

## Case study: Command and House Papers



**“The Government-wide Command and House Papers contract was awarded to TSO after demonstrating the best value solution in an extensive competitive tendering process in 2006. It means you can place any production and publication work for Command and House of Commons Papers with TSO without further procurement work.”**

Alan Pawsey,  
Head of Publishing Services, OPSI

**"It was great to see the finalised document on my desk this morning, less than 24 hours after the decision was made to have a document. I am very grateful for all the work done by you and colleagues at The Stationery Office"**

Harriet Harman,  
Leader of the House of Commons

Command and House of Commons Papers are documents that are laid before Parliament. They include white papers, green papers, consultation documents, reports of major enquiries, Departmental reports, the Budget, and the annual reports and accounts of Executive Agencies and Non-Departmental Public Bodies.

When the trading functions of Her Majesty's Stationery Office (HMSO) were privatised in 1996, TSO took over the publication of Command and House Papers from HMSO, ensuring that the extensive experience gained by HMSO was retained. In addition to publishing Command and House Papers, TSO is also the printer of choice for a large number of these documents.

### The challenge

Command and House Papers include a wide variety of documents, which often need to be produced at short notice. These include specialist publications, such as the Budget, which must be printed under very tight security, and the annual reports of government departments and public bodies, which create a peak in demand over the summer months.

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## The solution

TSO uses a combination of in-house teams and a trusted community of suppliers to effectively manage resources and ensure that we can provide no-fail delivery of these important documents, often at short notice. The location of our Parliamentary Press ensures that we can efficiently distribute the completed documents to Parliament. Our expertise in this field also enables us to provide Command and House Papers in a variety of formats if required, including Braille, online and other electronic formats.

TSO also provides online and electronic marketing services to alert members of the public to new titles, and order-taking and customer services for the publications which are stored in our warehouse.

## Service mix

- Warehousing and fulfillment
- Order-taking and customer services
- Print production
- Marketing

## Results

- Strong relationships with key government departments.
- 10% increase in the number of Command and House Papers printed through us in 2007.
- In surveys measuring TSO's service, clients consistently rate us to be good or better.

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