

COMMAND & HOUSE PAPERS SERVICE REQUIREMENTS

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## 1. DEFINITIONS

1.1 In this Annex C the following expressions shall have the following meanings:

**"Advanced Laying Information"** means specific information about a Paper supplied to Parliament for planning purposes the day before the Paper is Laid;

**"Authoring Organisation"** means a Crown or other responsible organisation or its agent, which authors Papers for which C&HP Services may be procured by a Contracting Authority;

**"Authority"** means the Crown Commercial Service (CCS);

**"C&HP Services"** mean the Services in relation to the Papers to be provided by the Supplier to the Contracting Authority specified in the C&HP Specification;

**"C&HP Specification"** means this specification of requirements in relation to the C&HP Services, which forms Annex C of this Framework Agreement and is part of the Specification;

**"Contracting Authority"** means a responsible organisation procuring C&HP Services, which may also be an Authoring Organisation or the agent for an Authoring Organisation;

**"Command Papers"** mean those Papers which are part of a numbered series that are Laid before Parliament by Command of the Sovereign, though in practice by a Minister of the Crown, concerning matters which the Government considers should be drawn to the attention of Parliament as further particularised in clauses 4.1 to 4.14 of this C&HP Specification. Command Papers do not attract parliamentary privilege;

**"Controller"** means the Controller of Her Majesty's Stationery Office and Queen's Printer of Acts of Parliament, an official operating within The National Archives who on behalf of the Crown has the policy responsibility for the production and distribution requirements in connection with the Papers;

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"**Copies**" means copies of Papers in any Format under the relevant C&HP Services;

"**Content**" means all Material (including text, images, tables, graphics and colophons) submitted for inclusion in each "Paper" including Crown copyright material, non-Crown Copyright material, assigned copyright, third party copyrights, third party copyrights, which have been licensed to the Contracting Authorities and where relevant, material and templates employed by the Supplier as set out in the C&HP Specifications;

"**Crown Copyright**" has the meaning given to it in section 163 of the Copyright, Designs and Patents Act 1988. For the purposes of this C&HP Specification, it also includes Crown-owned copyright and Crown, and Crown-owned Database Rights;

"**Database Right**" has the meaning given to it in the Copyright and Rights in Databases Regulations 1997 (S.I. 1997/3032);

"**Charges**" means the prices applying to C&HP Services and which are set out in Framework Schedule 3, Framework Agreement Terms & Conditions

"**Fiscal Event Document**" means documents produced by HM Treasury and the Office for Budget Responsibility, for Budgets, Autumn Statements, Spending Reviews and other related events. Includes the main event document (the Budget or Autumn Statement) and the accompanying Economic and Fiscal Outlook.

"**Format**" means the presentation of a Paper's Content including MS Word, InDesign or equivalent; PDF, plain text files with Govspeak applied, other digital Copies, Braille and printed Copies;

"**Govspeak**" means a simplified 'markup' language based on Markdown which is added to plain text files for the purposes of creating an html version of a Paper for publication on [GOV.UK](https://gov.uk). More information can be found here: <https://github.com/alphagov/govspeak/wiki/Using-govspeak-on-GOV.UK>

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**“House of Commons Papers”** mean those Papers which are part of a numbered series that are Laid before the House of Commons due to a statutory obligation or as a Return to an Address and which are subject to parliamentary privilege, as further particularised in clause 4.16 of this C&HP Specification;

**“Laid”** means that a Paper has been formally presented to Parliament in the Journal Office in the House of Commons and/or the Printed Paper Office in the House of Lords;

**“Official Version”** means the Web PDF version/s of the Papers unless otherwise advised by the Authority;

**“Papers”** means the Official Version of Command Papers, House of Commons Papers, Un-numbered Command Papers, Un-numbered Act Papers and other papers Laid before Parliament, and/or other or ancillary papers which a Contracting Authority requires to be procured through C&HP Services;

**“Parliament”** means individually and collectively the offices of the House of Commons and the House of Lords which purchase Copies of Papers;

**“Parliamentary Estate”** means the Palace of Westminster or other Premises owned, by or used by Parliament;

**“Print PDF”** means a PDF that as a minimum meets the requirements of PDF/X-1a ISO 15930-4:2003

[http://www.iso.org/iso/iso\\_catalogue/catalogue\\_tc/catalogue\\_detail.htm?csnumber=39938](http://www.iso.org/iso/iso_catalogue/catalogue_tc/catalogue_detail.htm?csnumber=39938)) or its successors;

**“Premises”** for the purposes of this Annex C “Premises” means the location where the C&HP Services are to be supplied, as set out in the C&HP Specification;

**“Publication Furniture”** means the Official Version’s ISBN, Crown copyright or best practice non-Crown copyright and produced in the UK statements which are to be included on page 2 of each Paper;

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“**Return to an Address**” means a House of Commons Paper where the House of Commons Paper status is applied at the discretion of the Journal Office of the House of Commons;

“**Supplier**” means the organisation providing C&HP Services;

“**Timeline**” means the time period within which the C&HP Services are to be completed, which may be referred to as a ‘production schedule’;

“**Un-numbered Act Papers**” mean those Papers which are not part of a numbered series which are Laid before the House of Commons due to a statutory obligation and do not attract parliamentary privilege;

“**Un-numbered Command Papers**” means those Papers which are not part of a numbered series and which are Laid before Parliament by Command of the Sovereign, though in practice by a Minister of the Crown, that concern matters which the Government considers should be drawn to the attention of Parliament and do not attract parliamentary privilege

“**Web PDF**” means a PDF that as a minimum meets HM Government standards for Viewing Documents

(<https://www.gov.uk/government/publications/open-standards-for-government/viewing-government-documents>) in PDF, that is the requirements of PDF/A-1 ISO/IEC 19005-1:2005

([http://www.iso.org/iso/catalogue\\_detail?csnumber=38920](http://www.iso.org/iso/catalogue_detail?csnumber=38920)) and

PDF/A-2 ISO/IEC 1905-2:2011

([http://www.iso.org/iso/catalogue\\_detail?csnumber=50655](http://www.iso.org/iso/catalogue_detail?csnumber=50655)) or their successors as determined by the relevant body.

**2. SCOPE**

- 2.1 This C&HP Specification describes the C&HP Services that the Supplier shall provide to the Contracting Authority under this RM3785 Public Sector Managed Print and Digital Solutions Framework Agreement, in relation to the Papers.
- 2.2 There will be no obligation for Contracting Authorities to procure C&HP Services via this RM3785 Public Sector Managed Print and Digital Solutions Framework Agreement; however as a minimum, Contracting Authorities' producing Papers will purchase the Distribution Management Service or the Pre-Production and Bibliographic Information Service for Command and House of Commons Papers and use C&HP Services for correction services, where relevant, as described in paragraph 9.
- 2.3 Where the Contracting Authority requires from the Supplier any C&HP Services, the Supplier shall at all times supply the C&HP Services in accordance with this, this Annex C of RM3785 Public Sector Managed Print and Digital Solutions Framework Agreement and the Contracting Authority's requirements.

### 3. THE ROLE OF THE CONTROLLER

3.1 The Controller, an official operating within The National Archives, is responsible for managing Crown Copyright under Letters Patent from Her Majesty The Queen.

3.2 The Letters Patent also confer upon the Controller the title of Queen's Printer. The Queen's Printer is responsible for overseeing the production, distribution and official publication of certain Government publications. These are:

- i) legislation;
- ii) statutory notices; and
- iii) parliamentary papers, including Command Papers and House of Commons Papers.

3.3 The Controller co-operates with the Authority in respect of their respective roles and responsibilities in relation to the C&HP Services.

### 4. INFORMATION ABOUT THE PAPERS

#### Command Papers

The main types of Command Papers include:

- 4.1 Consultations (green papers);
- 4.2 Major policy papers and proposals for primary legislation (white papers);
- 4.3 Certain Fiscal Event Papers;
- 4.4 Draft bills;
- 4.5 Treaties;
- 4.6 Government responses to select committee reports, consultations and other documents;
- 4.7 Post-legislative assessments;
- 4.8 Pay Review reports;

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- 4.9 Reports of Royal Commissions;
- 4.10 Certain reports of inquiry;
- 4.11 Certain independent review reports; and
- 4.12 Certain annual reports or reviews.
  - 4.12.1 The Controller administers the number series of the Command Paper series and also sets the requirements for Command Papers, including standard formatting and styling requirements (currently set out at [www.nationalarchives.gov.uk/information-management/our-services/publishing-command-papers.htm](http://www.nationalarchives.gov.uk/information-management/our-services/publishing-command-papers.htm)).
- 4.13 Command Paper numbers have been prefixed 'Cm' from 1986 to date. From time to time it may be necessary to introduce a new prefix or numbering sequence. The Controller shall advise affected parties including the Supplier of the new prefix prior to its introduction. The Supplier shall support the Controller in the application of any new prefix. Previous series prefixes are:
  - i) C 1 to C 9550 (1870-1899);
  - ii) Cd 1 to Cd 9239 (1900-1918);
  - iii) Cmd 1 to Cmd 9889 (1919-1956); and
  - iv) Cmnd 1 to Cmnd 9927 (1956-1986).

### Un-numbered Command Papers

- 4.14 There are very few Un-numbered Command Papers. These include:
  - i) Contingent Liability Minutes;
  - ii) Treasury Minutes concerning remission of outstanding debt;
  - iii) Departmental Minutes (for example, regarding gifts to foreign countries);
  - iv) Reports of non-government bodies where Government or Parliament has a major interest; and
  - v) Explanatory Memoranda to Treaties (which are themselves Laid as Command Papers).



### House of Commons Papers

4.15 House of Commons Papers include:

- i) Certain annual reports and accounts;
- ii) Certain Fiscal Event Papers
- iii) Parliamentary and Health Service Ombudsman reports;
- iv) Statements of changes in immigration rules;
- v) Statutory inquiry reports;
- vi) Public inquiry reports where the inquiry does not fall under the Inquiries Act; and
- vii) Certain Law Commission Reports

4.16 The Journal Office in the House of Commons administers the number series of the House of Commons Papers and also sets the requirements for House of Commons Papers, including standard formatting and styling requirements (currently set out at <http://www.parliament.uk/documents/upload/laying-papers.pdf>).

