MAGNETIC INK CHARACTER RECOGNITION (MICR) PRODUCTION PRINTERS

ANNEX A

STATEMENT OF REQUIREMENT

ANNEX A - STATEMENT OF REQUIREMENT

1. INTRODUCTION

Shared Services Canada (SSC) has a requirement to acquire Magnetic Ink Character Recognition (MICR) Printers including associated one year warranty and three (3) year maintenance and support services for the Canada Revenue Agency (CRA).

1.1. Background

A review of the Canada Revenue Agency (CRA) Print to Mail (PTM) production has been completed and while the volumes of printed output are decreasing, there is a need to maintain the CRA's PTM production capability for several more years.

To ensure operational requirements are met, Canada needs to replace the current installed base of cut sheet printers located in the CRA PTM Production Sites in Summerside, Prince Edward Island and Winnipeg, Manitoba.

Current production at CRA is approximately 88 million mail pieces consisting of notices, statements and correspondence items. This represents approximately 380 million impressions on an annual basis.

CRA client output is currently produced on Xerox DP180MX cut-sheet MICR printers utilizing black Magnetic Ink Character Recognition (MICR) toner conforming to Canadian Payments Association (CPA) remittance processing standards. Continuing reduction in volumes along with increasing numbers of small production runs has led to the decision that the existing printers will be replaced with new cut-sheet MICR printers.

1.2. Requirement

The requirement is to obtain MICR production Printers conforming to the CPA remittance processing standards for delivery, installation and final acceptance by no later than March 31, 2018. The requirement includes removing and replacing the installed base of production printers with minimum disruption to the CRA Print to Mail production environments to ensure that the CRA continues to meet its operational requirements.

1.3. Infrastructure Description Overview of Current Print to Mail Environment

The Government of Canada operates multiple mainframe computing complexes, which are tightly interconnected in a parallel system complex (SYSPLEX) configuration. Input /Output (I/O) and catalog configuration is shared globally throughout each data center complex. Peripheral device attachment and channel interfacing is accomplished using Enterprise Systems Connection (ESCON) or Fiber Optic Channel Technology (FICON) cables and ESCON or FICON Director Switches.

The Network infrastructure is comprised of CISCO Channel Interface Processor (CIP) ESCON channel attached routers.

The logical configuration of the CRA production print environment is comprised of the following major software components:

- IBM z/Operating System (OS) Version 2, Release 2
- IBM z/OS Communication Server Version 2, Release 2

- IBM Print Services Facility for z/OS Version 4, Release 5.0, including:
  - Download for z/OS Version 4, Release 5.0
  - IBM Advance Function Printing (AFP) Font Collection for z/OS Version 2, Release 1
  - OGL/370 Version 1.1
  - PPFA/370 Version 1.1
- Oracle Documerge ,version 3.2.2
- HP Exstream V9 G113 for z/OS, V9 G113 on Windows
- Canon Prisma Production Server V5
- Xerox ELIXIR 3.00.32 Design Pro

1.3.1. Application Environment

CRA has over 38 business applications that generate multiple outputs for production PTM. This represents over 380 million impressions annually or 180 million pages of fully composed AFP / Mixed Object Content Architecture (MODCA:P) print stream.

All output is currently produced on 8.5” x 11”, 24 lb. stock with some intermixing of colored stock. Current printers are equipped with inline perforation devices and over 80% of printed output is currently produced with perforations.

The average page count per mail piece for CRA applications is 2.5 pages, however this is expected to increase due to output redesign. As CRA applications produce mail pieces with higher page counts, output is segregated into small (letter mail), medium (6x9), and bulky (flats) mail streams. Most output falls under the first two categories, with bulky or flats making up a very small portion of overall production requirements and is handled manually.

1.3.2. Process Flow

Application output is written to tape and/or disk and then retrieved for download to the CRA PTM Production Sites when the designated site is ready to accept. Software components used to route output to the production sites include Job Entry Subsystem 2 (JES2), Print Services Facility (PSF) and Multiple Virtual Storage (MVS) Download.

Each production site has a Canon OCE PRISMA Production Server that is utilized to store, manage, and produce printed output.

Printers utilized are Xerox DP180MX MICR cut sheet devices. CRA’s Summerside and Winnipeg sites are mirrored and each has an install base of nine Xerox DP180 printers.

Job information for each print and mail job is provided via an application print record generated at run time. This Print Output Form (POF) is routed for print to the designated CRA PTM Production Site and provides information required to schedule workloads and begin file downloads.

Job information from POF is input into Bell & Howell Bowe One (soon to be upgraded to Bell & Howell IQ) production management software for tracking of the job through the PTM process.

2. PRINTER SOLUTION CAPACITY REQUIREMENTS

2.1. Printer Solution

2.1.1. The printer solution provided to Canada must include sufficient printers to meet the minimum daily total throughput capacity level for cut-sheet volumes per site listed below.

