



**ADMINISTRATIVE
COMMUNICATIONS SYSTEM
U.S. DEPARTMENT OF EDUCATION**

DEPARTMENTAL HANDBOOK

OM: 4-107

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Distribution:
All Department of Education
Employees

Approved by: _____/s_____
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Principal Deputy Assistant
Secretary for Management
Delegated the Authority to Perform
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Copy Center Services

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For technical questions regarding this directive, please contact the Copy Center Contracting Officer Representative via email at OMMSSupportServices@ed.gov or call 202-401-2905.

Supersedes ACS directive OM:4-107 "Copy Services" dated 08/29/2007.

I. Purpose

This Directive establishes the Department of Education's (Department) policies, procedures, responsibilities and volume limitations that apply to the Copy Center services available through the Office of Management (OM), Management Services.

II. Policy

The Department will provide and manage an efficient and cost-effective Copy Center services program to support Principal Offices (POs) in accomplishing copying goals and objectives. Copy Center services are for authorized Government business only. Violation of this policy may result in adverse personnel action (5 CFR §2635, Standards of Ethical Conduct for Employees of the Executive Branch).

III. Authorization

This Directive is issued under the authority of the *Government Printing and Binding Regulations*, revised February 1990, and by 44 U.S.C. §501 and §502.

IV. Applicability

This Directive applies to all Department headquarter offices requiring Copy Center services to conduct Government business.

V. Definitions

- A. **Copiers** - Equipment provided throughout the Department's headquarter locations that is used for copying official printed or graphic materials.
- B. **Copy Centers** - Contractor-operated and Government-managed facilities that are capable of copying large volumes.
- C. **Black and white copies** - Materials that are reproduced using black and white ink.
- D. **Color copies** - Materials that are reproduced using color ink.
- E. **Collate** - Method of gathering and arranging sheets of paper in a proper order.
- F. **Electronic copies** - Materials that are received by computer for reproduction processing.

- G. **Hole punch** - Method of creating two or three holes in reproduced materials.
- H. **Impression** - The number of original documents multiplied by the number of requested copies.
- I. **Perfect bind** - Method of bookbinding where a flexible adhesive attaches a paper cover to the spine of an assembled document.
- J. **Tape bind** - Method of wrapping and gluing tape around the base of a document.
- K. **Saddle-stitch** - Method of securing loose printed pages with staples down the middle of a folded sheaf of papers.
- L. **Staple** - Method of using a short piece of wire to bind materials.

VI. Responsibilities

- A. **Assistant Secretary for Management** - Responsible for operating an efficient and cost-effective Copy Center services program for the Department. The Principal Deputy Assistant Secretary has delegated this responsibility to Management Services.
- B. **Director of Management Services** - Responsible for overseeing a comprehensive Copy Center services program.
- C. **Contracting Officers Representative (COR)** - Responsible for managing the Copy Center services program and monitoring/overseeing the Department's Copy Centers for contract compliance.
- D. **Office of the Chief Information Officer (OCIO) Hardware Integration Specialist** - Responsible for testing and evaluating digital copiers for compatibility with the Department's network (EDNET).
- E. **OCIO Section 508 Coordinator** - Responsible for testing and evaluating copiers for Section 508 compliance for individuals with disabilities.
- F. **Facilities Services** - Responsible for scheduling, coordinating, and overseeing the space and electrical requirements for copier installations.
- G. **Asset Management Services Team (AMST)** - Responsible for scheduling, coordinating, and overseeing the surplus or disposal of Government owned copy equipment.

VII. Procedures and Requirements - Headquarters

Copy Centers

1. Services

The Department provides contractor-operated Copy Center facilities, which have the capability to copy large volumes of work with efficiency and effectiveness. Copy Center Services include the following: black and white copying, color copying, collating, electronic copying, hole-punching, perfect binding, tape binding, saddle-stitching and stapling.

Copy Center staff will process work orders within 24 hours of receipt or sooner depending on the workload at the time. All work will be completed on a first-come, first-served basis; however, the COR reserves the right to establish priorities, as appropriate.

Copy Centers will reproduce materials using white standard weight paper stock and a page size of 8½" x 11". Special paper (legal, color, hole punch, etc.) shall be provided by the customer/PO with the special requirement.

2. Limitations

All requests for Copy Center Services must be made in accordance with the procedures outlined in this Directive and must conform to the *Government Printing and Binding Regulations*. These regulations limit internal Department copying to 5,000 impressions of a single page or 25,000 impressions for multi-page documents.