4.17 House of Commons Papers numbers have a prefix 'HC' and are numbered from '1' at the beginning of each Parliamentary Session.

4.18 House of Commons Papers may be Laid before the House of Lords as Command Papers.

4.19 The House of Commons also produces its own House of Commons Papers. These are generally outside the scope of this C&HP Specification.

### Un-numbered Act Papers

4.20 Un-numbered Act Papers include:

- i) Certain annual reports and accounts;
- ii) Codes of practice;
- iii) National policy statements;
- iv) Certain business/corporate plans; and

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v) Certain review reports.

4.21 The Journal Office in the House of Commons sets the requirements for Un-numbered Act Papers, including standard formatting and styling requirements (currently set out at <http://www.parliament.uk/documents/upload/laying-papers.pdf>).

### Other or Ancillary Papers

4.22 Other or ancillary papers are Papers that may include:

4.22.1 documents generally produced alongside Command, House of Commons and Un-numbered Act Papers, and which can include executive summaries, annexes, lists of recommendations, research findings and policy proposals; or

4.22.2 standalone items, which may include:

- a) the Queen's Speech;
- b) A4 gold embossed red card folders; and
- c) the supply of A4 and A3 sheets of paper and its overprinting.

## 5. C&HP SERVICES

### Services

5.1 The Supplier shall provide the following C&HP Services as required by the Contracting Authority:

- i) Account and project management services;
- ii) Production and delivery services; and
- iii) Correction and reprint services.

### Ordering Procedure for Contracting Authorities Producing Papers

5.2 Prior to providing the C&HP Services, the Supplier shall discuss with the Contracting Authority and obtain the Contracting Authority's prior written

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approval of the proposed detailed specification and quotation for the relevant C&HP Services including, without limitation, the following (as applicable):

- 5.2.1 Timelines for the production and delivery of printed Copies of the relevant Paper;
  - 5.2.2 Timelines for the production and delivery of digital Formats including Web PDFs; Print PDFs and plain text files with Govspeak applied to the relevant Paper;
  - 5.2.3 print specification including number of printed Copies required;
  - 5.2.4 other C&HP Services, for example any pre-production services and their Timelines;
  - 5.2.5 delivery Timelines and delivery address requirement including those for proofs, printed and digital Copies;
  - 5.2.6 Timelines for written confirmation of all Charges incurred on the relevant Paper to be advised to the Contracting Authority before invoicing takes place;
  - 5.2.7 Timelines to return copies of final corrected Content Format files to the Contracting Authority, where the Supplier has added or changed Content for the creation of PDFs and/or other Formats
  - 5.2.8 Timeline process map showing the order of services to be provided in addition to other Timelines or Timeline ranges the Contracting Authority may require included; and
  - 5.2.9 any other requirements of the Contracting Authority.
- 5.3 The Supplier shall provide the Contracting Authority with an itemised quotation based on the Contracting Authority's requirements for each Paper. Where the relevant services are proposed the quotation shall set out the Paper's production and delivery requirements, including where applicable:
- 5.3.1 number of printed Copies required by the Contracting Authority;
  - 5.3.2 the printing method quoted on;

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- 5.3.3 whether the text pages including self-covers, shall be printed in colour or mono, and if litho how many print colours are specified;
  - 5.3.4 whether any separate card cover shall be printed in mono or colour, and if litho how many print colours are required;
  - 5.3.5 the paper stock quoted on for text and covers, stating the paper type, grammage and recycled content as standard, and brand name if requested by the Contracting Authority;
  - 5.3.6 binding style;
  - 5.3.7 pre-production services required, including the creation of a cover, title and/or copyright page;
  - 5.3.8 creation of Web PDFs and/or Print PDFs as is required;
  - 5.3.9 UK delivery address for one delivery of printed Copies which shall be included in the Publication Management Fee;
  - 5.3.10 additional delivery requirements, stating the number of Copies to be delivered, the delivery address and delivery type;
  - 5.3.11 any other C&HP Services required by the Contracting Authority; and
  - 5.3.12 Timelines for each requirement.
- 5.4 The Charges included in the quotation shall be those described in Framework Schedule 3, Framework Agreement Terms & Conditions;
- 5.4.1 unit and total cost for printed Copies;
  - 5.4.2 pre-production services required, each requirement described and itemised, including the creation of cover, title and copyright pages if applicable;
  - 5.4.3 pre-production services required, each requirement described and itemised;
  - 5.4.4 additional delivery requirements by delivery address and delivery type;

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- 5.4.5 potential overtime Charges listed separately for each service, including hourly rates where applicable; and
- 5.4.6 costs for any other C&HP Services;
- 5.5 The Supplier shall apply the default Specifications to described in this Annex C in relation to trimmed page size, orientation, creation and use of covers, inclusion and assurance of ISBN and copyright statements in relation to all Papers. The exception to these are the items described in paragraph 8.10.14 (except not 8.14.1.2 b).
- 5.6 For some Papers it shall be necessary for the Supplier to see the Paper's Content before the quotation can be finalised. The Content may help the Supplier identify:
  - 5.6.1 the Paper's potential page extent, which shall be confirmed when the Contracting Authority has approved the Paper's final Content as described in paragraph 8.2;
  - 5.6.2 whether the Supplier shall be required to create the Paper's cover, title and copyright pages, following the templates included in Appendix 3;
  - 5.6.3 colourfall;
  - 5.6.4 binding style; and/or
  - 5.6.5 the provision of other C&HP Services.
- 5.7 At the point of ordering, Contracting Authorities may not be in a position to specify a Paper's exact requirements. Where this occurs the Supplier shall discuss the Paper with the Contracting Authority to identify and agree potential production and delivery requirements and associated Charges.
- 5.8 Unless the Contracting Authority clarifies its requirements the Supplier shall use the default Specifications described in this Annex C in relation to paper stocks, binding styles, approval of final content, and creation and supply of Print PDFs and Web PDFs.

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- 5.9 The Supplier shall provide the Contracting Authority with a number of quotations for alternative requirements if required by the Contracting Authority at no extra cost. Additional quotations may include prices for different Timelines, Formats or numbers of print Copies.
- 5.10 If the Contracting Authority notifies the Supplier of a change to its requirements, the Supplier shall provide another quotation to the Contracting Authority. All the Supplier's quotations to the Contracting Authority must be consistent with the Charges in respect of the C&HP Services described in Framework Schedule 3, Framework Agreement Terms & Conditions
- 5.11 The Supplier shall provide quotations by the Timeline advised by the Contracting Authority unless an alternative Timeline is otherwise agreed with the Contracting Authority.
- 5.12 The Supplier shall provide Contracting Authorities with an initial quotation for each Paper using a quotation template. The quotation template shall include brief, clear and accurate information about the C&HP Services provided, contextual information to help steer the Contracting Authority through the production and delivery process, and information to manage Contracting Authority expectations and options should additional Charges become likely or Timelines potentially shorter.
- 5.13 The Supplier shall submit a pro forma of the quotation template to the Controller for approval before first usage. The Supplier shall use the approved template for each Paper's initial quotation and add to it each Paper's production and delivery requirements, other services and Charges as described in paragraph 3 above and within Attachment 4: Framework Agreement Terms and Conditions, Framework Schedule 3 (Framework Prices and Charging Structure).
- 5.14 The Supplier shall retain with its project files records of any updates and amendments should the Contracting Authority's requirements change. Any changes to charges shall be communicated to the Contracting Authority prior to additional Charges being incurred or, where this is otherwise agreed with the Contracting Authority, prior to invoicing.

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- 5.15 The Supplier shall provide the Contracting Authority with a final quotation for each completed Paper for approval before submitting a final invoice. The final quotation shall identify the Paper's production and delivery specifications, and itemise the C&HP Services used and relevant Charges as set out in paragraph 5.3 above and Attachment 4: Framework Agreement Terms and Conditions, Framework Schedule 3 (Framework Prices and Charging Structure).
- 5.16 The Supplier shall use its best endeavours to provide advance notice to the Contracting Authority where the Paper may incur additional, out of hours and/or overtime charges. Except where the Contracting Authority has failed to approve or reject the Supplier's notification of any work which may incur additional, out of hours and/or overtime charges or it has not been possible for the Supplier to notify the Contracting Authority, the Contracting Authority shall be under no obligation to pay such charges unless they have been itemised, recorded and agreed with the Contracting Authority prior to the Supplier performing the C&HP Services or part thereof which are relevant to such charges. In the event that the Contracting Authority incurs unapproved additional, out of hours and/or overtime charges for the above reasons, such charges shall be reasonable and any dispute as to the reasonableness of such charges shall be referred to within Attachment 4: Framework Agreement Terms and Conditions, Framework Schedule 3 (Framework Prices and Charging Structure), clause 6.1 (Adjustment of the Framework Prices).
- 5.17 The Supplier shall also comply with the order obligations set out within Attachment 4a: Specification (Framework Schedule 2), clause 3.8 (Ordering) and as required by a Contracting Authority's Call-Off Contract with the Supplier.

**6. SECURITY**

- 6.1 In providing the C&HP Services, the Supplier shall at all times comply with Attachment 4a: Specification (Framework Schedule 2), clauses 3.12 (Data Security) and 3.13 (Cyber Essentials Scheme) concerning security of premises where C&HP Services are delivered, cyber security, and staff involved in delivering services.
- 6.2 Contracting Authorities may specify further security requirements for C&HP Services their Call-Off Contracts with the Supplier.
- 6.3 The Supplier shall ascertain from the Contracting Authority the security classification of each Paper produced through C&HP Services.
- 6.4 In addition, the Supplier must not disclose the Content or any other information in relation to the Papers, prior to the Papers being Laid or presented before Parliament. This includes Papers for which the Contracting Authority producing the Paper has not indicated a security classification.
- 6.5 The exception to paragraph 6.4 regarding information about the Papers is the provision of Advanced Laying Information to Parliament before a Paper is to be Laid, as set out in paragraph 7.6.3. The form of the Advanced Laying Information will take is set out at Appendix 2 (Management Information for Parliament) of this Annex C, where the Supplier shall comply with paragraph 6.1.
- 6.5.1 If the Supplier is in doubt as to what advance information to include about a Paper the Supplier shall confirm this information with the Contracting Authority producing the Paper.
- 6.5.2 For the avoidance of doubt, Advanced Laying Information supplied to Parliament shall include information about a Paper, not the Paper's Content.



