (an international cooperative catalog of library resources), and the online catalogs of depository libraries nationwide. Please notify GPO via askGPO <https://ask.gpo.gov> using the Agency Content Submission form. Instructions for submission can be found on the Dissemination Program page <https://www.gpo.gov/how-to-work-with-us/agency/services-for-agencies/dissemination-program>.

To discuss other mechanisms for submitting publications (e.g., API) please contact us through askGPO, using the category Dissemination Program Question.

## 7. Government Bill of Lading

A Government Bill of Lading (GBL) is a rarely used transportation document prepared by a Government official to designate a specific carrier for transportation. Use of a GBL makes the Government liable for the safe delivery of the goods to or from a destination.

The intention to supply GBLs must be stated on the requisition. This request may apply to either an individual order or to an annual (open) requisition.

GBLs are prepared by GPO's Transportation Branch, unless the GBL is supplied to GPO by the ordering agency with the request for GPO to provide the agency GBL to the contractor. For agency-furnished GBLs, GPO will provide you with the additional information needed to complete the GBL (successful contractor's name, address, F.O.B. place of origin and the contract completion date).

## 8. Attending a Press Sheet Inspection (PSI)

GPO is committed to helping you receive the quality products you require, when you need them, at a fair and reasonable cost to the American taxpayer. One of the ways in which this is accomplished is through Press Sheet Inspections (PSIs). Onsite PSIs are not required for all jobs, but when they are requested, a PSI can be a valuable tool in helping to ensure a quality product.

The pamphlet titled Guidelines for Agency Representatives Attending Press Sheet Inspections located here: [www.gpo.gov/docs/default-source/forms-standards-pdf-files/guidelines\\_attending\\_presssheetinspections.pdf](http://www.gpo.gov/docs/default-source/forms-standards-pdf-files/guidelines_attending_presssheetinspections.pdf), contains guidelines governing the performance of PSIs by agency personnel, whether on your own, or accompanied by GPO staff.

GPO hopes that the information available at the above link addresses all of your questions about PSIs and will serve as a ready-reference guide before, during, and after an inspection. We welcome your comments and suggestions on how we can improve, and as always, stand ready to assist you in any way we can. If you have any questions, please contact Quality Control for Published Products (QCPP) at 202.512.0542 or [qcphp@gpo.gov](mailto:qcphp@gpo.gov).

## 9. Return of Government Furnished Materials (GFM)

GPO does not store any reproducible material (previous samples, camera copies, electronic files, etc.) on the orders it processes. All original reproducible material as well as any final electronic files (if edits were made) will be returned to the ordering agency unless the requisition specifies otherwise. It is the agency's responsibility to monitor and ensure all GFM is returned upon completion of an order. Any outstanding GFM should be reported to GPO in a timely manner.

## 10. Waiver Requests

In accordance with paragraphs 46-1 through 46-4 of the JCP Printing and Binding Regulations, permission for an agency to procure printing directly from a commercial printing source may only be granted through the issuance of a GPO waiver. (Exceptions are printing requirements valued at less than \$1,000 if the item fits the description in paragraph 49-2 of the JCP Regulations.)

Requests for waivers must be submitted to the GPO Manager, accompanied by a fully completed SF-1 which fully describes the product to be procured. The reason for the waiver request should be thoroughly described. Approval of waivers is not routine. Each waiver will be carefully evaluated with outcomes being communicated in writing to the agency.

The GPO Director is permitted to return to any department of the Government any written requisition for printing, binding, and blank-book work, otherwise authorized by law, as in their opinion they are neither able nor suitably equipped to execute or which may be more economically, or in the better interest of the Government, procured elsewhere than at the GPO.

## 11. Permissions for Copyrighted Materials

You are responsible for obtaining written permission to use any copyrighted materials. This is necessary when the source material is old or recent, in print or electronic form and when you are changing the content to a different format or type of media.

After you receive authorization to make a copy of protected material, submit it to GPO along with your order.

## 12. Geographic Restriction

GPO strives to ensure that you have a vast variety of nationwide vendors to choose from and we are mandated to ensure full and open competition is allowed to the maximum extent practical during the procurement process.

If you require localized services for onsite inspections or have time or budgetary constraints, please provide a written justification for this limitation with your order.

### **13. Changing a GPO Order**

Changes to previously provided requisition (SF-1) or Print Orders must be submitted in writing to the appropriate GPO office to confirm the updated requirements. The request should identify the order using the requisition number (plus Jacket and/or Program and Print Order numbers when known) and should fully describe the change and the reason for making it. All requests must be submitted by an individual who has appropriate authority.

Modifications will be issued to address the change under the original order number. Please do not supply a new order number when submitting a request to change an existing order.

### **14. Reprint Orders**

Requisitions for the reprinting of a previously printed document should be accompanied by the final reproduction material(s) used to produce the previous order as well as a sample of the previously finished product, if available. On all requisitions for reprints, the previous jacket number should be indicated when known. This will help ensure proper handling using the same or similar requirements and can help reduce the cost and processing time for your order.

### **15. Obtaining General Services Administration (GSA) Forms**

GSA forms are not provided by GPO. Per FPMR (41 CFR) § 101–26.302, printed Standard and Optional Forms are to be obtained from GSA, Federal Acquisition Service (FAS), through GSA Advantage, located here: [https://www.gsaadvantage.gov/advantage/ws/main/start\\_page](https://www.gsaadvantage.gov/advantage/ws/main/start_page).

Unless specifically stated, the forms in the GSA Forms Library are authorized for local reproduction and made available as fillable electronic forms that you can print or save digitally.



# GPO Contracting Methods

GPO uses various contracting methods to procure your requirements with basic descriptions provided below.

## 1. Small Purchase Request for Quotation (RFQ)

Small purchase projects under \$100,000, can be procured using a more streamlined contracting method. These projects are usually for non-repetitive procurements that are advertised for competitive quotes. This type of procurement usually takes GPO less time to write the specifications, certify and make award. The contract will be awarded based upon the lowest responsive responsible vendor's quote, which conforms to the specifications.

Once a purchase order is issued, the contractor may decline the order prior to beginning performance if the specifications prove to be different than advertised or if the vendor did not fully account for all requirements in the order. If this occurs, GPO makes every effort to re-award the requirement with the same delivery date.

## 2. Sealed Bidding (also known as One-Time Bid, Invitation for Bid (IFB) or Formal Bid)

Sealed bidding projects are large dollar or complex orders that use a formal sealed bidding process. These projects generally exceed \$100,000. IFBs usually require more time for potential vendors to prepare their competitive bid, conduct a public bid opening, and go through the certification process for award. Once submitted, bids are binding. The contract will be awarded based upon the lowest responsive responsible vendor's bid, which conforms to the specifications.

## 3. Term Contracts

Term contracts are the most effective and efficient means for satisfying recurring needs for similar orders (e.g., cut forms, books and pamphlets, envelopes, business cards). GPO establishes a contract that remains in place for a set performance period, typically for one base year, plus up to four additional 12-month periods that can be exercised at

the agency's option. The contract will be awarded based upon the lowest responsive responsible vendor's bid, which conforms to the specifications.

Print Orders placed directly by agencies onto term contracts must be fully documented in accordance with the contract requirements including the date the material was made available for pickup by, or sent to the contractor. Performance schedules must comply with the time-periods prescribed in the contract.

Several different types of term contracts are used.

### a. Single-Award

The term contract is awarded to a single contractor who can produce all of the requirements over a specified period of performance.

### b. Multiple-Award

GPO certifies multiple contractors to perform on the term contract because the requirements may exceed the production capacity of a single contractor.

- A multiple-award contract may be a Sequence-of-Award contract in which the agency must place orders to contractors following a sequence-of-award established by GPO at time of certification. The order is based on the lowest overall cost estimated for all of the contract requirements.
- Another type of multiple-award contract is an Individually Abstracted contract in which GPO provides an abstract of bid prices received from each contractor. The agency uses it to establish the lowest priced contractor based on generating an estimate for each individual order as it is placed on the contract.

### c. General-Usage

These contracts are put in place to support commonly ordered items (e.g., cut forms, books and pamphlets, envelopes, business cards). Multiple agencies can place orders on the contract. These contracts help expedite the procurement process.

### **4. Negotiated Procurements (also known as Request for Proposal or Task Order Contracts)**

Negotiated procurements are used when requirements are complex and your needs cannot be fully defined. It takes longer to establish a contract using this type of procurement. This contract type is not used when requirements can be clearly specified without the need to consider optional or unknown solutions.