The Department's policy limits color copies to 1,000 impressions of a single page or multi-page document. However, color copying should only be used to contribute demonstrable value toward achieving the purpose of the copied items. The use of color copying to improve the clarity of the document, aid in identification of multiple objects, or for promotional or motivational purposes contributes demonstrable value. Color copying is available in the LBJ and PCP Copy Centers.

The Department must use the Government Printing Office (GPO) for any request exceeding the copy limits. In extreme circumstances, an employee may request a waiver of the limitations by submitting a written justification to the Office of Communications and Outreach (OCO), including the number of pages, number of copies, type of document, and the justification for not using GPO for copy services.

MS recommends that the Department employees use the Copy Centers for the duplication of materials that total 200 impressions or more

3. Forms

To obtain services through a Copy Center, a requestor must submit a completed Copy Center Request Form (Appendix A - available in each Copy Center), along with the original material, to the Copy Center. When the job is completed, the Copy Center staff will contact the requestor, who is responsible for picking up the copies. Under special circumstances, the Copy Center staff will arrange for completed work to be distributed to the requestor via the Department's Mail Contractor; however, the requestor must submit a completed Request for Distribution of Reproduced Materials Form (Appendix B - available in each Copy Center).

4. Locations

Building	Location	Room Number
LBJ	400 Maryland Avenue, SW	BE109
KST	1990 K Street, NW	6009
PCP	550 12 th Street, SW	P2102
UCP	830 First Street, SW	1208

U.S. Department of Education Copy Center Request Form (CCRF)				
<i>Note: Shaded portions below are for Copy Center use only</i>				
Request Date		Organizational Code		
Job #	Job Names	Number of Originals (NOO) Note: Please count double sided originals as (2)	Number of Copies (NOC)	Total # of Impressions (NOO * NOC)
COPY/PRINT		STAPLING	ADDITIONAL FINISHING	REDUCTION/ENLARGEMENT
<input type="checkbox"/> Black and White	<input type="checkbox"/> Upper Right Corner	<input type="checkbox"/> Hole Punch	<input type="checkbox"/> 98%	
<input type="checkbox"/> Color	<input type="checkbox"/> Dual Left Side	<input type="checkbox"/> Perfect Bind	<input type="checkbox"/> 74%	
<input type="checkbox"/> One Sided	<input type="checkbox"/> Upper Left Corner	<input type="checkbox"/> Saddle Stitch	<input type="checkbox"/> 65%	
<input type="checkbox"/> Two Sided		<input type="checkbox"/> Tape Bind	<input type="checkbox"/> Other _____	
Special Paper				
Special Instructions				
Contact Name			Contact Number	
Time Job Received				
Time Job Completed				
Operator's Name				
Date Needed				

MAIL MANAGEMENT FORM REQUEST FOR DISTRIBUTION OF REPRODUCED MATERIALS			
REQUEST DATE:		REQUESTING OFFICE:	
CONTACT PERSON:		TELEPHONE:	
BUILDING:		ROOM NUMBER:	
NAME OF DISTRIBUTION:		NUMBER OF COPIES:	
INSTRUCTIONS TO MAILROOM:			
DISTRIBUTION TO BE MADE BY:		DATE:	TIME:
ARE LABELS REQUIRED:		YES	NO
SPECIAL INSTRUCTIONS:		ATTACHED	
DISTRIBUTION TO LOCATIONS:			
HEADQUARTERS (ALL)		CAP	KST
LP		NC	LBJ
PCP		UCP	REGIONS
OTHER:			
AUDIENCE:			
EACH MAIL STOP		DESK-TO-DESK	OTHER:
BULK DELIVERY TO:			
RECEIPT LEDGER:			
COPY CENTER – RECEIVED FOR DUPLICATING			
_____		_____	_____
SIGNATURE		DATE	TIME
MAIL CLERK – RECEIVED FROM COPY CENTER/REQUESTOR			
_____		_____	_____
SIGNATURE		DATE	TIME
ADDRESSEE – RECEIVED FROM MAIL CLERK			
_____		_____	_____
SIGNATURE		DATE	TIME
MAILROOM SUPERVISOR – COMPLETED DISTRIBUTION/RETURNED COPY TO MMS			
_____		_____	_____
SIGNATURE		DATE	TIME

REVISED FORM MMS – (06/11)

Appendix B