**7. ACCOUNT AND PROJECT MANAGEMENT SERVICES**

**Account and Project Management Service for Contracting Authorities Producing Papers**

7.1 The Supplier shall provide to the Contracting Authority an account and/or project management service in respect of the C&HP Services procured by the Contracting Authority and as set out at in section 7 of this Annex C and as required by a Contracting Authority's Call-Off Contract with the Supplier.

7.2 The Supplier's account and project management service shall include:

7.2.1 account and project management services in respect of the C&HP Services procured by the Contracting Authority from the receipt of notification and/or receipt of Content from a Contracting Authority through to the Paper's pre-production, print and delivery; appropriate staff with the skills to ensure that the Paper is produced and distributed in accordance with the requirements of the Contracting Authority. The Supplier shall keep the Contracting Authority advised at all times of the Paper's progress, the Charges incurred with reference to Attachment 4: Framework Agreement Terms and Conditions, Framework Schedule 3 (Framework Prices and Charging Structure) and ensure that the Paper is delivered in accordance with Timelines agreed with the Contracting Authority;

7.2.2 advice and helpful support to the Contracting Authority so that it may manage and mitigate potentially contracting Timelines and/or additional Charges;

7.2.3 proactive suggestions to the Contracting Authority that may reduce Timelines and/or Charges, including different binding styles, printing methods or paper stocks, printing in mono instead of colour and splitting a print or bindery run;

7.2.4 proactive communication with the Contracting Authority on any issue that may affect a Paper's Timelines, Charges and quality

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within one hour of an issue becoming apparent, whether or not the Supplier is in a position to immediately mitigate the issue's impact, providing options to the Contracting Authority on how the issue may be resolved;

7.2.5 proactive communication with the Contracting Authority specifically that may affect a Paper's Timeline within 48 hours of the Paper being Laid, are reported to the Contracting Authority within 15 minutes of an issue becoming apparent, whether or not the Supplier is in a position to immediately mitigate the issue's impact, providing options to the Contracting Authority on how the issue may be resolved; and

7.2.6 an acknowledgement that the Contracting Authority may not be in a position to control or change Timelines, particularly the Timelines for the delivery of Copies and the date on which a Paper is to be Laid.

7.3 Unless otherwise specified by the Contracting Authority, the Supplier shall provide the account and project management services from 8am to 5.30pm on Working Days via email, telephone and teleconferencing. Contracting Authorities may have a requirement, on occasion, to meet in person with the account manager. This will be discussed and agreed between the Contracting Authority and the Supplier as appropriate. In addition, for each Contracting Authority, the account and project management services shall include:

7.3.1 a single point of contact for each Contracting Authority covering each and every stage of a Paper's production and delivery, which may, at the Contracting Authority's discretion, include working 24 hours a day, seven days a week;

7.3.2 provision for a Contracting Authority to have standing account and project management services available for hours outside 8am to 5.30pm for an additional proportionate Charge as set out in Attachment 4: Framework Agreement Terms and Conditions,

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Framework Schedule 3 (Framework Prices and Charging Structure);

- 7.3.3 provision for a Contracting Authority to have regular review meetings with the Supplier; and
  - 7.3.4 where the single point of contact is not able to be contacted during the office hours listed above at paragraph 7.3, and is only able to be contacted outside of these hours, such out of hours contact shall not be deemed to be out of hours for the purpose of Charges under Attachment 4: Framework Agreement Terms and Conditions, Framework Schedule 3 (Framework Prices and Charging Structure).
- 7.4 The Supplier shall maintain appropriate procedures for direct liaison with the Contracting Authority, which shall be provided from the Supplier's Premises.
- 7.5 The Contracting Authority may choose to use the C&HP Service's account and project management services so that:
- 7.5.1 it has same single point of contact for all Services procured through Lot 1;
  - 7.5.2 it and its arm's length bodies have the same single point of contact; or
  - 7.5.3 it has a dedicated Supplier contract for a particular Paper, which could be in addition to its usual single point of contact.

### **Account Management Service for Parliament**

- 7.6 Where the Contracting Authority is the House of Commons or House of Lords, the Supplier shall provide an account management service to each of the House of Commons and the House of Lords to identify their orders of print Copies so that Copies are available to Members of both Houses immediately after a Paper has been Laid. The service shall include:

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- 7.6.1 The Supplier shall hold Parliament's default print copy distribution and quantities list by paper type as set out at Appendix 1 (Parliament Default Lists) of this Annex C for update at the request of Parliament;
  - 7.6.2 The Supplier shall establish with Parliament in advance of publication when, due to expected increased demand, print quantities in excess of the default list may be required;
  - 7.6.3 The Supplier shall compile and supply a list of Advanced Management Information detailing the Papers that are scheduled for laying the next day;
  - 7.6.4 The Supplier shall process reprint orders on a next day delivery to Parliament service at the agreed in the Charges set out in Attachment 4: Framework Agreement Terms and Conditions, Framework Schedule 3 (Framework Prices and Charging Structure);
  - 7.6.5 The Supplier shall provide Print PDFs of Papers to Parliament on request, so that PDFs are available to Parliament immediately after a Paper has been Laid or presented to Parliament at no additional cost to Parliament; and
  - 7.6.6 The Supplier shall ensure that Parliament is fully updated when deliveries are delayed due to a default of a Contracting Authority or supplier and liaise accordingly to achieve a positive outcome.
- 7.7 The Supplier shall provide the account management service to Parliament between 8am and 5.30pm on Working Days including an email address and a telephone contact number, and when required by either House of Parliament, in person.
- 7.8 The Supplier shall provide for either House to have regular review meetings with the Supplier.

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- 7.9 The Supplier shall determine by reference to Parliament's most recent default print copy distribution and quantities lists whether Parliament requires print Copies of any Paper or category of Paper and provide the relevant C&HP Services in accordance with the aforementioned list. Parliament may, at its sole discretion, vary its print quantities, and order more, fewer or no print Copies of each Paper. Parliament's current default print copy distribution and quantities list is at Appendix 1 (Parliament Default Lists) of this Annex C.
- 7.10 The Supplier shall not charge Parliament if Parliament does not order any print Copies of a Paper.
- 7.11 The Supplier shall produce and deliver reprint Copies of the Papers, including Papers produced by previous Suppliers, as ordered by Parliament.
- 7.12 The Supplier shall charge Parliament for the supply of print Copies as described in Attachment 4: Framework Agreement Terms and Conditions, Framework Schedule 3 (Framework Prices and Charging Structure).
- 7.13 The Supplier shall supply Parliament with the management information set out in Appendix 2 (Management Information for Parliament) of this Annex C at no additional cost.

### **Account Management Service for the Controller**

- 7.14 The Supplier shall provide an account management service to the Controller in respect of C&HP Services.
- 7.15 The Supplier shall maintain appropriate procedures for direct liaison with the Controller on Working Days within usual business hours.
- 7.16 To ensure Contracting Authorities are fully supported the Supplier shall produce and agree with the Controller plans to provide:
- 7.16.1 the resourcing needed to deal with implementation, business as usual and contingency requirements, business continuity and disaster recovery, Supplier staff annual leave and sickness,

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production peaks and troughs, and transition to a successor contract and/or arrangements; and

7.16.2 the training required by Supplier staff to deliver the Services, including implementation and transition to a successor contract and/or arrangements.

7.17 The Supplier shall work collaboratively with the Controller on communications including emails and seminars aimed at supporting Contracting Authorities procuring C&HP Services.

7.18 The Supplier shall provide the Controller with a list of up-to-date Contracting Authority contacts in the first of week of March and the fourth week of September for the duration of this Framework Agreement. The list should include each Contracting Authority's contact names, email addresses, organisation and whether the contact relates to annual reports and accounts only. The Supplier shall make clear to Contracting Authority contacts in writing, for example in quotations to Contracting Authorities, that Contracting Authority contact details shall be shared with the Controller.

7.19 The Supplier shall provide Management Information as set out in Attachment 4: Framework Agreement Terms and Conditions, Framework Schedule 9 (Management Information) about the Papers and C&HP Services to the Authority.

## 8. PRODUCTION AND DISTRIBUTION SERVICES

8.1 Through its Account and Project management for Contracting Authorities producing Papers the Supplier shall provide three service options for Command and House of Commons Papers, and otherwise as required by Contracting Authorities;

- i) Publication management;
- ii) Distribution management; and
- iii) Pre-production and bibliographic information management.

## Publication Management

8.2 For each Paper, the Supplier shall provide the services below through a set of fixed fees (“the **Publication Management Fee**”), the level of which are determined in Attachment 4: Framework Agreement Terms and Conditions, Framework Schedule 3 (Framework Prices and Charging Structure) and which shall ensure that each Paper is produced and distributed to the appropriate standard. The Publication Management Fee shall include:

- a) Expert advice about Papers’ pre-production, production and distribution specifications and processes;
- b) Provision of quotations and Timelines;
- c) Provision, assurance and where necessary insertion of publication furniture including the Official Version’s ISBN, Crown copyright or best practice non-Crown copyright and production statements;
- d) Publication furniture proofing;
- e) Managing proofing and sign-off of Content;
- f) Demand management of print Copy quantities;
- g) Print management;
- h) Creation and provision Print PDFs and Web PDFs of Papers printed by the Supplier.
- i) Return of any final corrected digital files to the Contracting Authority where the Supplier has added or changed Content prior to creating PDFs and/or other versions and Formats;
- j) Delivery of printed Copies to one UK address advised by the Contracting Authority producing the Paper;
- k) Facilitation of the delivery of printed Copies and PDFs for Parliament;
- l) Bibliographic and information services; and
- m) Access to other C&HP Services, including pre-production Correction Services and reprints.