A solicitation based on your statement of work is issued in the form of RFP. Formal proposals are evaluated by a team including members of both GPO and your agency. This method allows interaction with the vendors who submit proposals and allows you to be involved in selecting the solution that represents the most value for your agency.

GPO has several existing negotiated contracts that you may participate in. See Section VII for more details.

### **5. Non-Competitive Purchases**

Per 41 U.S.C. § 6101(b)(2), unless otherwise provided in the appropriation concerned, purchases for supplies or services for the Federal Government must be advertised with open competition. This does not apply when only one source of supply is available. It is up to you to provide sufficient evidence to GPO to validate and gain approval for any non-competitive purchase.

Justification must affirm the following:

- A description of what it is about the product being requested that would preclude full and open competition to procure it.
- Market research has been conducted to validate that this is the only source available.
- The impact if the sole source award were not to be granted. Explain how the end user would be adversely affected if the specific product or design was produced by a different vendor.
- If the product is patented and/or copyrighted, indicate what alternatives you have explored. If no acceptable alternative was found, list the specific benefits that the patented/copyrighted product provides that are critical to meeting your mission.

# Agency Procedure for Placing Orders on Term Contracts

Placement of Print Orders can be handled directly by your agency or by GPO personnel. In either case, GPO maintains authority for the contract. Special instructions for placing your own orders are provided in this section.

## 1. Direct-Deal Term Contracts

Direct-deal term contracts allow you to place Print Orders (GPO Form 2511) directly with contractors rather than routing them through GPO for placement. This is the most efficient way to place an order.

Agency authority under direct-deal term contracts extends only to the placement of Print Orders and to the transmission of copy and proofs. All other authority rests with GPO's Contracting Officers who negotiate with contractors to manage performance beyond the terms of the contract.

When placing orders directly with a contractor, your responsibility includes:

### a. Create the Print Order

When completing Print Orders for placement, all applicable boxes on the 2511 Print Order form must be completed. See [Appendix 1](#) for links to both this form and its instructions.

The objective is to provide complete information on the individual Print Order that can stand alone to describe your order and to ensure that no requirements are omitted. GPO discourages the use of references such as "per contract". Whenever possible, the complete distribution list should be supplied directly on the Print Order.

### b. Include Rider Copies

If other agencies intend to ride an order, GPO will furnish a separate memorandum detailing the number of copies to be added to your order along with distribution instructions. Additionally, the FDLP and its network of depository libraries or GPO Sales may order rider copies.

It is crucial to have any rider quantities added to your agency's required quantity on the Print Order. The cost of reprinting an order due to failure to include these rider copies will result in additional costs to the Government and taxpayers.

### c. Distribute the Print Order

The contractor has no authority to perform work prior to receipt of a Print Order.

A copy of the Print Order and any separate distribution list or attachments should be provided to GPO at the same time that the Print Order is sent to the contractor. GPO needs to enter the order into our ordering system to support the billing process. If GPO does not have a copy when the contractor submits an invoice, it will delay payment.

If the Print Order is placed through GPO Publish, a copy of the Print Order and any other documentation provided in Publish does not need to be provided separately to GPO.

Print Orders are also reviewed by GPO to ensure that they fit the contract.

### d. Provide Government Furnished Materials (GFM)

At the time of Print Order acceptance, the contractor must be informed of where and when the GFM can be obtained. This will determine the start date for the schedule as specified in the contract. After placing the order, the specified schedule may not be modified by the issuing agency. The authority to negotiate changes on the order rests with GPO personnel. For instances of Government-caused delays you will fill out and submit the GPO 907 Form as described in Section IV, 3. Contract Compliance with Schedules.

## **2. Special Considerations for Multiple-Award Contracts**

### **a. Print Order Log**

When placing Print Orders under multiple-award, direct-deal term contracts, you are required to keep a log record. This record is the means by which each contractor's acceptance pattern is tracked. The log identifies each offering for multiple-award contracts, the required schedule, the best date offered by each contractor representative if the offering is refused, and the representative's name. This record should be reviewed periodically to determine any consistent patterns of Print Order refusal for multiple-award term contracts. GPO may also request to review the log to ensure that Print Orders are being placed properly. Additionally, the records relating to any sequence-of-award established through abstracting must be retained for review by GPO.

### **b. Sequence-of-Award**

All Print Orders must be placed in accordance with the pre-established sequence-of-award. This sequence, which may be provided by GPO prior to commencement of the term contract, is developed to ensure that Print Orders are always offered first to the lowest bidder. Some term contracts, however, may require, or provide for, a sequence-of-award to be established for each Print Order through abstracting of individual order requirements to determine the award sequence. The method for establishing the sequence will be specified in the contract.

### **c. Contractor Responses**

Each term contract stipulates a time period for contractors to respond to Print Order offerings (usually 30 minutes). The name of the contractor representative contacted and the time of the offering must be entered into the placement log. Should the first contractor fail to respond within the specified time or reject the order, the remaining contractors must be contacted in sequence. Under no circumstances may you bypass an eligible contractor in the sequence-of-award. Repeated refusals of Print Order offerings must be brought to the attention of GPO.

## **3. Contract Clauses Used in Term Contracts (as applicable)**

### **a. Option to Extend the Contract Term**

Some contracts are written to include a base performance period, typically 12 months, plus option years. It is the Government's exclusive right to extend the contract by written notice to the contractor not later than 30 days before the current contract period expires. The duration of a contract may not exceed 5 years, including any options under this clause.

### **b. Economic Price Adjustment (EPA)**

Multiyear and option year contracts must include an economic price adjustment clause, which will provide for either upward or downward price adjustment in the contract price in accordance with changes in the specified price indexes. The Government will notify the contractor in writing of the percentage increase or decrease to be applied to any invoice to be submitted for orders subject to price adjustment in accordance with this clause. Such percentage will be determined from the "Consumer Price Index For All Urban Consumers – Commodities Less Food, Seasonal Adjusted," published monthly in the CPI Detailed Report by the Department of Labor, Bureau of Labor Statistics.

### **c. Paper Price Adjustment (PPA)**

The Government is required to include this clause in multiyear and option year term contracts when the value of paper alone is estimated to exceed \$100,000. Term contracts incorporating this clause must distinguish paper as a separate line item in the "Schedule of Prices."

Paper prices charged under the term contract will be adjusted in accordance with "Table 9 - Producer Price Indexes and Percent Changes for Commodity Groupings and Individual Items" in Producer Price Indexes report, published by the Bureau of Labor Statistics (BLS) on a monthly basis. The applicable BLS code (for example, 0913-01) for corresponding paper type (for example, Offset Book) will apply to all paper required under the contract. The applicable index figures for the specified month will establish the base index. Adjustments under this clause will be applied to the contractor's bid price(s) for paper line items in the "Schedule of Prices," and will be effective on the first day of any month for which prices are to be adjusted. There must be no price adjustment for the first three (3) production months of the contract. Price adjustments may be monthly thereafter, but only if the index varies by an amount (plus or minus) exceeding 5% by comparing the base index to the index for that month, which is two (2) months prior to the month being considered for adjustment.

The GPO Contracting Officer will give written notice to the contractor of any adjustments to be applied to invoices for orders placed during the months affected by this clause.

# Established Procurement Vehicles

Several programs have been established to help you reap the benefits of agency control over the ordering process, cost saving, and streamlined order processing.

## 1. Simplified Purchase Agreement (SPA)

The SPA is a streamlined printing procurement process. Once approved to use the SPA, you can acquire publishing and information products and services valued up to \$10,000 directly from a list of GPO certified local commercial vendors.

This procurement option offers the maximum possible convenience and control for quick turnaround publishing projects. SPA orders allow you to solicit and directly place orders with a vendor of your choice based on “best value”. This concept embraces price as well as any number of important factors, such as responsiveness, business practices, convenience, courteous service and attention to detail. You are able to take into account elements of past performance relating to quality, reliability, and schedule compliance.

The process ensures fair and reasonable competitive pricing and vendor compliance with GPO standards as it relates to the Government Paper Specifications and Quality Assurance Through Attributes Program (QATAP), thus maintaining continued consistency and quality control of the publishing and information products and services. See more on QATAP in section IX.

For the vendor, the SPA provides local small businesses with a vehicle through which they can market their services directly to Federal agencies.

