

## **CHAPTER 10**

### **PRINTING SERVICES**

#### **1. POLICY OBJECTIVES.**

A. These policies are applicable Department-wide and are set forth to:

1. Provide printing, photocopying, mail list management, convenient copiers and related services in HUD.
2. Identify uniform standards for printed stationery items authorized for the Departmental use.
3. Maintain minimum stock levels to reduce costs, and eliminate waste and duplication.

#### **2. FUNCTIONAL ORGANIZATIONS.**

A. **Headquarters.**

1. **Office of Administrative and Management Services (OAMS).** The Multimedia Division is responsible for policy development and administration. The Chief of the Publications Branch has oversight responsibility for printing, duplicating, mail list management, convenience copiers, management of the printed stationery items authorized for Departmental use, Visual Arts, Photography, Multimedia Library and the Presentation Graphics staff.

B. **Field Offices.**

1. **Field Office oversight rests with the Administrative Resources Divisions (ARDs), Administrative Services Centers (ASCs).**
  - a. The ARD Directors implement, administer, coordinate and monitor printing procedures, reproduction, and related printed stationery items.

#### **3. REGULATORY AUTHORITIES.**

A. **Department-wide.**

1. Printing and reproduction in HUD is regulated by Title 17, U.S.C., Title 44, U.S.C., Printing and Binding Regulations of the Joint Committee on

- Printing (JCP), Congress of the United States, and Printing Procurement Regulations of the United States Government Printing Office (GPO).
2. Printed stationery is regulated by the Federal Property Management Regulations, Government Printing and Binding Regulations, and U.S. Postal Service (USPS) Regulations.
  3. Mailing lists are regulated by USPS and the JCP.
  4. **PRIVACY ACT CONSIDERATIONS.** None.
  5. **CONTRACT REQUIREMENTS.**
    - A. In field offices, authorized personnel are responsible for administering the field printing contracts established by the GPO. Established contracts may not be revised or renewed without prior consent of the Chief, Publications Branch.
  6. **RECORDS RETENTION/DISPOSITION REQUIREMENTS.**
    - A. Records retention/disposition is governed by HUD Handbook 2225.06, HUD Records Disposition Schedule, and HUD Handbook 2228.02, General Records Schedules.
  7. **KEY CROSS REFERENCES.** None.
  8. **ACRONYMS.**

<b>ARD</b>	- Administrative Resources Division
<b>ASC</b>	- Administrative Service Center
<b>CFR</b>	- Code of Federal Regulations
<b>GPO</b>	- Government Printing Office
<b>GSA</b>	- General Services Administration
<b>JCP</b>	- Joint Committee on Printing of the United States Congress
<b>SF</b>	- Standard Form
<b>USC</b>	- United States Code
<b>USPS</b>	- United States Postal Service
  9. **FORMS REFERENCED AND/OR REQUIRED.**

<b><u>HUD-10.4</u></b>	- Requisition for Supplies, Equipment, Forms.
<b>HUD-20</b>	- Printing Requisition.
<b>HUD-20A</b>	- Visual Arts, Photography, retrieval of photo's or video tape.
<b>GPO-907</b>	- Non-Compliance/Change Report.
<b>GPO-952</b>	- Desktop Publishing Report (Disk Information).
<b>GPO-1815</b>	- Notice of Quality Defects.
<b>GPO-2511</b>	- Print Order.
<b>GPO-3868</b>	- Notification of Intent to Publish.

**SF-1** - Printing and Binding Requisition.

**10. REPORTING REQUIREMENTS SUMMARY.**

- A. Field Offices are required to submit copies of printing requisitions GPO Form 2511 and SF-1 monthly to the Chief, Headquarters Publications Branch.

**11. CLEARANCE REQUIREMENT/REPRODUCTION RESTRICTIONS.**

- A. **Approval.** The Publications Branch should be consulted before requesting the use of colored or coated paper and multi-colored ink for printing. The Chief, Publications Branch will make the final determination to achieve desired results.

**12. CLEARANCES.**

**A. Department-wide.**

1. **Publications.** Requests to print and distribute new and revised publications must be originated and/or approved by the Office of Public Affairs, prior to submission to the Publications Branch.
2. **Forms.** Requests to print and distribute new and revised forms, must be authorized by the Departmental Forms Management Officer.
3. **Directives.** Requests to print and distribute new and revised directives must be authorized by the ordering office Approving Official, prior to submission to the Publications Branch.
4. **Personal Printing.** No personal printing or related services using Government personnel, equipment, material or funds will be authorized except as provided in Paragraph 44 of the JCP Government Printing and Binding Regulations.

