GPO Central Office Customer Service
Jim Bradley, Carrie Cobb, and Chris Sweterlitsch were guests at our September meeting. Jim explained that GPO has been studying how they do things and deal with customers; as a result they have reorganized. Printing Procurement is now part of Customer Service and Jim is the Director of Customer Service. The GPO field offices have been loosing money and they have adopted a goal of providing a higher level of customer service to stop this loss. They are looking at possibly cutting back in the regions and re-directing resources. It will take several more months to make decisions and several more after that to make the changes. GPO would like to hear any formal comments from the agencies.

The Central Office is changing how it does work, very little work is done in house, and it all goes to contractors. They have reorganized their procurement employees into Agency Publishing Groups (Teams). Jim admitted that they are still getting the bugs out of the process. He said that the proposed revamp to GPO procurement policy will not be effective on October 1, 2004 as originally projected. He described the early OMB-GPO discussions and the concept of the Compact which was tested at Labor. One of the problems with the test, was that Labor was not a “typical agency,” so GPO didn’t get the experience from the test that they wanted. The Compact will become an optional plan sometime this year. There are statutes that are going to have to be
changed for the Compact to work. The Public Printer’s proposed changes, Bert reported on at our last meeting, referred to a new concept called agency direct, which is really the Compact.

Jim elaborated on the surcharge structure and said that if we go to the agency direct concept there will be a $7 to $8 million shortfall. This shortfall will result in cut backs in the field. In general, the surcharge rates will come down with the implementation of the new proposals but customers will probably pay rates for special GPO services. He talked about the nationwide duplicating contract. He said that the solicitation needs to go out and it could be awarded in a few months. Its use will be optional and it will address compliance with Depository Library requirements. Another concept the Public Printer introduced was a GPO purchase card. The agencies will tell GPO who will get the card and what their dollar limit will be. GPO will provide a detailed summary on each transaction. The nationwide contract is designed for small jobs, not major projects, and will contain provisions for minor design work. The implementation of this contract will be through the Interagency Council, Circular Letters, and training. It will be phased in by agency. He said that GPO needs to find a more efficient way of processing jobs costing less than $2,500.

Jim introduced Carrie Cobb who is a National Account Manager. Interior is one of Carrie’s accounts. She is responsible for building relationships, analyzing business processes, identifying current and future customer needs, and offering solutions. She will also educate customers on changes and trends in the industry and Federal Government. She has been working with cooperating non profit associations and many now have their own BAC codes. If the association has a formal charter or agreement with the agency and the work is related to the Federal Government’s mission, they will be able to place work on GPO contracts. Associations will not be charged sales tax and GPO will not compete with the associations’ book stores. Carrie said that the billing system is going to be revamped. “It is GPO’s weak link.” In order to understand us better, Carrie would like a copy of our printing procurement policy.

Jim then introduced Chris Sweterlitsch who is the contracting officer in charge of Agency Publishing Team 5 which provides service to Interior. Chris said that the team concept will give GPO the opportunity to serve the agencies better and be more responsive to agency questions and problems. The team phone number is 202-512-0302. Chris’ phone number is 202-512-2010, extension 31748.

**Penalty Mail**
Jim said that G Permits are still good and that we should use the official business stamp until they are all used up. He further said not to print the phrase “Penalty for Private Use” anymore.

In conclusion, Jim said he wanted our comments on the Public Printer’s proposals and the closing of GPO field offices.
Status of the Charter and DM 314
Pat reported by email that the 314 DM, Chapter 1 is being circulated for review and signature prior to going to Lynn Scarlett for the final signature. So far, no recommended changes have been received from any reviewers.

DM 314, Chapter 10, Copying
The policy release (DIAPR) was issued on June 16, 2004. It can be accessed at the following Office of Acquisition and Property Management website: http://www.doi.gov/pam/dpr2004-06.html
Based on the comments received so far, the policy’s distinction between duplicating and copying are especially appreciated.

Sub-Committee Working on the JCP Printing and Binding Regulations Rewrite
There has been no activity since last month’s meeting.

Council Web Site
Please take a few minutes to access the Council’s web site. Mark has added quite a lot of useful information and links. Please send any comments or suggestions to Mark so we can keep this first class site as current and accurate as possible.

Other Business
Bert will be putting together some additional SPA materials that will be of help to those of us who don’t currently have SPA experience.

Lee reminded the members that the JCP # 2 Report for the period ending September 30, 2004 will be due November 15, 2004.

Lee and Kathy will be coordinating the Department’s CFR order for 2005. Kathy has sent the order form out to all the bureaus.

Next Meeting
Our next meeting is scheduled for October 28, 2004.

Future Meeting Dates
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