For information on how to get started on the SPA go to: [www.gpo.gov/how-to-work-with-us/agency/services-for-agencies/simplified-purchase-agreement](http://www.gpo.gov/how-to-work-with-us/agency/services-for-agencies/simplified-purchase-agreement).

## 2. GPOExpress (950-S Contract)

The 950-S Program known as GPOExpress is a convenient, short-run, quick-turnaround copying contract. Once approved, it allows you to place orders directly using a unique GPOExpress card to make purchases at designated locations nationwide. You get substantial savings while still complying with Title 44.

Participation in the GPOExpress program requires an agency to:

- a. Payment by credit card, Intra-Governmental Payment and Collection (IPAC) Systems, or deposit account.
- b. Submit a GPO Form 3001 or SF-1 designating all cardholders and their prescribed spending limits

Services provided under the contract include:

- Access to locations nationwide 24/7, 365 days a year
- With free local pickup and delivery, your orders can be placed online, by phone, or at any FedEx Office location.
- Free delivery within a local area
- For last-minute, rush projects, work can typically be produced in 24 hours or less.

For more information on pricing and how to sign up for the GPOExpress program go to: [www.gpo.gov/how-to-work-with-us/agency/services-for-agencies/gpoexpress](http://www.gpo.gov/how-to-work-with-us/agency/services-for-agencies/gpoexpress).

For more information on how to sign up for the GPOExpress program go to: [www.gpo.gov/how-to-work-with-us/agency/services-for-agencies/gpoexpress](http://www.gpo.gov/how-to-work-with-us/agency/services-for-agencies/gpoexpress).

GPO does not apply a surcharge to GPOExpress orders.



### 3. GPO Online Paper Store

The GPO Online Paper Store is a simple, one-stop solution for ordering cut-sheet paper supplies for office copiers and printers.

The GPO Online Paper Store offers:

- A variety of paper options and products
- Green options for those following Federal guidelines and sustainability requirements
- Free delivery nationwide
- 24/7 easy online ordering
- A dedicated Customer Service Center
- Competitive pricing
- Payment by credit card, Intra-Governmental Payment and Collection (IPAC) Systems, or deposit account

To get started go to: [www.gpo.gov/how-to-work-with-us/agency-services-for-agencies/gpo-online-paper-store](http://www.gpo.gov/how-to-work-with-us/agency-services-for-agencies/gpo-online-paper-store).

GPO does not apply a surcharge to GPO Online Paper Store orders.

### 4. GPO Onsite Services (951-M Contract)

Using our contract, you are able to work with GPO experts who can help you use a streamlined acquisition process to lease or buy equipment to support and enhance your in-house operations.

GPO has consistently been able to help customers save significant money and increase their efficiency and capability, while complying with Title 44 requirements.

This program offers your agency solutions for the following:

- Lease/purchase of copier fleets and printing devices
- Managed print service solutions
- Existing Government-owned equipment maintenance
- Mailing, distribution, and delivery services
- Copying and printing operations
- Binding and finishing operations
- Onsite personnel and security-cleared personnel

An assortment of onsite document conversion/scanning services are available, including but not limited to:

- Onsite turnkey operation
- Reduction of real estate being occupied by physical documents
- Experienced staffing
- Scanning
- Document preparation
- Indexing
- Refiling or recycling post-scan
- Metadata creation
- Quality control
- NARA compliance
- Compliance with Executive Order

For more information go to: [www.gpo.gov/how-to-work-with-us/agency-services-for-agencies/onsite-document-solutions](http://www.gpo.gov/how-to-work-with-us/agency-services-for-agencies/onsite-document-solutions).

GPO does not apply a surcharge to the 951-M orders.

# Procurement Support Services

## 1. Consultation – National Account Managers (NAMs)

GPO National Account Managers work with Federal agency customers throughout the United States.

Regardless of your location, their role is to:

- Provide you with a single, dedicated point of contact
- Help you choose the most appropriate and cost-effective GPO programs to suit your needs
- Introduce you to new GPO programs and services
- Connect you to internal GPO subject matter experts to provide you with the technical guidance needed to make informed decisions about print and digital publishing options
- Provide you with technical advice on print projects and maximizing print and publishing budgets
- Conduct educational outreach events and training seminars to help you train your staff to work effectively with GPO
- Help resolve administrative and financial issues related to account set-up, funding, billing, or other GPO activities and processes

To locate your NAM, send an email to [NAM@gpo.gov](mailto:NAM@gpo.gov) or call 202.512.1904. Be sure to include your agency and the state in which you are located.

## 2. Pre-bid Conferences

GPO can arrange conferences or formal Industry Day events to support discussion of your project details with prospective bidders. The events provide an opportunity to explain requirements that are complex or that require unusual performance on the part of the contractor and get feedback about what industry can provide. Since these conferences are held prior to bid opening, suggested changes or alternatives to the specifications may be considered for inclusion in final contract specifications.

## 3. Onsite Visits

Onsite visits can be conducted to obtain current information on the contractor's capabilities related to performing the contract. The onsite visit is typically included in the process of evaluating a vendor before award and includes the examination of elements such as production capability, technical capability, quality assurance, physical security, labor resources, performance record and financial viability.

A specified pre-award visit can be waived if a visit to the same plant has been completed recently and the data is still considered to be relevant.

## 4. Post-Award/Prior-to-Production Conferences

When a contract involves new technology, complex requirements, critical schedules, extensive or involved distribution, or other complexities you may want to request a post-award conference be added to the solicitation.

After the award of a contract, but prior to any performance under the contract, representatives from the Federal agency, GPO, and the selected contractor(s) meet to discuss the most important aspects of the contract in order to avert potential problems. Prior-to-production conferences are also used to ensure all parties have a clear understanding of the contract and are completing/interpreting Form 2511 correctly.

## 5. Prior-to-Production Samples

When the finished product must be tested for acceptable usage, GPO can require the contractor to furnish samples that represent the ordered product before authorizing the contractor to produce the whole quantity. In this case, the contractor must wait for the agency to confirm acceptance before proceeding.

The use of prior-to-production samples is usually limited to products that the agency needs to process further using their own machines (e.g., mailing or high quality finishing equipment) that may have tight tolerances.

Producing these samples requires the same make-ready and other set-up procedures as the actual production run, so they are usually expensive and can require more time in the schedule.

## 6. Quality Control/Onsite Inspection

Onsite inspections are for the purpose of setting standards that are to be maintained throughout the entire run. Final make-ready is inspected and approved at the contractor's plant. Inspections can be requested for any process of the job to include printing, binding, foil stamping, etc.

Upon approval, the contractor is required to maintain the exact standards throughout the run (within Quality Assurance Through Attributes Program (QATAP) tolerances when applicable, see Section IX for more information).

After award, the contractor will give advance notice to GPO, providing the time and date that they plan to run the job. GPO will then notify the representative from the Federal agency and make arrangements for the plant visit.

## 7. Production Monitoring

GPO is committed to helping you receive quality products. One of the ways this is accomplished is through onsite production monitoring.

Trained GPO personnel can monitor the contractor's performance during any element of the production process including printing, imaging, binding, and mailing to ensure quality is maintained throughout production. There is an additional/hourly cost for this service.

## 8. GPO Permit Mailing

GPO offers our G-796 mailing permit for reimbursable USPS mailing. Using the GPO permit would save the cost and time of getting a mailing permit from your local Post Office. The GPO surcharge is applied to mailing costs when using the GPO permit.

## 9. Training Offered by GPO

GPO provides a variety of training. Customers nationwide can participate in most offerings.

### a. The Institute at GPO

The Institute at GPO provides Federal publishing professionals with courses designed to help their agency communicate effectively with a broad range of audiences using a variety of channels. Courses and seminars integrate hands-on exercises, demonstrations, discussions, and presentations led by nationally recognized experts in their fields.

We can help your agency:

- Develop training for your staff to better understand Federal sector publishing and printing best practices
- Increase your knowledge about emerging digital technologies that impact the planning, processes, and budgets for publishing, printing, and information dissemination
- Improve your skills in areas that are unique to Federal agency publishing

The Institute offers:

- Online training
- Desktop publishing courses
- Digital print and management courses
- Offsite customized courses at agency locations

For more information on specific courses, please visit the GPO Training Opportunities page: [www.gpo.gov/how-to-work-with-us/agency/services-for-agencies/training-opportunities](http://www.gpo.gov/how-to-work-with-us/agency/services-for-agencies/training-opportunities).