**13. COPYRIGHTED MATERIALS.**

**A. Department-wide.**

1. **Permission Required.** Copyrighted material may be used in publications or reproduced for internal use only with the permission of the copyright owner. The Publications Branch reserves the right to deny reproduction of copyrighted material, in whole or in part, if in its judgment, fulfillment of the order would violate copyright laws.
2. **Responsibility.** The ordering office must obtain permission to reproduce copyrighted material from the copyright holder. Permission must be in writing and a copy must be submitted with the printing requisition.

In the event that written permission cannot be obtained from the copyright holder, the ordering office must provide written confirmation confirming receipt of the copyright owner's oral permission to use the material.

#### 14. **DOCUMENT PREPARATION.**

##### A. **Copy Preparation.**

1. **Hard Copy.** Typeset material can be produced by furnishing typewritten manuscripts. Manuscripts should be double-spaced on white, 8-1/2 x 11" paper, typed on one side only and clearly numbered for sequence. Previously printed material may also be used as copy for setting type.
2. **Electronic Copy.** Typeset material can also be produced by furnishing captured data on floppy for conversion to typeset pages. Consultation with the Publications Branch is required in order to establish the format and codes used and needed.

#### 15. **PRINTING PROCUREMENT IN HEADQUARTERS.**

##### A. **Procurement Policies.**

1. **General.** All printing, binding, and related services required by Headquarters, which cannot be produced in-house, will be procured by the Publications Branch. The decision to perform work in-house or to procure it outside is made by the Branch Chief of the Publications Branch. The decision is based on job complexity, production considerations, and JCP regulations.
2. **Procurement Sources.** The following sources will be used to procure printing, binding, and related services:
  - a. GPO Central Office and Regional Offices.
  - b. Commercial printers through GPO term contracts.
  - c. Commercial printers through GPO formal bid and small purchase procedures.
3. **Funding.** All costs for procured work will be funded from the operating budget of the ordering office.
4. **Requisitioning.** The ordering office must submit Form HUD-20, Printing Requisition, available on HUD Clips to the Printing Section. All orders must include a unique control number in Box 3 and the signature of a designated approving official.

All material necessary to produce the job must be attached.

5. **Deadlines, Surcharges, and High Bids.** When a deadline must be met on a print job with a short time frame, GPO may require a surcharge in order to expedite the procurement, provide priority handling, and pay overtime. In addition, higher bids can be expected from printing contractors in order to pay overtime to skilled crafts people, and to pay premiums for supplies.
6. **Illegal Procurements.** Circumventing GPO to procure printing with appropriated funds is a violation of Title 44. Persons involved in such actions are subject to penalties found in Section 1350 of Title 31 U.S.C.

## 16. HEADQUARTERS IN-HOUSE DUPLICATION.

### A. Headquarters.

1. **In-House Duplication.** The HUD Headquarters Printing section maintains a self-service copy center and a staffed in-house duplicating facility. Duplication requests will be directed to in-house production whenever possible and within the terms of applicable regulations and standards.
2. **Standards for In-House Duplication.** The Publications Branch Chief, or designee, must approve all work to be produced in-house. All work must meet the following standards:
  - a. Camera ready copy must be legible.
  - b. It must be official HUD business.
  - c. Copyrighted material must include a letter of approval from the copyright holder.
  - d. The work must be designed for efficient production.
3. **Funding.** All costs for in-house work will be funded by OAMS.
4. **Impression Counts.** This term defines the magnitude of each print/duplication request. The JCP prohibits government in-house duplicating facilities from exceeding 5,000 impressions of a single page or 25,000 impressions of a multiple page product. Products exceeding these limits will be procured through the GPO.
  - a. Use the following formula for determining the impression count for your print request: (include blank pages in the page count)

