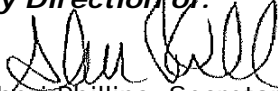


MANAGEMENT DIRECTIVE

Commonwealth of Pennsylvania Governor's Office

Subject: Publication Services	Number: 220.9 Amended
Date: November 25, 2013	By Direction of:  Sheri Phillips, Secretary of General Services
Contact Agency: Department of General Services, Bureau of Publications, Telephone 717.704.1029	

This directive establishes policy, responsibilities, and procedures for Publication Services. Marginal dots are excluded due to major changes.

1. **PURPOSE.** To establish policy, responsibilities, and procedures for publication, design and printing services.
2. **SCOPE.** This directive applies to all departments, boards, commissions, and councils (hereinafter referred to as "agencies") under the Governor's jurisdiction.
3. **OBJECTIVE.** To provide strategic direction in meeting the agencies' publication, design and printing service needs.
4. **DEFINITIONS.**
 - a. **Management Officer.** Person or persons in each agency pursuant to *Act 1982-256* designated to manage either a form and/or a publications program.
 - b. **PaPublisher.** The commonwealth's designated online ordering system for the printing of forms and documents, found at www.papublisher.state.pa.us.
 - c. **Publication Services.** Graphic design and desktop publishing; office, basic outdoor and vehicle signage; copyrights and trademarks; and printing and mailing services.
 - d. **Stationery Products.** Letterhead, envelopes, note cards, invitations, and business cards.

5. POLICY

- a. *Section 2406 of the Administrative Code of 1929, 71 P.S. §636*, gives the Department of General Services (DGS) the authority to determine the need, size, character, quantity and method of distribution of various publications to be printed for the use of or distribution by agencies.
- b. The declaration of policy in *Act 1982-256, the Forms and Publications Management Act, 71 P.S. § 2011 et seq.*, places responsibilities directly on agency management officers to review and approve the use of forms and publications. Management officers should be involved in the development of forms and publications from conceptualization to distribution.
- c. DGS, Bureau of Publications will work in conjunction with DGS, Bureau of Procurement to develop statewide contracts that will meet DGS, Bureau of Publication's overall print strategy for the commonwealth.
- d. DGS, Bureau of Publications shall provide publication services through its in-plant operation and by working with commercial suppliers to meet the various agencies' needs. Agencies will be invoiced, and shall pay, for all publication services obtained from DGS, Bureau of Publications.
- e. DGS, Bureau of Publications shall develop standards relative to commonwealth publication services to ensure cost savings, standardization of design, and application of best practices in print and publication services.
- f. Agencies are to print only those documents necessary for the efficient operation of the agency and must submit all requests for publication services to DGS, Bureau of Publications. Agencies are to provide complete and accurate specifications for publication services.
- g. The commonwealth has established the following policies for stationery products:
 - (1) All designs must be done in accordance with *Management Directive 205.40, Commonwealth Branding*.
 - (2) Engraved stationery with the gold state seal and coat of arms is permitted only for the Governor, Lieutenant Governor, and judges.
 - (3) Gold foil letterhead and business cards stamped with the coat of arms is permitted only for Executive-Level staff as defined under *Management Directive 205.40, Commonwealth Branding*. DGS, Bureau of Publications is charged with developing a standard gold foil seal for use by all agencies requesting gold foil stationery.
 - (4) Standard business cards are restricted to officials at the bureau director or higher level and to individuals whose positions require frequent contact with the public and/or other agency personnel.

- h.** General Printing. DGS, Bureau of Publications is charged with establishing standard specifications for various publication services. These standards shall be established as various products within PaPublisher.

6. RESPONSIBILITIES.

a. Management Officer shall:

- (1)** Compose, administer, and revise, as necessary, their agency's forms, documents and publications management programs.
- (2)** Coordinate the activities of agency personnel who are involved with forms, documents and publications development and management.
- (3)** Approve for use or printing only those forms, documents and publications necessary for the efficient operation of their agency.
- (4)** Strongly encourage electronic forms, documents and publication development.
- (5)** Maintain an inventory of agency forms, documents and publications and data relating to their cost.
- (6)** Work with DGS, Bureau of Publications to establish all agency stationery products for online ordering through PaPublisher.

b. DGS, Bureau of Publications shall:

- (1)** Develop and implement a strategy to meet the commonwealth's publication services requirements including production through the commonwealth's in-plant operations and commercial suppliers.
- (2)** Operate the commonwealth's central publications operations to provide publication services directly to the agencies based on best business practices.
- (3)** Develop and maintain commonwealth print specification standards.
- (4)** Develop and maintain PaPublisher to provide secure and automated ordering for publication services.
- (5)** Review all requests for printing to determine the most cost effective method to meet an agency's publication service needs, commercial or in-house.
- (6)** Review and approve all specifications for publication services prior to release of quote requests to commercial suppliers.
- (7)** Approve all quotes for publication services prior to ordering by agencies.
- (8)** Determine the best means of design, production and distribution of forms and publications.

7. PROCEDURES.

a. **Agency.** Submits request to DGS, Bureau of Publications for publication services through PaPublisher.

b. **DGS, Bureau of Publications.**

(1) Reviews the agency request and approves or disapproves the publication services request.

(2) If disapproved, notifies the agency of the disapproval and reason.

(3) If approved, makes a determination to either produce the publication at its in-plant operations or procure print services through commercial suppliers.

(a) **Steps for In-plant Production through PaPublisher:**

1 Releases the order from PaPublisher into production.

2 Notifies the agency of the production process and job completion.

(b) **Steps for Commercial Production Through a Statewide Multiple Award Contract:**

1 Obtains quotes from all eligible suppliers on the contract and selects a supplier based on the best value criteria set forth in the request for quotes.

2 Provides the quote from the selected supplier to the agency.

(c) **Steps for Commercial Production through a New Procurement Process:**

1 Procures the services in accordance with the Procurement Handbook when services cannot be fulfilled through PaPublisher or from a statewide contract.

2 Notifies the agency of the awarded supplier(s).

c. **Agency.**

(1) **Steps for In-plant Production through PaPublisher.** When DGS, Bureau of Purchases determines it will produce the publication at its in-plant operations, no further action is required by the agency.

(2) **Steps for Commercial Production through a Statewide Multiple Award Contract.**

(a) Upon receipt of the quote from DGS, Bureau of Publications, the agency issues a purchase order to the supplier or uses the purchasing card in accordance with the Procurement Handbook.

- (b) If a purchase order is issued, the agency attaches a copy of the quote received from DGS, Bureau of Publications to the purchase order.
 - (c) Notifies DGS, Bureau of Publications, when a purchase order has been issued or a purchase card transaction has occurred.
- (3) **Steps for Commercial Production through a New Procurement.**
The agency will follow the steps outlined above for a statewide multiple award contract.

This directive replaces, in its entirety, *Management Directive 220.9*, dated June 4, 1987.