### b. NAM Sponsored Training Events

GPO offers a variety of free training events via online webinars and onsite by request. These events are conducted by GPO National Account Managers (NAMs) and offer critical training for new GPO users and comprehensive updates for existing customers. Training topics include:

- Training on how to use GPO Publish (<https://publish.gpo.gov>)
- Overview of GPO products and services
- Trending topics among GPO customers
- How to work with GPO (including funding and forms)
- Featured presentation topics requested by Federal customers

## GPO Hosted Webinars

Each month GPO conducts informative webinars on various topics to help keep you up-to-date on printing and publishing resources and innovations available through GPO. A webinar is a convenient vehicle that allows you to participate in a training event without having to leave the office.

GPO NAMs can also provide customized group training at your agency location. If you want to learn more, or would like to be added to GPO's email list for webinar opportunities, you can send your inquiry to [NAM@gpo.gov](mailto:NAM@gpo.gov).

To find an upcoming training event in your area, send an email to [NAM@gpo.gov](mailto:NAM@gpo.gov) or visit: [www.gpo.gov/how-to-work-with-us/agency/events-and-training](http://www.gpo.gov/how-to-work-with-us/agency/events-and-training).

### c. OnDemand Online Training

GPO realizes that the ordering process can be somewhat complicated. Our goal is to provide training to help you place your order.

There are many helpful resources available online. Whether you are looking for training on how to fill out an SF-1 or to learn more about the SPA program, there are videos you can watch on demand for your immediate training convenience.

Please visit the GPO Guides and Instructions page below: [www.gpo.gov/how-to-work-with-us/agency/services-for-agencies/guides-and-instructions](http://www.gpo.gov/how-to-work-with-us/agency/services-for-agencies/guides-and-instructions).

Many additional webinars are recorded, please send an email to [NAM@gpo.gov](mailto:NAM@gpo.gov) to request a link to view a previously recorded webinar.

# Quality Assurance Through Attributes Program (QATAP)

## 1. GPO Policy

The quality of products procured through Customer Services must conform to the requirements of the specifications agreed to with the customer agency.

## 2. Role of QATAP

The “Quality Assurance Through Attributes Program - Contract Terms” (GPO Pub. 310.1) is incorporated in GPO contracts for most products identified as “general printing” (e.g., books, pamphlets, and cut forms). This means a quality level will be assigned to the product and a contractor’s conformance with the quality requirements will be determined by measuring defects in accordance with the tolerances for the applicable attributes based on the quality level. Products failing to meet the quality requirements will be rejected. Corrective action may require reprinting, correction, or acceptance at an appropriate discount.

### Quality Attributes

Quality Attributes are properties of a printed piece expressed in units of measure with permissible tolerances. During quality evaluation, the measurement of each attribute defines a product’s compliance with requirements.

Printing and binding attributes are identified in QATAP. Examples are trim size (in inches), type density (in percent reflectance), and hickies and spots (by size and number present). Paper attributes are subdivided into characteristics (e.g., color, opacity, smoothness).

## 3. Federal Agency Responsibilities Under QATAP

Under QATAP, you and GPO both share responsibility for determining quality requirements and assuring conformance to these requirements.

Your primary responsibilities are discussed below.

### a. Quality Level Selection

Since you are the best judge of desired quality, GPO has delegated the responsibility for initial Quality Level (QL) selection of the printed product to the ordering agency, subject to concurrence by GPO. A more detailed discussion of quality levels can be found in GPO Publication 310.1: <https://www.gpo.gov/docs/default-source/forms-and-standards-files-for-vendors/qatap-rev-09-19-changes.pdf>.

### b. Product Inspection

GPO performs product inspection to determine compliance with specifications. Due to the volume of work procured by GPO, you are encouraged to inspect products upon receipt and to promptly notify GPO of any quality problems.

### c. Registering Complaints

All complaints regarding product quality must be submitted on GPO Form 1815 through an authorized agency printing representative and must be accompanied by samples. See *Appendix 1* for an illustration of this form. This requirement does not preclude prompt verbal notification when the nature of the quality problem(s) warrants immediate attention.

### d. Gathering Inspection Samples

To assist GPO in quality assessments under QATAP, when you register a complaint, you may be required to gather randomly selected samples from various destinations. Contractors are required to deliver Departmental Random Copies (Blue Label) copies to the Federal Agency on most jobs and to certify that they were selected according to GPO Form 917-Certificate of Selection of Random Copies.

The Blue Label copies should be set aside to open last so that they may be submitted unopened in the event that a quality issue is discovered that needs to be addressed. The Blue Label copies constitute a part of the total quantity ordered, and are provided at no additional charge. These randomly selected copies are packed separately and identified by a special label (GPO Form 2678-Departmental Random Copies (Blue Label)) that must be printed on blue paper and affixed to each affected container.

If Blue Label copies are not available, you should immediately contact GPO for guidance in sample gathering to avoid delays in obtaining samples. In order to seek a reprint or discount on the whole order, no copies of a rejected product should be used or distributed.

#### **e. Rejected Products**

When GPO determines a printed product fails to meet specifications for quality, the Contracting Officer will work with the contractor to take action. This may result in accepting the job with a discount, correcting the defect, or reprinting the job. It should be understood that discounts will always be considered when it is a usable product.

### **4. Product Quality Levels**

Under QATAP there are five levels of quality which may be assigned to a product. These levels range from Level I (best quality) to Level V (functional quality). Selection of the appropriate Quality Level (QL) for a given product is not always an easy decision. The natural tendency is to select the highest QL (Level I), in hopes of getting, at least, the minimum quality needed. Under QATAP, however, contractors must produce the specified QL within the allowable tolerances for each attribute or risk rejection by GPO. Consequently, selecting a QL higher than is needed could substantially decrease the number of contractors who could place a bid or a quote and increase printing costs.

The following QL descriptions are designed to assist you in making appropriate selections.

### **5. Description of the Five Quality Levels**

There is a direct correlation between the appropriate QL and the intended use of a product. The following describes this correlation.

#### **a. Level I (Best Quality)**

These products require the best available materials, printing, workmanship, quality control, and commensurate production time. Products in this level have single- or multi-colored detailed photos, halftones, very fine line drawings, and reproductions up to 200-line screen halftones. The highest quality Government furnished material (GFM), reproduction proofs, and closest match between approved

proof and press sheet are required. Examples of Level I products include art books, medical journals, and meat grading charts.

#### **b. Level II (Better Quality)**

These products require high quality printing, materials, workmanship, quality control, and commensurate production time. Products in this level contain single- or multi-color 175-line or finer screen halftone reproductions of single- or multi-color subject matter. High quality GFM, reproduction and proofs are required. Examples of Level II products include yearbooks, recruiting material, and professional papers.

#### **c. Level III (Good Quality)**

These products require above average materials, printing, workmanship, quality control, and commensurate production time. Products of this level require clean, sharp printing of single- or multi-color work (general process color work) and halftone reproductions up to 150-line screen. Above average quality GFM reproduction proofs and typography are required. Examples of Level III products include annual reports, general process color work, court decisions, illustrative catalogs, budget reports, technical reports (with color), and textbooks.

#### **d. Level IV (Basic Quality)**

These products require average quality printing, materials, workmanship, quality control, and commensurate production time. Products of this level are generally informational in nature and have general black-and-white or line color (non-process) and occasional halftone reproductions. Average fidelity and resolution to GFM is required. Examples of Level IV products include technical manuals (without process color), telephone directories, indexes, and project reports.

#### **e. Level V (Functional Quality)**

These products require printing with no information loss from GFM. These products may be reproduced from readable copy. Examples of Level V products include inter-office forms and information handouts (type and line work only).

#### **f. Mixing Product Quality Levels**

There will be instances where more than one level of quality will be assigned to an individual job. For instance, the binding may be more important than the fidelity of an illustration. As a result, a Level III may be assigned to the binding attributes and a Level IV to the remainder of the attributes. Mixing quality levels usually provides quality where needed while saving money.



## **6. Assistance from GPO**

Assistance in selecting the appropriate Quality Level or in any other aspects of QATAP is available from GPO. If you choose not to select a Quality Level, GPO will assign the appropriate Quality Level for the product.

## **7. Quality Standards for Digital Printing**

For contracts determined to be Quality Level 3, 4, or 5, the agency has the option to produce the products via conventional offset or digital printing provided that the Quality Level standards are maintained.