**pages (includes blanks) x quantity = impressions**

5. **Color Copying.** The Printing Section has limited capabilities to produce color photocopies in-house. In-house duplicating of color copies should not exceed 1,250 impressions of any single sided product or 6,250 impressions of a multiple page product. More than the numbers above will be procured by the Printing Section through GPO. The Publications Branch Chief, or designee, is the final authority on each color copying request.
6. **Production Time Frames.** The following turnaround times are based on average usage. During periods of high demand, it may be necessary for the Printing Section to prioritize workload or procure excess work through GPO.
  - a. **Immediate Turnaround.** No paperwork is required. Use the nearest office copier for convenience copies or the Self-Service Copy Center for:
    1. 100 impressions maximum;
    2. Black image on white paper only;
    3. 8-1/2 x 11" and 8-1/2 x 14";
    4. User furnished paper or transparencies may be used after obtaining permission from the Chief, Publications Branch.
  - b. **Four-Hour Turn around.** Submit Quick Copy form available in the Printing Section. The service goals are:
    1. Black or Color image on white bond paper;
    2. 5,000(black)/1,250 (color) impression maximum (single page)
    3. 8-1/2 x 11" or 8-1/2 x 14", mixing sizes is not permitted;
    4. Binding by staple (s) only;
    5. Three hole punch;
    6. Originals must be in good condition and suitable for automated feeding through copier.
  - c. **One Workday Turnaround.** Submit the Quick Copy form available in the Printing Section.

- d. **Two Workday Turnaround.** Submit a HUD-20, available on HUDclips, to the Printing Section. The requesting office's unique control number must be provided in Box 3, along with the designated approving official's signature. The service goals are:
  - 1. Black or color image on white bond paper;
  - 2. 25,000 (black)/6,250 (color) impression maximum (multiple page product);
  - 3. 8-1/2 x 11" stock;
  - 4. Color paper available for covers;
  - 5. Binding with staples, padding, plastic comb, library tape, or adhesive with clear acetate front covers.

## 17. **FIELD OFFICE PRINTING PROCUREMENT.**

### A. **Field Offices.**

- 1. **General.** Field Office printing needs are obtained locally under delegated authority to the offices. The Chief of the Publications Branch has oversight and final authority in disputed actions.
- 2. **Procurement Sources.** The following sources will be used by Field Offices to procure printing, binding, and related services.
  - a. GPO Regional Printing Procurement Offices;
  - b. Commercial printers through GPO term contracts;
  - c. Commercial printers through GPO formal bid and small purchase procedures;
  - d. GSA field duplicating plants (if in the same building);
  - e. Other government printing plants authorized by the JCP (if they are in the same building or building complex).
- 3. **Authority To Select Procurement Source.**
  - a. **Authority.** The Director, ASC, shall designate personnel from his/her staff to be responsible for procurement of printing requirements. Field Offices shall coordinate their reproduction and related activities through their appropriate ARD.
  - b. **Procedures.** Field Offices are authorized to place orders directly with printing contractors who have been awarded direct deal contracts by the Government Printing Office. When printing is required that does not fit the established contracts, orders may be placed by the authorized personnel directly with the Regional Government Printing

Office or other JCP authorized facility that is in the same building or building complex only.

- c. **Responsibilities.** No printing may be ordered from sources other than those authorized by the JCP. The authorized printing procurement personnel have authority to reprint forms, handbooks, and related official materials so long as the reprints conform exactly to the original printing received from Headquarters. No additions or deletions are permitted including the adding or deleting of symbols, numbers, or other identifications. The authorized personnel are further responsible for administering the Field Offices' printing contracts established by the GPO. Established contracts may not be revised or renewed without prior consent of the Chief, Publications Branch. Copies of printing requisitions GPO Form 2511 and SF-1 must be submitted monthly to the Chief, Headquarters Publications Branch.

## 18. **FIELD OFFICE IN-HOUSE DUPLICATION.**

### A. **Field Offices.**

- 1. **General.** Field Offices that are equipped to perform duplicating and office copying are limited to the maximum number of impressions that can be produced in-house (5,000 impressions of one page and 25,000 impressions of multiple pages).
- 2. **Procedures.** Requests for equipment changes, problems with equipment or procurement resources should be referred to the ARD Directors or their equivalent.

## 19. **MAIL LIST MANAGEMENT IN HEADQUARTERS.**

### A. **Headquarters.**

- 1. **General.** The Publications Branch, Printing Section maintains a variety of mailing lists for Headquarters mailings. All Program Offices should have their mailing lists on the HCM.
- 2. **Service Provided.** To avoid postal delays and to reduce the cost of returned mail, the Printing Section offers the following mailing list services:
  - a. Ensures mailing lists comply with regulations and policies;
  - b. Updates address corrections daily;
  - c. Outputs addresses as peel-off labels, cheshire labels, and computer disks (the industry standard);



- d. Verifies addresses through online postal software before output;
  - e. Formats addresses for postal automation.
3. **Transferring Lists to the Printing Section.** Originating offices may transfer management of their mailing lists to the Printing Section by contacting the Publications Branch Chief.
  4. **Originator-Furnished Mailing List.** Mailing lists maintained by originating offices must comply with USPS regulations and Distribution and Mail Branch policies. The Printing Section will return a printing request to the originating office when furnished mailing lists do not comply.