8.3 The Publication Management Fee shall consist of two Charges which the Supplier shall apply in relation to how the Contracting Authority has presented a Paper’s Content. The Charges shall reflect the Services required where a Paper’s Content is supplied:

8.3.1 final, in Print PDF; or

8.3.2 not final, where the Supplier shall, in discussion with the Contracting Authority, agree the pre-production Services the Supplier shall provide to prepare a Paper’s Content for final

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approval and other Services the Contracting Authority may require. In such cases the Paper's Content is generally supplied in Word, InDesign or equivalent.

- 8.4 A Publication Management Fee shall not apply where a Contracting Authority is using the Distribution Service or the Pre-Production and Bibliographic Information Service.

### Distribution Management

- 8.5 The Distribution Service shall apply where a Contracting Authority does not need to purchase printed Copies from the Supplier and shall supply the Supplier with printed Copies for onward delivery to Parliament where the Supplier has identified that Parliament requires printed Copies of the relevant Paper.
- 8.6 In such cases the Supplier shall provide the Distribution Service as set out at paragraphs 8.33 to 8.36 and provide the services below through a fixed fee ("the **Distribution Management Fee**"), the level of which is determined in Attachment 4: Framework Agreement Terms and Conditions, Framework Schedule 3 (Framework Prices and Charging Structure) which shall ensure that each Paper is produced and distributed to the appropriate standard. The Distribution Management Fee shall include:
- a) Expert advice about Papers' pre-production, production and distribution specifications and processes;
  - b) Provision of quotations and Timelines;
  - c) Provision and assurance of the Official Version's ISBN, Crown copyright or best practice non-Crown copyright and production statements;
  - d) Publication furniture proofing;
  - e) Facilitation of Print PDFs for Parliament; (Contracting Authority will provide a print PDF for Parliament);
  - f) Bibliographic and information services; and
  - g) Access to other C&HP Services, including Correction Services.



### Pre-Production and Bibliographic Information Management

- 8.7 It is envisaged that a Pre-Production and Bibliographic Information Service may become an option for Contracting Authorities where a Paper does not need to be Laid as a printed Copy and where there is no other print requirement.
- 8.8 The service would apply where a Contracting Authority does not need to purchase print Copies from the Supplier, nor supply the Supplier with printed Copies for onward delivery to Parliament where the Supplier has identified that Parliament does not require printed Copies of the relevant Paper.
- 8.9 In such cases the Supplier shall provide the Service as described in paragraphs 8.38 to 8.41 and provide the services below through a fixed fee (“the **Pre-Production and Bibliographic Information Management Fee**”), the level of which shall be determined if/when this option is required. The Pre-Production and Bibliographic Information Fee would include:
- a) Expert advice about Papers’ pre-production, production and distribution specifications and processes;
  - b) Provision of quotations and Timelines;
  - c) Provision and assurance of the Official Version’s ISBN, Crown copyright or best practice non-Crown copyright and production statements;
  - d) Managing proofing and sign-off of Content if pre-production services are required;
  - e) Demand management of print Copy quantities to confirm that Parliament does not require printed Copies;
  - f) Creation and provision Print PDFs and Web PDFs of Papers if required;
  - g) Facilitation of print PDFs for Parliament;
  - h) Return of any final corrected digital files to the Contracting Authority where the Supplier has added or changed Content prior to creating PDFs and/or other versions and Formats;
  - i) Publication furniture proofing;
  - j) Bibliographic and information services; and
  - k) Access to other C&HP Services; including pre-production and Correction services.

## PRODUCTION

### Print Specifications

8.10 In providing the print services under this Annex C of RM3785 Public Sector Managed Print and Digital Solutions Framework, the Supplier shall comply with the following specification in relation to each Paper:

#### Paper Size and Number of Pages

- 8.10.1 Trimmed page size: each Paper shall be 297mm x 210mm (A4 portrait).
- 8.10.2 Page extent: a Paper may consist of any number of pages.
- 8.10.3 The Supplier may be required by the Contracting Authority to add pages to the Paper's overall length as follows:
  - a) If the Paper is under 32 pages: a self cover and/or a copyright page (page 2), and/or up to two pages (three blank sides) to make up a folding section; and
  - b) If the Paper is 32 pages and over: a title page (page 1), a copyright page (page 2), and/or up to two pages (three blank sides) to make up a folding section.

#### Cover

- 8.10.4 Unless otherwise specified by a Contracting Authority, a separate coated card cover is required where a Paper is 32 pages or over.
- 8.10.5 The cover may be printed on all four pages, but no substantive information should appear on the inside front or back covers. In addition, perfect bound covers shall be printed on the spine.
- 8.10.6 Where the Contracting Authority has specified coated card stock, those covers shall:
  - a) have a water based varnish; and
  - b) shall not be laminated.

#### Colourfall

- 8.10.7 A Paper's text pages and/or cover may be mono or colour, as specified by the Contracting Authority. Mono means printing one colour black (K). Colour means printing more than one colour of CMYK, pantones, metallics and/or special colours.

**Stock**

- 8.10.8 The Supplier shall apply default paper stocks for text pages and covers included in the Paper's print price matrices and shall use default paper stocks if a Contracting Authority has not specified stocks. The defaults are:
- 8.10.8.1 Text pages and self covers: From a range of 90gsm to 120gsm coated stock for Papers with colour text pages. From the same gsm range uncoated stock may also be used for Papers with mono text pages and self covers.
- 8.10.8.2 Separate card covers: From a range of 170gsm to 250gsm coated card stock.
- 8.10.9 When using default paper stocks the Supplier shall use stocks appropriate to the relevant Paper and its Content, and which shall minimise show through and set off.
- 8.10.10 Any stock used for the Papers must include 100% recycled fibre content for uncoated stock and 75% recycled fibre content for coated stock.
- 8.10.10.1 The exception to this is where Contracting Authorities require specific stocks for the items set out in paragraph 8.10.14
- 8.10.11 Where specified by the Contracting Authority, the Supplier shall meet the requirements of the Forest Stewardship Council's Chain of Custody certification (<http://www.fsc-uk.org/en-uk/business-area/fsc-certificate-types/chain-of-custody-coc-certification>) and its successors.

**Binding**

- 8.10.12 Papers' binding shall be as follows depending on page extent:
- 8.10.12.1 Papers up to and including 72 pages are saddle stitched, unless perfect binding is specified by the Contracting Authority;
- 8.10.12.2 Papers over 72 pages must be perfect bound; and
- 8.10.12.3 The Contracting Authority may exceptionally specify that Papers over 96 pages be section sewn.
- 8.10.13 Some Papers may consist of more than one volume, either due to technological requirements, such as the page extent, or as specified by the Contracting Authority.

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### Other or Ancillary Papers

8.10.14 The Supplier shall apply these Specifications, which may vary from time to time, as required by the Contracting Authority to the following items:

8.10.14.1 Cabinet Office item:

- a) Queen's Speech – trimmed page size 237mm x 181mm portrait (362mm x 237mm sheet folded in half on long edge), page extent determined by Content supplied by the Contracting Authority, self-cover, printed mono throughout on Goatskin Parchment 160gsm archival stock, folded, drilled three times and threaded with dark blue cord; and

8.10.14.2 Foreign and Commonwealth Office Treaty Section items:

- b) Treaties: text pages and self covers to be printed on Sovereign White Wove Recycled 80gsm archival quality; separate card covers to comply with the default Specifications described in paragraph 8.10;
- c) Full Powers papers: single sheets of Goatskin Parchment 160gsm archival stock, finished size 230mm x 330mm embossed crest in gilt metallic gold (26mm x 24mm embossed area);
- d) Queen's Full Powers and Warrants: Goatskin Parchment 160gsm archival stock, self-cover A4 booklet from folded A3 sheets 420mm x 297mm printed mono on the front cover and inside right side only, page extent determined by Content supplied by the Contracting Authority;
- e) Full Powers folders: finished size 235 x 340mm red uncoated red stock with inside flap glued on inside right and gold foil crest to front cover (68mm x 62mm foiled area);
- f) Treaty Paper printed: single sheets of A4 297mm x 210mm 100gsm Conqueror branded stock overprinted one side with a red border (no bleed);
- g) Treaty Paper embossed: single sheets of A4 297mm x 210mm 100gsm Conqueror branded stock with embossed crest in gilt metallic gold (26m x 24mm embossed area); and

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- h) Ratifications: supply of single sheets of A3 Goatskin Parchment 160gsm archival stock.
- 8.10.15 For paragraphs 8.10.14.2 c) to h) above the Supplier may be required to supply the Contracting Authority with bulk paper stocks ahead of printing services.

### Supply of Content of Papers

- 8.11 The Contracting Authority may supply the Content in a variety of formats, electronic or hard copy, and generally in Word, InDesign or equivalent and Print PDF. Where the Contracting Authority supplies Content in PDF the PDF should be print-ready with all fonts embedded, with trims and bleeds.
- 8.12 If the Content for the title page, copyright page and/or cover is not supplied by the Contracting Authority, the Supplier shall refer the Contracting Authority to the relevant template as set out in Appendix 3 of this Annex C in order for the Contracting Authority to supply the missing content.
- 8.13 If the Contracting Authority does not supply Content, including the latest Crown copyright statement where the Contracting Authority is a Crown body, the Official Version's ISBN, and the produced in the UK statement, the Supplier shall ensure and, if necessary, insert this missing content by applying the templates for the title page and copyright page set out in Appendix 3 (Templates for Title Pages, Copyright Pages and Covers) to this Annex C and at no additional cost to the Contracting Authority. If the Content is not supplied by the Contracting Authority in respect of the typeface and sizes, the Supplier shall ensure that the required Content set out in paragraph 8.14 (as applicable) is included in the typeface and sizes agreed with the Contracting Authority at no additional cost.
- 8.14 The Supplier shall apply the templates set out at Appendix 3 (Templates for Title Pages, Copyright Pages and Covers) to which the publication information KPIs set out at Attachment 4: Framework Agreement Terms and Conditions, Framework Schedule 2 (Goods and Services and Key Performance Indicators) shall apply.