If digital printing is an option, different choices of digital printing can be specified in the contract. The choice can be defined by specifying attributes like: ink type, line screen, a minimum resolution, and raster image processing (RIP). These choices will affect price and quality.

- Pros: Less expensive, accurate proof, faster turnaround, smaller quantities, variable data
- Cons: Color accuracy cannot be verified, limited paper choice, difficult match to Pantone color, banding in gradients, uneven solids

# Additional GPO Business Units

## Customer Services Support Teams

### 1. Publishing Support Services

#### a. Bid Section

Prepares bid lists for soliciting contractors, maintains bidder's mailing lists, the Automated Bid List System (ABLS) and Contractor Connection, assigns contractor codes, classifies contractors according to capabilities, secures bids, and opens formal bids.

#### b. Contract Compliance

Monitors and reports on contractors' shipping/delivery performance, monitors proof dates to ensure compliance to specifications, informs Contracting Officers of contractors with performance problems, performs delinquency verifications, processes adjustments to schedules, issues Monthly Compliance Letters (processes contractors' responses), and reviews performance histories with contractors.

#### c. Quality Control for Published Products

Consults on projects before production, conducts press sheet inspections, pre-flights electronic media, inspects agency proofs, evaluates vendor samples to assign quality levels, conducts pre-award surveys, monitors in-plant production, evaluates Quality Assurance Random Copies (QARCs) for compliance to specifications, evaluates quality complaints, informs Contracting Officers of deficient contractors, and supports Customer Services with any technical specification needs.

#### d. Requisition Section

Processes requisitions from customer agencies, assigns jacket numbers, processes open jackets, prepares distribution lists, and handles Superintendent of Documents requirements.

### 2. Creative Services

GPO's Creative Services is an innovative design studio in the Federal Government. An integral part of GPO's Customer Services business unit, the Creative Services team is composed of professional designers and information technology specialists.

The team functions as a design services group that serves a need for communication products and services. The design team offers print and graphics design, branding and identity, book design, display exhibits, infographics, photography, and security design services. The group provides design services for Executive, Legislative, and Judicial branch agencies, commissions, and numerous entities funded by Federal Government-appropriated funds. Creative Services also provides design services for both the U.S. Congress, and the Executive Office of the President.

## GPO Business Units Outside of Customer Services

### 1. GPO Printing Plant

Plant Operations is an around-the-clock printing and technology business unit that publishes essential Government documents such as the *Congressional Record*, *Federal Register*, *Code of Federal Regulations*, President's Budget, Bills, Hearings and Congressional Reports, as well as select Federal agency work and security products. The Plant manufactures a wide range of products including flyers, letters, envelopes, posters, certificates, pamphlets, and books of all types. The Press Department utilizes G7 certified conventional and LED/UV offset sheet-fed and web presses as well as letterpress services. They also utilize Digital Inkjet presses, both web and color sheetfed. Proofing systems include G7 certified ink jet and high resolution laminated equipment. Their Bindery Department offers a variety of binding services including Smyth sewn, polyurethane reactive (PUR), saddle stitch, perfect binding, library binding and case binding. The Plant ships locally and nationwide.

### 2. Security and Intelligent Documents (SID)

GPO's Security and Intelligent Documents Business Unit is leading the way in secure document design and manufacturing, enabling the production of secure Government documents for a wide variety of applications including (a) U.S. Passports, (b) Evidence of Identity, (c) Travel Documents, (d) Immigration Forms, (e) Credentials, and (f) Official Tickets and Checks.

Customers can utilize GPO's services in the following ways:

#### a. Security by Design

Members of GPO's internal design staff are experts in the latest and most secure design software and are ready to assist you in all stages of building a secure document.

#### b. Security by Materials

GPO has the experience needed in preparing technical specifications for security paper and security inks.

#### c. Security by Print

GPO ensures the safety and authenticity of secure documents by employing hundreds of individuals with security clearances in the areas of manufacturing, procurement, design, and delivery.

#### d. Security by Technology

GPO has extensive in-government expertise in the latest technologies used in security documents and credentials to thwart counterfeiters and forgers. GPO also collaborates with U.S. and global commercial sources, suppliers and technology providers to integrate best-in-class security features, components and systems into the final products.

### 3. Publication and Information Sales (P&IS)

GPO's Publications and Information Sales business unit helps you expand the dissemination of your print and digital content into places where readers often search for information.

P&IS connects agencies to the public through the dissemination of Federal government publications via fulfillment centers and digital document delivery. In an effort to continually expand its audience, P&IS maintains an ever-growing database of 300,000+ postal mail and email addresses. In addition, specific mailing lists can be purchased on an agency's behalf. P&IS also offers Federal publications, subscriptions, and eBooks at the U.S. Government Online Bookstore, <https://bookstore.gpo.gov>.

### 4. Warehousing and Distribution Services

Publication and Information Sales also manages fulfillment centers in Laurel, MD and Pueblo, CO, where reimbursable publication storage and a wide range of fulfillment services are provided for Federal agencies: <https://www.gpo.gov/how-to-work-with-us/agency/services-for-agencies/warehousing-and-distribution>.

### 5. Official Journals of Government

The Official Journals of Government business unit provides support services to the U.S. Senate and U.S. House of Representatives and their committees regarding the printing, binding, and provision of digital information products required to carry out the legislative schedule and daily operations. This support includes the production of the *Congressional Record*, *Congressional Record Index*, bills, reports, hearings, committee prints, and other authorized documents.

This business unit also works in close partnership with the Office of the Federal Register (OFR) to coordinate the timely production of the official documents of the OFR including the daily *Federal Register*, *Code of Federal Regulations*, and the *List of CFR Sections Affected (LSA)*.

## 6. Library Services & Content Management

Library Services & Content Management's (LSCM) mission is to empower libraries to engage and serve the public to discover trusted U.S. Government information guided by Title 44. LSCM is responsible for the administration and support of four statutorily mandated programs, ensuring Federal Government information lifecycle management in multiple publishing formats.

These programs are the:

- Federal Depository Library Program (FDLP)
- Cataloging and Indexing Program (C&I)
- International Exchange Service (IES)
- By-Law Program

## 7. Programs, Strategy, and Technology (PST)

GPO's Programs, Strategy, and Technology office provides management support, process discipline, business process reengineering and transparency to key agency strategic programs. PST is responsible for the management, ongoing development, and support of GPO's GovInfo ([www.govinfo.gov](http://www.govinfo.gov)).

GovInfo is an ISO 16363 certified Trustworthy Digital Repository that provides content management, free online access, and long-term digital preservation to official publications from all three branches of the Federal Government. PDF files on GovInfo are digitally signed and certified to provide evidence of document authenticity and integrity. Federal agencies can visit: [www.gpo.gov/how-to-work-with-us/agency/services-for-agencies/digital-content-solutions](http://www.gpo.gov/how-to-work-with-us/agency/services-for-agencies/digital-content-solutions) to learn about making their content available on GovInfo or about using GPO's standalone PDF digital signature application service.

# GPO Finance and Billing

This section includes information that supports the ordering process all the way through to successful billing.

## 1. Establish a GPO Billing Address Code (BAC)

To obtain a GPO Billing Address Code (BAC), complete and submit GPO Form 4046 with the following information filled in as appropriate:

- Agency Requestor information – Name, Title, Department and Bureau/Office, address, phone, fax and email.
- Finance Point of Contact information – Name, Title, address, phone, fax and email.
- Method of Payment
  - IPAC Billing – Handled by Treasury transfer
  - Non-IPAC – Credit Card or Check
- Agency Location Code (ALC), Treasury Account Symbol (TAS) and Business Event Type Code (BETC) are required for IPAC. This information can be acquired from the agency's finance or budget office.
- Line of Accounting (LOA) if required by your agency.
- Authorizing Signature, Title and Date.

Completed form should be emailed to [requestnewbac@gpo.gov](mailto:requestnewbac@gpo.gov). GPO Commercial Billing will contact you within 3 business days with information to begin using the new GPO BAC.

## 2. Treasury Account Symbol (TAS) – Business Event Type Code (BETC)

TAS identification code assigned by Treasury Fiscal Service to agencies for Treasury reported financial transactions of the Federal Government. The BETC must accompany the TAS to indicate the type of activity being reported, such as payments, collections, etc.

The TAS-BETC is required for all Intra-Governmental Payment and Collection System (IPAC) transactions. It is not required for credit card or deposit account payment transactions. All obligation documents (2014 version or

later) contain component TAS and BETC fields in the billing information section.