## 20. DEPARTMENT-WIDE OFFICE COPIER MANAGEMENT.

### A. Department-wide.

1. **Availability of Copiers.** Numerous office copiers are conveniently located throughout Headquarters. These copiers are justified by individual organizations and Field Offices and are intended for the reproduction of copying requirements up to 100 impressions. Larger jobs should be copied on the high speed equipment in the Self Service Copy Center or in the Duplicating Facility in Headquarters, or through GPO in Headquarters and the Field.
2. **Quantity Limits.** Quantity ranges for cost effective usage of all Headquarters copier equipment identified in Paragraph 21. Adherence to established ranges will be enforced by the Printing Section.
  - a. **Reduced Use of Paper.** When photocopying, employees are to make only the number of copies needed. In addition, employees will make two-sided copies whenever possible.
  - b. **Official Material Only.** Material for reproduction on office copiers must be official material relating to HUD Programs. Copiers are not to be used for reproduction of personal items.
  - c. **Authorization to Acquire Copy Equipment.** No copy or related equipment such as collators, document feeders, binding finishers or control devices may be rented, purchased, installed, or physically moved or removed without the approval of the Publications Branch Chief or the Director, ARD. No rental plan may be changed or free trial requested from any vendor without the same authorization.

- d. Requests for new and replacement copier equipment must be in writing to the Chief, Publications Branch or Director, ARD. Requests must include:
  1. A description of the work to be reproduced;
  2. An estimated number of copies to be made per month;
  3. Number of employees to use the copier;
  4. The distance to the nearest copier;
  5. Any special circumstances requiring an office copier.

## 21. HEADQUARTERS OFFICE COPIER MANAGEMENT.

### A. Headquarters.

1. **Selecting a Copier.** All approved requests for office copiers will be placed on GSA's contract, unless special requirements are not available on the contract. Copier speed and special features are determined by the number of copies produced per month. Offices that do not meet or that exceed estimated monthly volumes will be moved to the appropriate contract volume level.
2. Class level is based on the following monthly volumes.

<b>Class</b>	<b>Copies/month</b>	<b>Approx. Copier Speed</b>
1.	1 - 10,000	20 copies per minute
2.	10,001 - 20,000	30 copies per minute
3.	20,001 - 30,000	40 copies per minute

3. GSA's contract is the preferred method of copier acquisition because of the following benefits:
  - a. Four-hour response time for maintenance calls;
  - b. Toner supplies automatically delivered to offices monthly;
  - c. New copier every three years.
4. **Service and Repair.** The Publications Branch has established a maintenance agreement for every copier in Headquarters. Service and repair must only be done in accordance within the terms of this agreement. Each office with a copier is responsible for making all service calls directly to the servicing agent for that copier. Continual copier problems or poor service response time should be reported to the Chief, Publications Branch.
5. **Request for Supplies.** (Toner and staples) Non-Digital Copiers: All supplies will be obtained by submitting an ACRS request or for emergency needs call the Publications Branch at 708-4310 in B-100. Digital copier

supplies are delivered the day after the call is placed. For emergency needs call the Publications Branch at 708-4310 in B-100.

6. **Request for Paper.** Submit an ACRS's request. When reviewing the requests for paper, the following guidelines will be used to justify the amount of paper to be delivered.

<u>Average Monthly Meter Reading</u>	<u>Paper per Month</u>
1 - 5,000	1 box
5,001 - 10,000	2 boxes
10,001- 15,000	3 boxes
15,001- 20,000	4 boxes

- a. One additional box maybe requested for laser printer use.

## 22. **FIELD OFFICE COPIER MANAGEMENT.**

### A. **Field Offices.**

1. **Acquisition/Removal of Copiers.** No copying or related equipment such as collators, document feeder, binding finishers, or control devices may be rented, purchased, installed, or physically moved without the approval of the Director, ARD, or that position's equivalent. No rental plan may be changed or free trial requested from any vendor without the same authorization. If equipment requires the attendance of a trained dedicated operator, approval must be obtained from the Chief, Headquarters Publications Branch, and the JCP.
2. **Request For New and Replacement Copier Equipment.** All requests must be in writing to the Director, ARD. Written requests should list the estimated number of copies per month, the type of work to be reproduced, number of employees who will use the copier and any special circumstances that enforce the need for a convenience copier.