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### 8.14.1 Where a separate cover is necessary:

#### 8.14.1.1 Title page (first page):

- (i) The Royal Arms (Command Papers);
- (ii) Title of Paper;
- (iii) Presentation line (Command Papers)
- (iv) Presentation line and 'Ordered by the House of Commons to be printed' line (House of Commons Papers);
- (v) Month and Year (Command Papers); and
- (vi) Number of Paper and Command or HC prefix.

#### 8.14.1.2 Copyright page (second page):

- (i) One copyright statement:
  - a) Crown Copyright papers - the latest statement obtained from the Controller; and
  - b) Non Crown Copyright Papers – the latest best practice statement obtained from the Controller unless the Contracting Authority is using its own statement.
- (ii) Website address, currently [www.gov.uk/government/publications](http://www.gov.uk/government/publications), or its successor;
- (iii) Official Version ISBN; and
- (iv) Production statement which has been approved in writing by the Controller.

#### 8.14.1.3 Outside front cover:

- (i) Optional inclusion of the Royal Arms (Command Papers);
- (ii) Optional inclusion of Authoring Organisation's colophon;
- (iii) Title of Paper;

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- (iv) Optional inclusion of the presentation line (Command Papers);
- (v) Optional inclusion of the presentation line and 'Ordered by the House of Commons to be printed' line (House of Commons Papers);
- (vi) Optional inclusion of Month and Year (Command Papers); and
- (vii) Optional inclusion of the number of Paper and Command or HC prefix.

### 8.14.1.4 Outside back cover:

- (i) Additional content that may be supplied by the Contracting Authority, such as marketing information.

### 8.14.2 Where a separate cover is unnecessary:

#### 8.14.2.1 Title page (first page) which, in this instance, also functions as the outside front cover:

- (i) The Royal Arms (Command Papers only);
- (ii) Title of Paper;
- (iii) Presentation line (Command Papers);
- (iv) Presentation line and 'Ordered by the House of Commons to be printed' line (House of Commons Papers);
- (v) Month and Year (Command Papers); and
- (vi) Number of Paper and Command or HC prefix.

#### 8.14.2.2 Copyright page (second page):

- (i) One copyright statement;
  - a) Crown Copyright Papers - the latest statement obtained from the Controller; and
  - b) Non Crown Copyright Papers - the latest best practice statement obtained from the Controller

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unless the Contracting Authority is using its own statement.

- (ii) Contracting Authority Website address, currently [www.gov.uk/government/publications](http://www.gov.uk/government/publications) , or its successor;
- (iii) Official Version ISBN; and
- (iv) Production statement which has been approved in writing by the Controller.

8.14.2.3 Last printed page which, in this instance, also functions as the outside back cover:

- (i) Additional content that may be supplied by the Contracting Authority, such as marketing information.

8.15 The Supplier shall not add any Content to a Paper that is not detailed in this Annex C including Supplier file reference numbers or similar without written approval from the Controller.

### **Pre-Production Services**

8.16 The Supplier shall, if required by the Contracting Authority, provide the pre-production services set out at Attachment 4a: Specification (Framework Agreement Schedule 2), clause 4.2 (Pre-Production Services) in respect of a Paper. In addition, as part of C&HP Services, the Supplier shall also provide these pre-production services:

- 8.16.1 indexing;
- 8.16.2 editorial services and management;
- 8.16.3 accessibility tagging of Web PDFs; and
- 8.16.4 Production of plain text files with Govspeak applied.

8.17 The Supplier shall charge for pre-production services as set out in Attachment 4: Framework Agreement Terms and Conditions, Framework Schedule 3 (Framework Prices and Charging Structure).



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- 8.18 The Supplier shall provide the ordered pre-production services to the specification agreed between the Supplier and Contracting Authority. This specification may include the application of specific Contracting Authority and/or HM Government templates or style guides as required by the Contracting Authority.
- 8.19 Where the Supplier is providing pre-production services it shall provide to the Contracting Authority one round of proofs and up to two rounds of amendment proofs for the Charges set out in Attachment 4: Framework Agreement Terms and Conditions, Framework Schedule 3 (Framework Prices and Charging Structure).

### **Typefaces and Type Sizes**

- 8.20 The typefaces and type sizes used shall vary according to the specification of the Contracting Authority and may include the application of:
- 8.20.1 HM Government accessibility guidelines: <https://www.gov.uk/service-manual/user-centered-design/resources/creating-accessible-PDFs.html>; and
- 8.20.2 HM Government identity system guidelines: <https://gcs.civilservice.gov.uk/guidance/campaigns/government-identity-branding/>
- 8.20.2.1 including any successor guidelines from the responsible bodies.
- 8.21 The minimum size for all type should be 12pt, unless specifically agreed with the Contracting Authority.

### **Location of Pre-Production C&HP Services**

- 8.22 As required by the Contracting Authority the Supplier shall supply staff to provide pre-production services, proofing services and/or approval of final Content at the Contracting Authority's premises and/or those of the Contracting Authority's agent. It may be necessary to provide these services outside of normal Working hours.

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- 8.23 As required by the Contracting Authority, the Supplier shall host Contracting Authority staff and/or those of the Contracting Authority's agent on Supplier premises while a Paper is in pre-production or production. The Supplier may need to provide the Contracting Authority or its agent with secure office space, stationery, IT and telephone facilities for specific periods of time generally while a Paper requires pre-production and proofing services leading up to the approval of final Content. It may be necessary to provide these services outside of normal Working hours.
- 8.24 A Contracting Authority may require the Supplier to deliver printed proofs for final Content approval within a Timeline based on a certain number minutes, for example 30 minutes of the proofs being ready for despatch. This Timeline may be outside usual Working Hours.

### **Final Approval of Content**

- 8.25 The Supplier shall provide a contract post-ripped proof of the Paper, generally a PDF, at no additional cost to the Contracting Authority, including any Content inserted by the Supplier, for the Contracting Authority to approve before printing and delivery. On occasion hard copy post-ripped proofs may be required by the Contracting Authority, which may incur a charge if included in Attachment 4: Framework Agreement Terms and Conditions, Framework Schedule 3 (Framework Prices and Charging Structure).
- 8.26 On return of the proof of the Paper, the Contracting Authority may need to make amendments or require the Supplier to make amendments. Following any amendments the Supplier shall supply a revised proof of the Paper to a Timeline agreed by the Contracting Authority.
- 8.27 Where agreed between the Parties, the Supplier shall manage the Timeline in order to accommodate last minute changes and updates. It is possible that Contracting Authorities may require unavoidable last minute changes to Content.

- 8.28 Contracting Authorities providing Content as Print PDFs may decide to waive the approval of a contract post-ripped proof of the Paper before printing and delivery. Where the Contracting Authority has advised that it does not require this proof the Supplier shall confirm this in writing with the Contracting Authority before printing.
- 8.29 The Supplier shall ensure that all Timelines are met, including those for the delivery of PDFs and printed Copies of Papers.

### **Print Copy Quantities and Demand Management**

- 8.30 With reference to the Contracting Authority's order for a Paper, the Supplier shall ascertain the number of printed Copies required by the Contracting Authority before performing any of the required print production and delivery services. The Contracting Authority, including Parliament, may at its sole discretion vary its print Copy requirement and order more, fewer or no printed Copies of each Paper. The Supplier shall charge for print services as described in Attachment 4: Framework Agreement Terms and Conditions, Framework Schedule 3 (Framework Prices and Charging Structure).
- 8.31 Where the Contracting Authority is Parliament, the Supplier shall determine by reference to Parliament's most recent default print copies quantities lists for the House of Commons and the House of Lords (the "**Parliament Default Lists**") whether Parliament requires print Copies of any Paper or category of Paper ordered by the Contracting Authority and, if so, the number of print Copies required by Parliament in relation to each ordered Paper. The Supplier shall obtain from Parliament the Parliament Default Lists and confirm with Parliament that it is the most up-to-date version before the Supplier performs any of the required C&HP Services in relation to Parliament. Parliament may, at its sole discretion, vary its print quantities requirement from those on the Parliament Default List and order more, fewer or no print Copies of each Paper. The current Parliament Default Lists are set out in Appendix 1 (**Parliament Default Lists**) of this Annex C.

8.32 A Contracting Authority will require the Supplier to produce printed Copies and distribute them to a Timeline within a short period of time (i.e. 4 - 6 hours) of final Content approval being given. The length and quantities of the Copies to be delivered to this Timeline will vary, for example the Paper may be up to 160 pages long, with 2000 copies required within 6 hours. This Timeline may be outside usual Working Hours.

### **Distribution Service**

8.33 The Supplier shall provide a service to Contracting Authorities producing Papers not requiring printed Copies (the “**Distribution Service**”). The Supplier shall provide the Distribution Service through its account and project management services. The distribution service will include the delivery services listed at paragraph 8.5.

8.34 The Supplier shall provide the Contracting Authority with:

8.34.1 Guidance and information about the required Content to include on the title page, copyright page and covers as described in paragraph 8.14. This should be provided at the earliest opportunity following receipt of notification from a Contracting Authority;

8.34.2 Required Content to include in the Paper such as the Official Version ISBN, the produced in the UK statement, and the latest Crown Copyright or best practice non Crown copyright statement (if the Contracting Authority is not using its own copyright statement) as is relevant. This should be provided at the earliest opportunity following receipt of notification from a Contracting Authority;

8.34.3 Notification of the number of print Copies that should be delivered to the Supplier for onward delivery where Parliament requires print Copies. The Supplier shall notify the Contracting Authority of the number of print Copies required so that the Contracting Authority has sufficient time to print copies and meet the delivery deadline;

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- 8.34.4 The date and time printed Copies should be delivered to the Supplier, generally the Working Day prior to the Paper's laying date, in order that Copies are available to Members of Parliament immediately after the Paper is Laid; and
- 8.34.5 Packing, delivery and labelling information for direct deliveries to Parliament.
- 8.35 The Supplier shall distribute and deliver printed Copies received from the Contracting Authority as per paragraph 8.34.5, to Parliament.
- 8.36 The Supplier shall accept deliveries of printed Copies of **Fiscal Event** Papers where the Contracting Authority is HM Treasury or the Office of Budget Responsibility on the day a Paper is to be Laid or presented to Parliament, for onward delivery to Parliament which may be on the same day and outside usual Working Hours.
- 8.37 If the Contracting Authority requires this service described in paragraph 8.35 it shall provide the Supplier with advance information about the relevant Papers so the Supplier can manage Timelines and the volume of the Copies to be delivered. The Supplier may apply an additional Charge for this service as described.