Contact your agency's budget or accounting office to obtain the correct TAS/BETC information.

## 3. Line of Accounting

Line of Accounting (LOA) is an agency reference accounting code, up to 195 characters, supplied in the identified box of the ordering document.

The agency-supplied accounting number is captured by GPO and transmitted on the customer IPAC bill to allow for automated recognition of charges by the customer's finance system, reducing administrative time and reversed charges.

GPO must be notified if this is a mandatory agency requirement. To notify GPO of your agency's Line of Accounting requirement email [cad@gpo.gov](mailto:cad@gpo.gov).

## 4. Credit Card Payment

Identify orders to be charged to a Government credit card by selecting the purchase card box on the ordering document.

Provide credit card information (name on card, card number and expiration date) in the identified boxes on ordering document and submit to GPO via secure transmission, or provide contact information (name and phone) to collect credit card information upon order processing.

When placing orders through GPO Publish, select Credit Card as the billing method and enter the credit card information in the applicable fields. Credit card data is encrypted in the GPO Publish system.

Credit card receipts are not automatically transmitted from GPO, but may be provided upon request.

## 5. IPAC

Electronic Internet-based collection and payment system that facilitates intra-governmental transfer of funds on a real-time basis.

GPO processes IPAC transactions four times a month (5th, 10th, 15th and 20th), adjusted for weekends and holidays.

## 6. Deposit Account

Account established by the deposit of funds via IPAC or check and the submission of Form 4045, allowing customer to maintain control of funds at the appropriation level. Funds are replenished to maintain a balance to cover a single job or an entire project.

Form 4045 and instructions are located here: [www.gpo.gov/how-to-work-with-us/agency/forms-and-standards](http://www.gpo.gov/how-to-work-with-us/agency/forms-and-standards) within the Billing and Finance tab.

GPO assigns a deposit account number (BAC) to be used on obligation documents.

Customers can monitor transactions by logging into the Financial Document Repository at: <https://financialdocuments.gpo.gov>. Accounts are updated daily to show all account activity to include deposits, charges for Print Orders, transfers, etc.

## 7. Financial Document Repository

GPO's Financial Document Repository provides you with the flexibility to control your funds with access to the following:

- Printing and binding deposit account transactions and balances
- Digital GPO Form 400 Invoices for their IPAC and non-IPAC transactions
- SF-1 documents that they have submitted to GPO for procured orders

For detailed information on what is available on this site, go to: <https://financialdocuments.gpo.gov> and click on Deposit Accounts or Form 400/SF-1 and select frequently asked questions.

For information on how to get access to the system go to: <https://financialdocuments.gpo.gov/user/registration>.

## 8. Finance Inquiries

For billing and payment related questions, contact the appropriate processing unit.

IPAC payments – Customer Account Division, 202.512.0626 or [cad@gpo.gov](mailto:cad@gpo.gov).

Deposit account – 202.512.1189 or [depositinquiries@gpo.gov](mailto:depositinquiries@gpo.gov).

Credit card – 202.512.0854 or [GPOBilling@gpo.gov](mailto:GPOBilling@gpo.gov).

Agency Billing – 202.512.0197, [CommercialBilling@gpo.gov](mailto:CommercialBilling@gpo.gov). Commercial Billing handles the initial agency billing actions, regardless of payment method.

## 9. G-Invoicing (GINV)

GINV is a new online platform developed by the Treasury's Bureau of the Fiscal Service for funding officials, program officials, and payment approvers to originate and settle Buy/Sell IGT (Intragovernmental Transactions).

GINV will serve as a gateway for all Federal entities to agree upon funding terms and accounting treatment of reimbursable activity, and exchange that data with one another for consistent financial reporting.

For the latest updates on GPO readiness with GINV, please see <https://www.gpo.gov/how-to-work-with-us/agency/g-invoicing>. If you have questions on how GINV will impact your orders to GPO, please contact the GPO GINV Implementation Team mailbox at [GINV@gpo.gov](mailto:GINV@gpo.gov).

## 10. Finance Frequently Asked Questions (FAQs)

For additional information on the above and more finance topics please see: [www.gpo.gov/docs/default-source/finance-options-pdf-files/finance-faq.pdf](http://www.gpo.gov/docs/default-source/finance-options-pdf-files/finance-faq.pdf).



# GPO Forms and Instructions

## GPO Order Placement Forms and Instructions

Standard Form 1: Printing and Binding Requisition	<a href="https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/formsf1-rev.pdf">https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/formsf1-rev.pdf</a>
SF-1: Instructions for Printing and Binding Requisition Form	<a href="https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/formsf1instructions.pdf">https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/formsf1instructions.pdf</a>
Form 952: Digital Publishing Information	<a href="https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/952.pdf">https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/952.pdf</a>
Guide to 952: Digital Publishing Information	<a href="https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/952_class.pdf">https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/952_class.pdf</a>
Form 2511: Print Order Form Term Contracts	<a href="https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/form2511-r.pdf">https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/form2511-r.pdf</a>
Instructions for 2511: Print Order Form Term Contracts	<a href="https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/2511_instructions-r-8-2019.pdf">https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/2511_instructions-r-8-2019.pdf</a>
Form 4044: Simplified Purchase Agreement (SPA) Work Order	<a href="https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/spa-work-order-form-4044.pdf">https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/spa-work-order-form-4044.pdf</a>
Instructions for 4044: SPA Work Order	<a href="https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/4044_instructions-r-8-2019.pdf">https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/4044_instructions-r-8-2019.pdf</a>
Form 3001: GPOExpress Application	<a href="https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/form3001-sig.pdf">https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/form3001-sig.pdf</a>
Instructions for 3001: GPOExpress	<a href="https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/form3001-instructions.pdf">https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/form3001-instructions.pdf</a>