## 23. **PRINTED STATIONERY.**

### A. **Department-wide.**

1. **Responsibilities.** In Headquarters, OAMS is responsible for identifying uniform standards and for maintaining and monitoring printed stationery items authorized for general Departmental use. All issues/concerns on printed stationery items should be directed to the Departmental Records Management Officer (DRMO).
2. Field Offices shall comply with Departmental uniform standards for printed stationery items. These offices are also responsible for:

- a. Maintaining current camera-ready copy for Field Office printed stationery items;
  - b. Requesting revisions or new copy from Headquarters Visual Arts Section, Multimedia Division, OAMS;
  - c. Procuring authorized Field Office printed stationery items;
  - d. Ensuring that Field Offices initiating requests for authorized stationery items, forward the requests to the appropriate ASC/ARD Office.
3. **Authorized Printed Stationery.** The HUD Distribution Index provides stock numbers for all printed stationery items authorized for general Departmental use. The Letterhead is also available on line in the Departmental standard word program under templates option.
- a. **Notepads.** Office notepads (4-1/4 x 5-1/2"; and 5-1/2 x 8-1/2") are available for Presidential Appointees, General Deputy Assistant Secretaries, Principal Deputy General Counsel, and staff office heads reporting directly to the Secretary, including assistants to the Secretary. The notepads show specific offices or positions, but do not contain the names of officials.
4. **Address Labels.** One gummed label (3-1/2 x 5") is authorized for each location (i.e., Headquarters, Field Offices), and for each approved special situation. Headquarters offices will obtain labels through submission of the form HUD-10.4 or automated request for requisitions. Field Offices will obtain labels through the ASCs or ARDs.
- a. The Departmental mailing label is for use on all parcels too large for authorized Departmental envelopes.
  - b. Offices must not use printed address labels on envelopes already printed with the Department's return address. Instead, plain, self-adhesive roll on sheet address labels should be used. These labels are readily available through normal supply channels.
  - c. Self-adhesive Departmental labels constructed on fanfold paper are authorized for high-volume usage on blank envelopes and packages, if such labels are cost-effective and justified.
5. **Unauthorized Stationery.** The Government Printing and Binding Regulations, published by the JCP, provide that the Joint Committee must approve the printing of names of Government Officers and Officials on Official stationery items.

- a. The Department will not authorize personalized stationery items of any kind, except for the Secretary and Deputy Secretary.

6. **Graphics Standards For Printed Stationery Items.**

- a. **Consistent Graphics Standards.** To ensure consistency and high quality, the Headquarters Visual Arts Section, Multimedia Division, OAMS, will produce initial camera-ready copy or electronic files for all Departmental printed stationery item.
  - 1. The Visual Arts Section will forward all questionable or unusual requests to the DRMO Records and Directives Branch for review.
- b. **Headquarters Letterhead.** Letterheads for the Secretary and the Deputy Secretary have the Departmental seal, the Department name, the Secretary's or Deputy Secretary's title or office (as appropriate), and address information, all centered. All other Headquarters letterheads have the seal on the left above the Presidential Appointee's office, with the Department Name and address information centered.
- c. **ASC/ARD Letterhead.** ASC/ARD letterhead has the Departmental seal on the left, and the following information on the right:
  - 1. Department name;
  - 2. Name of the ASC or ARD;
  - 3. Identification of the ASC or ARD;
  - 4. Address information for the ASC or ARD.
- d. **Field Office Letterhead.** Field Office letterhead has the Departmental seal on the left and following information on the right:
  - 1. Department name;
  - 2. Field Office name;
  - 3. Identification of the ASC or ARD;
  - 4. Address information for the ASC or ARD.

7. **Stocking/Replenishment of Printed Stationery Items.**

- a. **Responsibility.** Headquarters Administrative Officers and appropriate Field personnel must ensure that all offices maintain

adequate stocks of printed stationery items (at least a 60 day supply). The Administrative Officer must provide ordering offices with as much advance notice as possible of any special need for mass mailings or unusual mailings.

- b. **Replenishment of Printed Stationery Items.** All requests to replenish printed stationery items should be directed to the Distribution and Mail Branch, Document Division, OAMS.