### **Pre-Production and Bibliographic Information Service**

- 8.38 Where the Contracting Authority, including Parliament, does not require printed Copies of a Paper, the Contracting Authority producing the relevant Paper shall incur the Pre-Production and Bibliographic information Fee and not provide the Supplier with printed Copies. The Supplier shall provide the Pre-Production and Bibliographic Information Service through its account and project management services and provide the services listed at paragraph 8.7.
- 8.39 To provide this service the Supplier shall obtain from the Contracting Authority producing the Paper sufficient information to create Title Information for the Paper's Official Version in Web PDF. The Supplier shall provide this

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information to Nielsen ISBN Agency, or its successor, meeting the ISBN Agency's requirements for Title Information.

8.40 If the Contracting Authority producing the Paper does not provide the Supplier with the required information the Supplier shall create Title Information from the Paper's officially published Web PDF. If using best endeavours the Supplier is not in a position to provide the ISBN Agency with the required information within one week of the Paper being Laid the Supplier shall advise the Controller.

8.41 The Supplier shall provide the Contracting Authority with:

8.41.1 guidance and information about the required Content to include on the title page, copyright page and covers as described in paragraph 8.14. This should be provided at the earliest opportunity following receipt of notification from a Contracting Authority; and

8.41.2 required Content to include in the Paper such as the Official Version ISBN, the produced in the UK statement, and the latest Crown Copyright or best practice non Crown copyright statement (if the Contracting Authority is not using its own copyright statement) as is relevant. This should be provided at the earliest opportunity following receipt of notification from a Contracting Authority.

### Print PDFs

8.42 Where the Supplier has provided a Paper's print services, it shall supply an unlocked Print PDF with all fonts embedded, with trims and bleeds, of the final approved Paper to the Contracting Authority at no additional cost, so that the Contracting Authority may make the PDF, publicly available.

8.43 The Supplier shall ensure that the Print PDFs it creates meets as a minimum the requirements of PDF/X-1a ISO 15930-4:2003 ([http://www.iso.org/iso/iso\\_catalogue/catalogue\\_tc/catalogue\\_detail.htm?csnumber=39938](http://www.iso.org/iso/iso_catalogue/catalogue_tc/catalogue_detail.htm?csnumber=39938)) or its successors.

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- 8.44 Early on in the Paper's production Timeline the Supplier shall agree with the Contracting Authority a Paper's Print PDF:
- 8.44.1 delivery Timeline so that the Contracting Authority is in receipt of PDFs before the production of Print Copies has commenced; and
  - 8.44.2 delivery method which shall be informed by file size, security classification and Timeline.
- 8.45 The Supplier and the Contracting Authority shall use their best endeavours to ensure that the Print PDFs created by the Supplier have the same final approved Content as the Laid Paper.
- 8.46 The Supplier shall hold Print PDFs it has created or received in relation to the C&HP Services so that the PDFs may be transferred to a successor Supplier on the expiry of this Framework Agreement along with the print PDFs the Supplier has received from the Contracting Authority (whether directly or through the Contracting Authority's previous Suppliers).

### Web PDFs

- 8.47 Where the Supplier has provided print services, it shall offer to create and supply of a Web PDF of the final approved Paper to the Contracting Authority at no additional cost, so that the Contracting Authority may make the PDF publicly available.
- 8.48 The Supplier shall ensure that the Web PDFs it creates and supplies to Contracting Authorities meet HM Government standards for Viewing Documents (<https://www.gov.uk/government/publications/open-standards-for-government/viewing-government-documents>) in PDF, that is the requirements of PDF/A-1 ISO/IEC 19005-1:2005 ([http://www.iso.org/iso/catalogue\\_detail?csnumber=38920](http://www.iso.org/iso/catalogue_detail?csnumber=38920)) and PDF/A-2 ISO/IEC 1905-2:2011 ([http://www.iso.org/iso/catalogue\\_detail?csnumber=50655](http://www.iso.org/iso/catalogue_detail?csnumber=50655)) or their successors as determined by the relevant body.
- 8.49 Early on in the Paper's production Timeline the Supplier shall agree with the Contracting Authority a Paper's Web PDF:

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- 8.49.1 delivery Timeline so that the Contracting Authority is in receipt of PDFs before the production of Print Copies has commenced; and
- 8.49.2 delivery method which shall be informed by file size, security classification and Timeline.
- 8.50 The Supplier shall determine whether the Contracting Authority requires the Supplier to provide services to ensure that a Paper's Web PDF meets HM Government standards for accessible PDFs: (<https://www.gov.uk/service-manual/user-centered-design/resources/creating-accessible-PDFs.html>) or its successor. The Supplier shall supply these services as required by the Contracting Authority. The charges at Appendix 1 of this Annex C shall apply to this service. The Supplier and the Contracting Authority shall use their best endeavours to ensure that the Web PDFs have the same final approved Content as the Laid Paper.

## DISTRIBUTION

### Delivery Times

- 8.51 The Supplier shall meet the delivery times agreed with the Contracting Authority for the Paper's print Copies, Print and Web PDFs and other goods and services with critical Timelines.
- 8.52 The Timeline for delivery is dependent on the urgency required by the Contracting Authority, including the time of receipt of the final contract proof.
- 8.53 The Supplier shall provide regular timed deliveries to Contracting Authorities on request.
- 8.54 Where a Default of the Contracting Authority results in a failure to meet an agreed Timeline, the Supplier shall make its best endeavours to provide the services as soon as possible following resolution of the Default. The Supplier shall not bear responsibility for a Default of the Contracting Authority.



**Packaging, Labelling and Deliveries to Contracting Authorities**

8.55 The Supplier shall provide a delivery service as required by Contracting Authorities including deliveries of printed proofs or sheets, and printed Copies of the Papers made to Contracting Authorities, including Parliament.

**Proofs**

8.56 If printed proofs or sheets are supplied before a Paper is Laid, either as hard copy proofs for approval or as printed sheets prior to binding, they are to have the following label affixed, pre-printed with the appropriate time and date for release:

Advance – <u>Privileged Information</u> Copies      Not to be made public until
*.....am/pm on.....day ..... 20XX
* Delete as appropriate
In case of query contact [Supplier name, contact and telephone number]

**Printed Copies**

- 8.57 The Supplier shall deliver final printed Copies of the Papers before the Paper is Laid and ensure all consignments are accompanied by an itemised delivery note.
- 8.58 The delivery address for each consignment will be specified by the relevant Contracting Authority, including Parliament.
- 8.59 The Supplier shall be able to track the progress of deliveries and update Contracting Authorities about their deliveries on request. In addition, the Supplier shall provide the relevant Contracting Authority with written proof of each delivery ordered including time, place of delivery and recipient.

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8.60 All consignments of printed Copies must be cartoned, parcelled, shrink-wrapped, plastic enveloped or otherwise packaged in a manner appropriate to the size and quantity of the contents in order to deliver the Papers securely and without damage. Consignments must be packed conforming to the following guidelines:

8.60.1 Maximum size of parcel, box or carton - 250mm wide x 380mm long x 150mm high;

8.60.2 Maximum weight of parcel, box or carton - 10 kilos, the actual weight of each parcel, box or carton to be indicated;

8.60.3 Parcel, boxes or cartons must be rectangular in shape;

8.60.4 All parcels must be securely wrapped in strong paper and be fastened with gummed tape or polypropylene carton sealing tape at least 50mm wide;

8.60.5 Shrink wrapped parcels are acceptable as long as the wrapping gives adequate protection and does not bend or distort the contents;

8.60.6 Only purpose built boxes (cases or cartons) are acceptable;

8.60.7 Second-hand or sloganised boxes (cases or cartons) are not acceptable;

8.60.8 One piece fibreboard cases whether made wholly of solid or corrugated fibreboard, should be used; and

8.60.9 Contents must completely fill the depth of the case; if any case is only partially filled it is to be stuffed out or cut down (to prevent damage to the contents by compression whilst in transit or during storage). Cases must be sealed adequately with tape completely covering the length of the joint and extending not less than 50mm down the ends of the carton.

8.61 Deliveries which do not meet these requirements will not be accepted by the Contracting Authority, including Parliament.

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8.62 All parcels, boxes or cartons and individually cartoned publications must be clearly labelled on one small end. The labels must be fastened to the parcel, box or carton in such a way that they cannot become detached. The use of single or double sided cellulose tape will not be accepted.

8.63 The labels must show the following information:

8.63.1 In the case of House of Commons and Un-numbered Act Papers, the Parliamentary Session;

8.63.2 The Command or HC number including prefix, as appropriate;

8.63.3 The Official Version's Web PDF ISBN;

8.63.4 The number of Copies contained in the parcel;

8.63.5 The month and year of print production; and

8.63.6 The weight of the parcel.

8.64 These details are to appear with the following layout:

SESSION 2012/13	
<b>HC 429</b>	
Print ISBN [insert number]	
10 Copies	
09/13	5 Kg

8.64.1 Consignments of embargoed printed Copies, to be opened only after the Paper is Laid, should bear the following label with release information completed:

<p style="text-align: center;"><b>NOT TO BE OPENED UNTIL</b></p> <p>* .....am/pm on.....day ..... 20XX</p> <p>* Delete as appropriate</p> <hr/> <p>In case of query contact [Supplier name, contact and telephone number]</p>
---

8.65 The Supplier shall seek written approval from the Contracting Authority before applying additional information, logos, emblems or symbols to the packaging materials in which the Papers are wrapped.

**Additional Delivery Rules in Relation to Parliament**

8.66 The Supplier shall make deliveries to the Parliamentary Estate via an Off Site Consolidation Centre (OSCC). The Supplier shall take this into account in ensuring delivery of the Papers in good time, and where requested by Parliament to ensure that it's deliveries to OSCC are timed to catch specific onward deliveries that OSCC makes to the Parliamentary Estate .