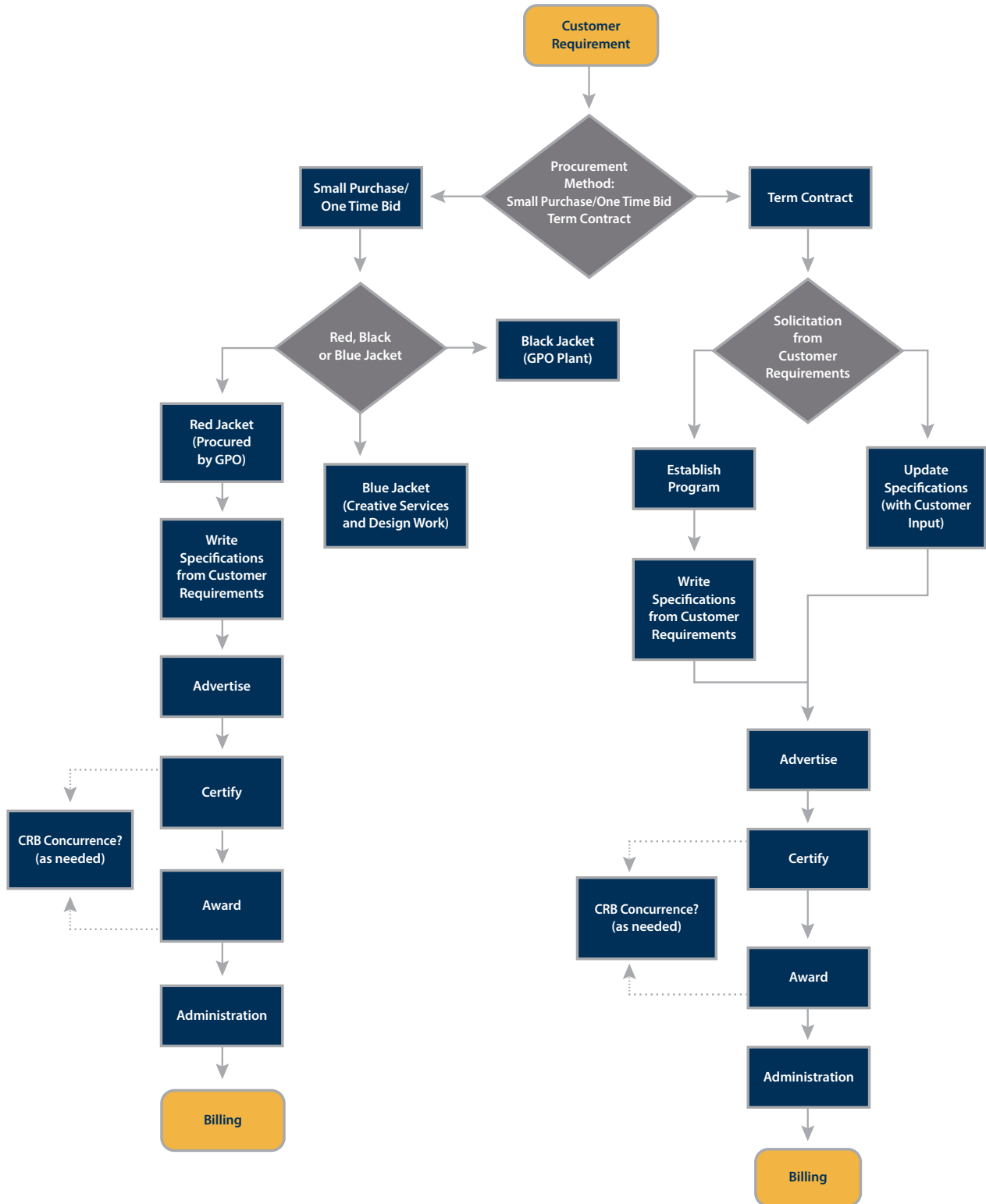
## Other GPO Forms

Form 907: Non-Compliance/Change Report	<a href="https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/907.pdf">https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/907.pdf</a>
Form 1815: Notice of Quality Defects	<a href="https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/1815.pdf">https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/1815.pdf</a>
Form 3868: Notification of Intent to Publish	<a href="https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/3868.pdf">https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/3868.pdf</a>
Form 4045: Deposit Accounts (Printing & Binding)	<a href="https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/depositaccountform.pdf">https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/depositaccountform.pdf</a>
Instructions for 4045: Deposit Accounts (Printing & Binding)	<a href="https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/depositacct_form4045_inst.pdf">https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/depositacct_form4045_inst.pdf</a>
Form 4046: Billing Address Code (BAC)	<a href="https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/bac_request_form_4046_0817.pdf">https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/bac_request_form_4046_0817.pdf</a>
Instructions for 4046: BAC Request	<a href="https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/bac_form4046_inst.pdf">https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/bac_form4046_inst.pdf</a>
Form 4063: Document Scanning: Additional Information	<a href="https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/document_scanning_form_4063-2019-05-21.pdf">https://www.gpo.gov/docs/default-source/forms-standards-pdf-files/document_scanning_form_4063-2019-05-21.pdf</a>

**Additional Forms can be found at:**

<https://www.gpo.gov/how-to-work-with-us/agency/forms-and-standards>.

# GPO Workflow for Order Processing



# GPO Products and Services

The products and services listed are only a small portion of what GPO can provide your agency. Contact GPO at [NAM@gpo.gov](mailto:NAM@gpo.gov) or 202.512.1904 for assistance with any project that your agency is considering. We want to help you meet your goals!

## Services

508 Compliance  
 Binding  
 Book and eBook Design  
 Brand and Identity Systems Design  
 Consulting and Facility Management Services  
 Design of Secure Cards/Credentials/Documents  
 Design Services for Mobile Devices  
 Digital Content Management, Preservation, and Authentication  
 Digital Printing  
 Digitization Onsite or Offsite  
 Distribution Services  
 Document Archiving  
 Document Management  
 eBook and eMagazine Conversion and Dissemination  
 Editorial Design  
 Environmental Graphic Design  
 File Conversion  
 Illustration  
 Indexing Services  
 Information Design  
 Litigation Copying/Scanning  
 Logo Design  
 Magazine/Periodical Design  
 Marketing/Communications Consultation  
 Materials Testing and Consultation  
 Multimedia Design  
 Order Fulfillment  
 PDF Digital Signature Application  
 Plant Operations Printing and Binding Services  
 Print Publication Dissemination through Commercial and Academic Channels  
 Production Layout  
 Promotional Design

Quick Printing via *GPOExpress*  
 Secure/Classified/PII Printing  
 Secure Document Destruction  
 Security Design  
 Subscription Services  
 Training  
 Translation  
 Variable Data Printing  
 Warehousing  
 Web Based Training and Development  
 Web Site Design  
 Web Hosting and Maintenance

## Products

Banners  
 Books  
 Braille  
 Business Stationery and Business Cards  
 CDs and DVDs  
 Congressional Publications  
 Direct Mail  
 eBooks and eMagazines  
 Envelopes  
 File Folders  
 Forms  
 Kit Packages  
 Labels  
 Maps and Drawings  
 Online Paper Store  
 Pamphlets and Brochures  
 Posters  
 Promotional Merchandise  
*(bags, coffee mugs, pens, pencils, t-shirts, etc.)*  
 Signage  
 Smart Card Production  
 Vehicle Wraps

## List of Acronyms

ACS: Alternate Contract Solutions	JCP: Joint Committee on Printing
ALC: Agency Location Code	LOA: Line of Accounting
APS: Agency Procurement Services	LSCM: Library Services and Content Management
AQL: Acceptable Quality Level	NAM: National Account Manager
BAC: Billing Address Code	NCR: National Capital Region
BETC: Business Event Type Code	P&IS: Publications and Information Sales
BLS: Bureau of Labor Statistics	PDF: Portable Document Format
C&I: Cataloging and Indexing	PII: Personally Identifiable Information
CRB: Contract Review Board	PPA: Paper Price Adjustment
CRDMS: Creative and Digital Media Services	PPO: Printing Procurement Office
CUI: Controlled Unclassified Information	PPR: Printing Procurement Regulations
EPA: Economic Price Adjustment	PSI: Press Sheet Inspection
FADGI: Federal Agencies Digital Guidelines Initiative	PST: Programs, Strategy and Technology
FAS: Federal Acquisition Services	QARCs: Quality Assessment Random Copies
FDR: Federal Document Repository	QATAP: Quality Assurance Through Attributes Program
f.o.b.: Freight on Board	QCPP: Quality Control for Published Products
FDLP: Federal Depository Library Program	QL: Quality Level
FPC: Federal Publishing Council	RFQ: Request for Quote
GBL: Government Bill of Lading	SBU: Sensitive But Unclassified
GFM: Government Furnished Material	SF-1: Standard Form 1
GPE: Government Point of Entry	SID: Security and Intelligent Documents
GPO: Government Publishing Office	SPA: Simplified Purchase Agreement
GSA: General Services Administration	TAS: Treasury Account Symbol
IES: International Exchange Service	U.S.C.: United States Code
IFB: Invitation for Bid	USPS: United States Postal Service
IPAC: Intra-Government Payment and Collection	

## Basic Terms and Definitions

A list of key terms found in this handbook is provided below.

**Agency Procurement Services (APS) Team:** Technical experts who handle the procurement process from start to finish.

**Award:** GPO Printing Specialists generate purchase orders which are signed by Contracting Officers. The Purchase Order and furnished material are then sent to the contractor upon award. Or, customer sends signed Form 4044 to GPO SPA contractor.

**BAC (Billing Address Code):** A BAC is a unique 6-digit account identifier assigned by GPO. The BAC identifies the particular agency and is assigned to a single Agency Location Code (ALC). The BAC also provides GPO with information regarding the method of payment (Intra-Governmental Payment and Collection (IPAC), Government check, Government purchase card, or GPO deposit account).

**Bid:** Response to an Invitation for Bid (IFB) that, if accepted, would bind the offeror to perform the resultant contract. Also referred to: Offer or Proposal.

**Blue Label Samples:** Within the limitations of the contract orders shall contain instructions to the contractor to draw random samples and place them in a container identified by a blue label. Customer agencies shall be instructed that the container should accompany any quality complaint submitted to the GPO and that it should be the last container to be distributed. Notwithstanding the exceptions and the minimum requirements, Contracting Officers may invoke this procedure for any order they deem appropriate.

**Certification:** GPO Printing Specialists determine low responsive/responsible bidders based on factors such as demonstrated ability to meet GPO QATAP standards and contract compliance.

**Circular Letter:** an online communication link between GPO and the Federal community. Used by GPO to share updates and information on a Opt-in basis.

**Contract Review Board (CRB) Concurrence:** The Contract Review Board (CRB) shall review selected proposed procurement actions to ensure that they are in the best interest of the Government and to ensure compliance with established procurement policy and procedures. The CRB will consist of not less than three members at the highest level of competence or experience available to GPO.