8.67 From time to time it may be necessary for the Supplier to deliver Papers directly to the Parliamentary Estate.

8.68 The Supplier shall ensure that all persons delivering Papers to the Parliamentary Estate comply with House of Commons and House of Lords requirements, including those relating to security arrangements. The Supplier's vehicles making deliveries to the Parliamentary Estate may at any time during the Contract be required by Parliament to travel via an OSCC to be security checked before being allowed onto the estate. The Supplier shall take this into account in ensuring delivery of the Papers in good time.

8.69 Whilst on the Contracting Authority's Premises, the Supplier's Staff shall comply with all security measures implemented by the Contracting Authority

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and their security Suppliers. The Contracting Authority shall provide copies of its written security procedures to the Supplier on request.

8.70 The Contracting Authority shall have the right to carry out any search of the Suppliers's Staff or of vehicles used by the Supplier at the Contracting Authority's Premises.

8.71 For the avoidance of doubt, the requirement set out in paragraph 8.69 above shall also apply to Staff, to Staff supply chains and to all deliveries of plant and materials.

8.72 The Booking Process:

a) All deliveries being made to the OSCC MUST be pre-booked with the CEVA Liaison Desk no later than 16:00 on the working day prior to delivery unless otherwise agreed;

b) Bookings can be obtained by completing the OSCC booking form (attached) and e-mailing to [xxx@xxx.com](mailto:xxx@xxx.com) or by telephoning 0208 xxx xxxx (select option x on the automated service);

c) In order to obtain a booking the supplier must provide ALL information requested in the booking form or by the CEVA Liaison Desk including a preferred delivery slot;

d) CEVA will allocate a 15 minute window as close as possible to the suppliers requested slot;

e) Suppliers with pre agreed 'fixed' booking slots must also complete the booking form as per the above in order to confirm driver/vehicle details and obtain a unique booking reference;

f) Dependant on the nature of goods to be delivered, CEVA will advise whether goods will be unloaded or if a supplier's driver will be expected to carry out the onward delivery to the Parliamentary Estate;

g) CEVA will confirm a unique booking reference by return to confirm the booking has been made;

h) Booking slots are allocated per vehicle only NOT by order multiple; and

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i) Any changes to the data provided in the booking form must be notified to CEVA at least one hour prior to the driver arriving at the OSCC by e-mail xxx@xxx.com or telephoning 0208 xxx xxxx (select option x on the automated service) quoting unique booking reference for delivery.

### 8.73 Vehicle Arrival at the OSCC:

- a) Drivers must arrive at their allocated time slot;
- b) On arrival the driver MUST quote the unique booking reference;
- c) Vehicle and driver details will be verified against the details previously provided;
- d) Failure to comply or any variations to the booking form will result in the vehicle being refused entry;
- e) Late arrivals must be notified to xxx@xxx.com or by telephoning:  
0208 xxx xxxx (select option x on the automated service); where an alternative delivery slot will be provided as close to the revised delivery time as possible.

### 8.74 Once Onsite at the OSCC:

- a) Drivers will be asked to switch off all mobile phones whilst onsite;
- b) All vehicles and drivers will be subject to security screening;
- c) Mechanical handling equipment is available to assist unloading vehicles;
- d) It is anticipated that the delivery process will last no longer than 15 minutes;
- e) If the goods are to be unloaded suppliers delivery paperwork will be signed 'unchecked' at a pallet/box level only. The delivery paperwork will then follow the goods to their end destination where a detailed product quality/quantity check will be carried out as normal; and
- f) Suppliers drivers carrying out onward deliveries to the Parliamentary Estate will be issued with further instructions which they MUST follow otherwise they will be refused upon arrival at the Parliamentary Estate.

### **Other Distribution and Delivery Requirements**

- 8.75 The Supplier shall use its best endeavours to ensure that all deliveries it makes directly or via an agent meet the Contracting Authority's delivery requirements including Timelines.
- 8.76 The Supplier shall track deliveries and provide regular progress reports to the Contracting Authority as to whether a delivery is on schedule.
- 8.77 If the Supplier or its agent is unable to meet the Contracting Authority's delivery requirements the Supplier shall advise the Contracting Authority as soon as a problem becomes apparent, providing options on how the requirements may be met.

### **Bibliographic information in Relation to Papers**

- 8.78 On behalf of and as the Controller's agent the Supplier shall purchase sufficient ISBNs with the same series prefix for each Paper likely to be produced through this Specification. The series prefix shall identify HM Government as the Papers' publisher.
- 8.79 If the Supplier has purchased the complete set of ISBNs, it shall sell for a reasonable charge to the Controller, an agent of the Controller or a successor Supplier, at the Controller's request and the Supplier single or multiple ISBNs shall advise the Controller of the series prefix at the earliest opportunity before using it in accordance with this C&HP Specification.
- 8.80 The Supplier shall only use ISBNs it has purchased in accordance with paragraph 8.78 above for Papers it has produced and/or distributed through this C&HP Specification.
- 8.81 The Supplier shall make arrangements for the regular electronic supply of title or similar information about the Papers' Web PDF versions to be provided to the Nielsen ISBN Agency , or its successor as required by the ISBN Agency or its successor.

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- 8.82 The Supplier shall also send the Controller, the British Library and other recipients at the request of the Controller information about the Papers. The information shall be supplied in Excel format or equivalent by 9am every Working Day for the Papers Laid the Working Day and/or day/s immediately preceding. The information shall be provided cumulatively and for each Paper list: Laid date, Series details (Cm, HC, or un-numbered Paper where applicable), Series number for Cm and HC Papers, title, corporate author (authoring organisation), individual author (if an individual's name is associated with the Paper) and ISBN.
- 8.83 The information provided for the requirements in paragraphs 8.81 and 8.82 shall also include clearly indicate:
- 8.83.1 Corrections Slips, withdrawn Papers, and withdrawn and reissued Papers for Papers produced previously; and
- 8.83.2 Errors and omissions in information that has been supplied previously that has been rectified.
- 8.84 Before proceeding with the requirements in paragraphs 8.82 and 8.83 the Supplier shall supply sample information to the Controller for approval.
- 8.85 The Supplier shall ensure that an ISBN is included on the copyright page of each Paper.
- 8.86 If it is not clear whether a Paper should have an ISBN it has purchased in accordance with paragraph 8.78 above the Supplier shall clarify with the Controller.

## 9 CORRECTION AND REPRINT SERVICES

### Correction Services



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- 9.1 The Supplier shall provide correction services as required by the Contracting Authority, so that the Contracting Authority may correct the Official Version of a Paper after the Paper has been printed and/or Laid. These services shall include:
- 9.1.1 Correction slips;
  - 9.1.2 Stickers;
  - 9.1.3 Reprints and redistribution, including confidential secure pulping of print Copies;
  - 9.1.4 Creation of additional or replacement Web and Print-ready PDFs; and
  - 9.1.5 Correction of the Paper's bibliographic information where a correction is needed to ensure the accuracy of that Paper's bibliographic information.
- 9.2 If the Contracting Authority requires a correction to be made to a Paper due to an error on the Paper, then:
- 9.2.1 If the error is due to a Default of the Supplier that is capable of being remedied the Supplier shall correct the Paper at its own expense and in accordance with the Contract, as required by the Contracting Authority including correcting the Paper in all the formats and media held by the Supplier; or
  - 9.2.2 If the error is due to a Default of the Contracting Authority that is capable of being remedied, the Supplier shall undertake the correction service required by the Contracting Authority to the Timeline agreed with the Contracting Authority. The Supplier shall provide a quotation for any charge in accordance with Framework Schedule 3, Framework Agreement Terms & Conditions, for approval by the Contracting Authority before correction services commence to correct the Paper in all formats and media held by the Supplier.

### Stickers

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- 9.2.3 Stickers may be used to correct a Paper that has been printed but not yet Laid. Where the Contracting Authority orders stickers, and the Timeline before laying allows, the Supplier shall print and/or appropriately adhere the stickers to the Paper's print Copies prior to delivery.
- 9.2.4 The Supplier shall arrange sufficient stickers to match the original print quantity of the Paper and delivery as required by the Contracting Authority and Parliament.

### **Correction Slips**

- 9.2.5 Corrections slips may be used to amend a Paper after it has been printed and Laid. When a correction slip is required the Supplier shall apply the templates agreed with the Controller at Appendix 4 (Templates for Correction Slips) of this Annex C.
- 9.2.6 The Contracting Authority shall provide to the Supplier the corrected Content to include in the correction slip and obtain the necessary approvals to ensure the correction slip can be accepted by Parliament.
- 9.2.7 The Supplier shall print sufficient correction slips to match the original print quantity of the Paper and distribute to the Contracting Authority and Parliament.

### **Reprint and Redistribution of Corrected Papers and Content**

- 9.2.8 The Contracting Authority may require services to support the withdrawal, or withdrawal and reissue of a Paper after the Paper's original version has been printed, distributed and/or Laid.
- 9.2.9 The Supplier shall provide services to support these requirements including, where required, the confidential secure pulping of print Copies as required by the Contracting Authority.
- 9.2.10 The Supplier shall include information about the Papers for which it has provided correction services in its Management Information provided to the Authority.

### Supply of Additional Printed Copies

- 9.3 Where the Contracting Authority requires a previously printed Paper to be reprinted without amendment, the Supplier shall print and deliver the relevant Copies as required by the Contracting Authority. The charges for such reprints shall apply as set out in Attachment 4: Framework Agreement Terms and Conditions, Framework Schedule 3 (Framework Prices and Charging Structure) and shall not include the **Publication Management Fee** component.
- 9.4 The Supplier shall include information about reprints it has provided to the Contracting Authority in its Management Information provided to the Authority.