**Departmental Random Copies:** See Blue Label Samples.

**Federal Depository Library Program (FDLP):** provides permanent free public access to tangible and electronic information dissemination products of the U.S. Government through a network of over 1,100 depository libraries throughout the United States and its territories <https://www.fdlp.gov>.

**Financial Document Repository (FDR):** GPO site that offers direct access to agencies to get account transactions and balances <https://financialdocuments.gpo.gov>.

**Geographic Restriction:** Determined by customer requirements. Typically 100 miles, minimum of 60 miles from customer location. Only used if the customer wishes to attend a press sheet inspection and has limited funds to travel OR if the material/final copies must be picked up or delivered in contractor's own vehicle due to the sensitive nature of the material or final copies (See SBU/PII).

**G-Invoicing:** Treasury's new solution to support Intragovernmental Transactions processed through IPAC. GPO will utilize it along with all other Federal agencies to submit, track and reconcile order transactions <https://www.gpo.gov/how-to-work-with-us/agency/g-invoicing>.



**Government Furnished Material (GFM):** Reproducible materials (electronic files, camera ready copy, or negatives), furnished samples, and occasionally supplies, provided to the contractor by the Government for the purpose of performing under the contract.

**Government Point of Entry (GPE):** GPO procurements maximize competition from the commercial printing industry by publicizing job opportunities publicly at both the Federal GPE and the GPO website.

**GPO Jacket Number:** Jacket numbers are the job identifiers assigned by GPO. They are classified as either “one-time” or “open.” One-time jackets are numbers assigned to identify one-time procurements, small purchases, and items procured or “converted” under certain term contracts, such as the general-usage term contracts established by GPO. They remain active until completion and close out of the “one-time” contract action. Open jackets are assigned to each agency which has been given authority to place Print Orders under a term contract. They remain active for one fiscal year. A new jacket number will be assigned upon GPO’s receipt of a subsequent fiscal year requisition, to continue funding under existing term contracts in effect over multiple fiscal years.

**Intent To Publish:** GPO Form 3868. If customer feels there is a public interest in their document, GPO’s Form 3868 can be sent along with SF-1 so that the Superintendent of Documents and GPO Publication and Information Sales can determine if additional copies are required or if there is a market for selling the customer’s publication to the public.

**Invitation for Bid (IFB):** Formally advertised sealed bid solicitation and the necessary bid response. Also referred to as a Sealed Bid.

**Jacket Colors:** Black Jacket: Job will be produced in GPO’s in-house production area. Blue Jacket: Design work to be produced by Creative Services staff. Red Jacket: Job will be contracted out to a GPO print vendor.

**Joint Committee on Printing (JCP):** A Congressional committee whose purpose is to oversee and create policy for the expenditure of appropriated funds used by the Federal Government for printing and related services.

**Line of Accounting (LOA):** any reference code assigned by an agency to recognize GPO charges in their financial system. When provided to GPO on an order, this code will appear on GPO’s bill to the agency.

**National Account Manager (NAM):** a single, dedicated point of contact who can help you choose from the programs and services offered by GPO teams.

**National Capital Region (NCR):** The term means the geographic area located within the boundaries of (A) the District of Columbia, (B) Montgomery and Prince George’s Counties in the State of Maryland, (C) Arlington, Fairfax, Loudoun, and Prince William Counties and the City of Alexandria in the Commonwealth of Virginia, and (D) all cities and other units of government within the geographic areas of such District, Counties, and City. The area is defined under § 2674(f)(2) of Title 10 of the United States Code.

**Pantone:** Pantone is a proprietary color system that provides a universal language of color that enables color-critical decisions through every stage of the workflow for brands and manufacturers: [www.pantone.com](http://www.pantone.com).

**Printing Procurement Regulation (PPR):** The PPR is issued to: (1) prescribe uniform policies and procedures for the procurement of printing, binding, related supplies, and related services; and (2) provide guidance to Agency Procurement Services (APS) personnel in applying those policies and procedures.

**GPO Publish:** The United States Government Publishing Office (GPO) is actively modernizing its business practices and systems to enhance and simplify the way we do business in order to maximize customer satisfaction and efficiency of operations. GPO Publish is a portal that provides Federal Government customers the opportunity to order printing and publishing products and services through GPO. GPO Publish can be accessed at: <https://publish.gpo.gov>.

**Quality Assurance Through Attributes Program (QATAP):** established standards and tolerances used by GPO to measure the contractor’s conformance to the contract specifications.

**Rider:** an order placed with GPO to obtain copies of a publication when another agency was the originator who requested the contract from GPO.

**SBU (Sensitive But Unclassified) And PII (Personally Identifiable Information):** SBU/PII material is any customer supplied material that contains information deemed sensitive or personally identifiable. Examples are: home mailing addresses, social security numbers, personal telephone numbers, passport numbers, etc. GPO requires special handling of this material which includes a statement by the customer outlining how the customer will protect sensitive information and what will be required of the contractor to protect this sensitive information. May also be referred to as Controlled Unclassified Information (CUI).

**Small Purchase:** Simplified informal procedure for procuring requirements under \$100,000 that is exempt from formal Invitation for Bid procedures.

**SPA (Simplified Purchase Agreement):** These agreements are established between the U.S. Government Publishing Office and individual vendors and are to be used to place individual work orders not to exceed \$10,000 for originating office copies by agency or GPO personnel. After agency training, customers procure orders directly with GPO SPA vendors.

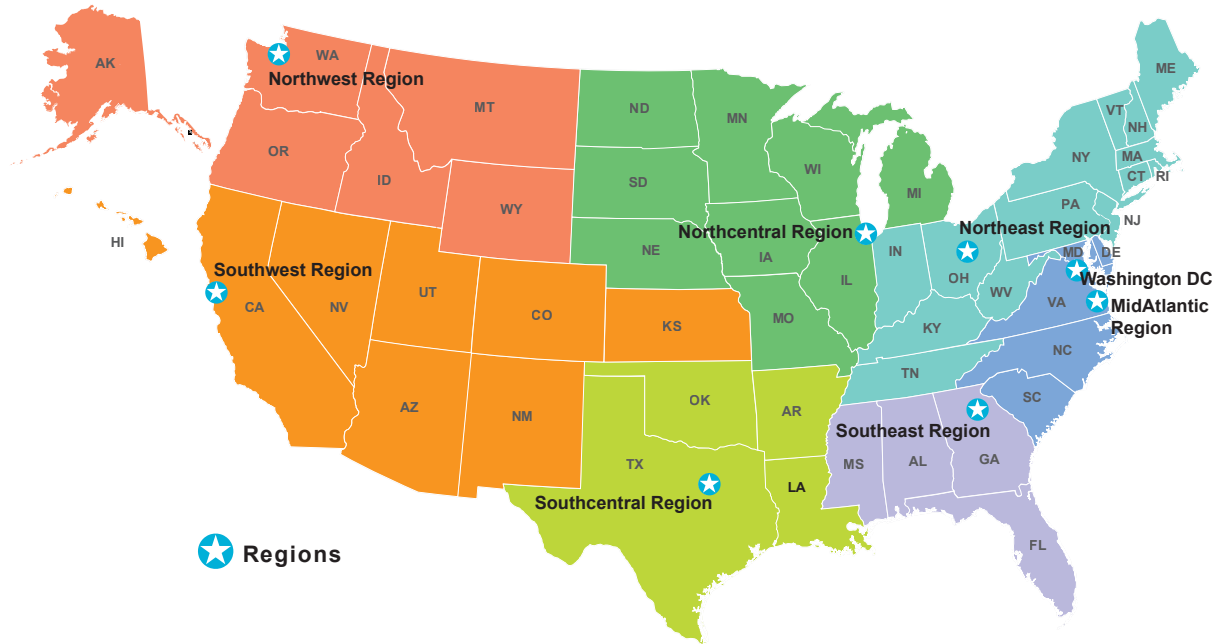
**Specifications:** Requirements written by GPO Printing Specialists, including relevant contract language from Printing Procurement Regulations (PPR), which formulate the contract.

**Task Order:** Individual request for goods or services under an established negotiated procurement.

**Term Contract:** Contract for known publishing requirements over an extended period of time supplemented by individual orders. Government Publishing Office (GPO) term contracts range from one year to multi-year with renewal options. Also known as a Program.

**Waiver:** Non-routine, temporary permission by JCP for an agency to procure printing as a validated exception to mandatory order placement through GPO.

# GPO Customer Services Nationwide Procurement Offices



Regions

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Headquarters

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