## 10 RE-USE OF PAPERS' CONTENT AND INFORMATION

- 10.1 The Content of Papers Laid before Parliament may be re-used for commercial and non-commercial purposes by third parties, including the Supplier, outside this C&HP Specification where copyright licencing terms and conditions permit.
- 10.2 Before re-using a Paper's Content the Supplier shall:
- 10.2.1 ensure that the relevant Paper has been Laid before Parliament; and
  - 10.2.2 not despatch, deliver, disseminate or publish Copies of the Paper or information about the Paper, including marketing, sales or pricing information in any format or version or location outside this C&HP Specification until [9am of the Working Day] after the Paper has been Laid. This requirement excludes information about the Paper already made publically available by the relevant Authoring Organisation and/or Contracting Authority.
- 10.3 The exception to paragraph 10.2.2 is where a Paper has been published before [9am of the Working Day] after the Paper has been Laid, in which case

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the Supplier may despatch, deliver, disseminate or publish copies of the Paper and information about the Paper.

10.4 The Paper will be deemed published if a Paper's:

10.4.1 Web and Print PDFs are available on [www.gov.uk](http://www.gov.uk); and/or

10.4.2 Web PDF is available on the relevant Contracting Authority's official website for Papers produced by these statutory bodies: the Electoral Commission, the Independent Parliamentary Standards Authority, the Local Government Boundary Commission and the Parliamentary and Health Services Ombudsman.

10.5 The Supplier shall make relevant Contacting Authorities, Authoring Organisations and/or other interested parties aware of the Supplier's obligations set out at paragraph 10 should any of these parties not fully understand the Supplier's obligations and expect the Supplier not to comply with paragraph 10.

## 11 SERVICE EVOLUTION

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- 11.1 The Supplier shall recognise that Contracting Authorities' requirements for the C&HP Services may change throughout the life of this Framework Agreement, and that the demand for a service may increase, reduce or become zero. For example purposes only, the demand for printed Copies, may reduce and the demand for Govspeak files may increase.
- 11.2 The Supplier shall adapt to changes in the demand for C&HP Services, providing robust resources, processes and contingency to support changing requirements over the term of this Framework Agreement, recognising that changes may be outside of the control of Contracting Authorities.
- 11.3 The Supplier shall provide detailed plans setting out how the Supplier shall continue to provide C&HP Services should the demand for a service change, or may potentially change, on request to the Authority.

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**APPENDIX 1 – PARLIAMENT DEFAULT LISTS**

<b>Standard Distribution of Command and House Papers*</b>													
5 September 2016	<b>HC</b> General	<b>HC</b> Gov Resp/M ain Estimates	<b>HC</b> Agency Ann. Rpts	<b>HC</b> Dept Rpt and Acc	<b>HC</b> Resource Accounts	<b>HC</b> Law Comm	<b>Cm</b> General	<b>Cm</b> Treasury Minutes	<b>Cm</b> Govt Resp	<b>Cm</b> Dept Annual Rpts	<b>Cm</b> Law Comm	<b>Cm</b> FCO Treaty & Misc	Un- numbered Act Papers
Vote Office PoW	30	30	15	25	15	15	40	15	30	25	15	15	20
Vote Office Parliament Street	3	3	3	3	3	3	5	3	5	3	3	3	0
Vote Office Portcullis House	10	10	5	5	5	5	10	5	10	10	5	5	0
<b>Total HOC</b>	<b>43</b>	<b>43</b>	<b>23</b>	<b>33</b>	<b>23</b>	<b>23</b>	<b>55</b>	<b>23</b>	<b>45</b>	<b>38</b>	<b>23</b>	<b>23</b>	20
Printed Paper Office (PPO), <b>HOL</b>	2	2	2	2	2	2	2	2	2	2	2	2	2
<b>Total HOC&amp;HOL</b> :	<b>45</b>	<b>45</b>	<b>25</b>	<b>35</b>	<b>25</b>	<b>25</b>	<b>57</b>	<b>25</b>	<b>47</b>	<b>40</b>	<b>25</b>	<b>25</b>	<b>22</b>

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\* The number of copies of any Paper ordered may vary, on the instruction of the Vote Office or Printed Paper Office (for their respective House), to take account of predicted demand. The standard distribution quantities for each document type and/or office may be altered; the minimum notice period for a change to the standard quantities will normally be two weeks.

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## APPENDIX 2 – MANAGEMENT INFORMATION FOR PARLIAMENT

### PARLIAMENT TO REVIEW AND UPDATE INCLUDING REQUIREMENTS FOR ADVANCED LAYING INFORMATION

#### 1. Advanced Laying Information

The Supplier shall provide an Advance Management Information service to the Vote Office and the Printed Paper Office in respect of C&HP Services as set out in paragraph 6.5. The Supplier shall provide the Advance Management Information as early as possible, and no later than on the day before a Paper is to be laid. As a minimum, the information will include, where applicable: intended date and time of laying, series details (Cm, HC, or un-numbered Paper where applicable), series number for Cm and HC Papers, title and corporate author (authoring organisation) or individual author (if an individual's name is associated with the Paper). The Supplier will update the information if it changes.

#### 2. Invoicing

- 2.1 The Supplier shall provide the Deliverer of the Vote, House of Commons and the Head of Papers and Publishing, House of Lords with an email including an attachment of a letter with the name of the organisation in the heading, and providing bank details for payments and the contact details for financial queries and, if different, for management information queries.
- 2.2 The House of Commons will then provide the Supplier with a contract number.
- 2.3 At the beginning of each financial year on 1 April, the House of Commons will raise a purchase order for the Papers it is to receive during that financial year. For the first year of the new arrangements where those arrangements commence mid-financial year, a purchase order will be raised which will apply until the end of the financial year 31 March 2017. The purchase order number must be shown on each invoice for the House of Commons.
- 2.4 The House of Lords does not have purchase orders and shall pay within the statutory 30 days of receiving an invoice (or agreeing that an invoice is correct, whichever is the later).



### 3. Management Information

3.1 The Supplier shall email monthly Management Information to xxx@xxx (for the Commons) and to xxx@xxx (for the Lords) detailing the charges incurred by the Houses respectively, at no additional cost. This Management Information shall include, by Paper:

- 3.1.1 Title;
- 3.1.2 Date of invoice;
- 3.1.3 Invoice number (on which item charged);
- 3.1.4 Date delivered;
- 3.1.5 Category of Paper;
- 3.1.6 Paper number;
- 3.1.7 Number of Copies;
- 3.1.8 Number of pages including cover, number of colours cover (1 or 4), total number of pages text, number of colours text pages (1 or 4);
- 3.1.9 Cost of each Paper; and
- 3.1.10 Total costs.

3.2 Parliament may make adjustments to the items reported as required.

3.3 The Supplier shall provide the House of Commons (Vote Office) and the House of Lords (Printed Paper Office) each with its own monthly invoice detailing the charges incurred by that particular office.

3.4 The Supplier shall provide other offices in Parliament with their own separate invoices should these offices purchase Papers. The Supplier shall include this information on each invoice:

- 3.4.1 Date delivered;
- 3.4.2 Category of Paper;
- 3.4.3 Title of Paper;
- 3.4.4 Paper number;

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- 3.4.5 Number of Copies;
- 3.4.6 Number of pages including cover, number of colours cover (1 or 4), total number of pages text, number of colours text pages (1 or 4);
- 3.4.7 Cost of each Paper;
- 3.4.8 Total invoiced cost; and
- 3.4.9 Purchase order number (House of Commons only).

3.5 The Supplier shall provide invoices within five Working Days of the beginning of each calendar month by the following means:

- 3.5.1 PDF copies of invoices for the House of Commons should be emailed to xxx@xxx and blind copied to xxx@xxx; and
- 3.5.2 Invoices for the House of Lords should be sent in hard copy to the Printed Paper Office, House of Lords, Westminster, London SW1A 0PW, and by email to the xxx@xxx

**APPENDIX 3 – TEMPLATES FOR TITLE PAGES, COPYRIGHT PAGES AND COVERS**

1. The Supplier shall ensure that each Paper's title page, copyright page and back cover follow the templates as set out below:
  - 1.1. Command Papers, page 1 (title page)
  - 1.2. House of Commons Papers, page 1 (title page)
  - 1.3. Crown copyright Papers, page 2 (copyright page)
  - 1.4. Non Crown copyright Papers, page 2 (copyright page)
  - 1.5. Back cover, House of Commons and Command Papers
  
2. Contracting Authorities may vary fonts and the typographical arrangement.

3. Command Papers, page 1 (title page)



## Policy proposals and draft bill

Presented to Parliament by the Secretary of State for XXXXXXXXXXXX  
by Command of Her Majesty

January 2017

Cm XXXX

4. House of Commons Papers, page 1 (title page)

**Department for XXXXXXXX  
Annual report and accounts 2016-  
2017**

**For the period 1 April 2016 to 31 March 2017**

Presented to the House of Commons pursuant to Section 6(4) of the Government  
Resources and Accounts Act 2000

I

Ordered by the House of Commons to be printed on XX July 2017

HC 123

5. Crown copyright Papers, page 2 (copyright page)

**OGL**

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Jennifer Allum  
Re: HTML publications - bits and pieces  
Hi Graeme,  
Great, thank you for confirming.

7. The Supplier shall ensure that each Paper has one copyright statement on page 2.
8. The Supplier shall ensure that Crown copyright Papers include the latest Crown copyright statement, as issued by the Controller. The Controller may vary the statement from time to time. The statement as of is:



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Any enquiries regarding this publication should be sent to us at **[insert contact details]**

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10. Any copyright and licensing queries should be put to the Controller, as in exceptional circumstances other copyright statements should be used.

### APPENDIX 4 – TEMPLATES FOR CORRECTION SLIPS

1. The Supplier shall apply templates when the Official Versions of a Paper require amendment through the correction slip process.
2. The Controller has made templates available for Contracting Authorities and the Supplier to use on The National Archives website:

<http://www.nationalarchives.gov.uk/information-management/producing-official-publications/parliamentary-papers-guidance/correct-paper/>

3. Template for House of Commons Papers:

CORRECTION SLIP

Title: XXXXXXXXXXX

Session: 2016/17

HC XX

ISBN (web) 978XXXXXXXXXX

Ordered by the House of Commons to be printed XX Month Year

Corrected Content - supplied by the Contracting Authority

4. The Supplier shall adapt the House of Commons Paper template in respect of Un-numbered Act Papers.

5. Template for Command Papers:

CORRECTION SLIP

Title: XXXXXXXXXXX

Session: 2016/17

Cm XX

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