SITE	MINIMUM CUT SHEET OUTPUT IMPRESSIONS PER DAY AT PEAK
Winnipeg	**1,200,000**
Summerside	**1,200,000**

Table 1 - Minimum Daily Production Requirements

2.1.2. The production requirements for each site are:

a) based on the 8½ by 11-inch duplex output format;

b) stated as an aggregate value; and

c) based on requirements during peak printing periods.

2.1.3. Throughput capacity listed above is based upon demonstrated effective operating efficiency of the printer, with considerations for published stated duty cycles, required maintenance, and operational activities.

2.1.4. The quantity of printers provided will be limited by the available capacity for each CRA PTM Site, outlined in Section 3.5. (Physical Space Available).

2.1.5. The printer solution must provide identical printers for the two CRA PTM sites.

2.1.6. Due to breaks and lunch, the productive time per shift is 7 hours in duration.

3. INFRASTRUCTURE AND TECHNOLOGY REQUIREMENTS

3.1. Infrastructure

Ref #	Requirement Description
1.	The printers must interface and function within a multiple z/OS mainframe computing complex, tightly interconnected in a parallel system complex (SYSPLEX) configuration.
2.	The printers must support connectivity to local production Gigabit Ethernet LAN switch.
3.	The printers must interface and function in a Transmission Control Protocol/Internet Protocol (TCP/IP) Network environment.
4.	The printers must be defined to a local print server. Canada's current print server software is Canon OCE PRISMA Production server V5.The printers must support being driven by the print server, utilizing the Intelligent Printers Data Stream (IPDS) print protocol, via the Transmission Control Protocol/Internet Protocol (TCP/IP) network protocol, across Gigabit Ethernet LAN.
5.	The printers must support the IPDS protocol as described in the IBM Data Stream and Object Architectures manual "Intelligent Printers Data Stream Reference" - Seventh Edition (November 2002), IBM Publication S544-3417-06.

	The Contractor must provide continuing support for the printers for future developments and enhancements to the IPDS protocol.
6.	The printers must support TCP/IP connectivity to a z Series mainframe, and support being defined to, and driven directly by, IBM's Print Services Facility for z/OS version 4.5 across this TCP/IP connection.
7.	The printers must support subsequent versions and releases of the stated logical configuration components.

3.2. Technology

3.2.1. Print Output

Ref #	Requirement Description
1.	The printers must print in both simplex and duplex print formats.
2.	The printers must support 8.5” x 11” and 8.5” x 14” paper sizes.
3.	The printers must print in landscape and portrait orientations.
4.	The printers must support printing of multiple logical pages per physical page.
5.	The printers must support printing of fonts, graphics, and images on the same logical page.
6.	The printers must support stock paper from 20 to 50 lbs. Stock paper may include any of the following: a) Pre-printed stock b) Pre-dyed stock c) Pre-drilled stock d) Pre-perforated stock
7.	The printers must provide a method of visual separation of output by print job.
8.	The printers must provide a method of visual separation of different copies of a given output.

3.2.2. Paper Handling

Ref #	Requirement Description
1.	The printers must support selective use of different paper stocks within a document, producing printed, insertion-ready output of variable intermix of colored pages and able to support a minimum of three different paper stocks per document.
2.	The printers must provide a minimum of four input trays, with two input trays each having a minimum of 1500 sheets of cut sheet 20 lb. stock, and two input trays with a minimum capacity of 500 sheets.
3.	a) The printers must have a minimum of two high capacity output stackers each capable of holding a minimum of 3,000 sheets of 20 lb cut sheet paper. b) The printers must permit the removal of printed output without interruption of printing.

3.2.3. Paper Handling – Output Sampling

Ref #	Requirement Description
1.	The printers must support random sampling of pages.
2.	The printers must provide a configurable sampling tray.
3.	The printers sample feature must be operator configurable.

3.2.4. Printing Requirements

Ref #	Requirement Description
1.	The printers must support the following IPDS command sets (Data Tower specified in brackets if applicable): a) DC1 - Device Control b) TX1 - Text (*PTOCA - minimum required Data Tower Level = PT2) c) IM1 - IM image (IPDS) d) IO1 - IO image (*IOCA) e) GR1 - Graphics (GOCA) f) BC1 - Bar Code (BCOCA) g) PS1 - Page Segment h) OL1 – Overlay i) LF1, LF2 and LF3 - Loaded Font j) UTF16 support for PSF OpenType/TrueType fonts
2.	The printers must print all current client Advanced Function Presentation Data Stream (AFPDS) production output, producing identical results with no changes to application code or invocation Job Control Language (JCL).
3.	The printers must decompress and print generated 300 dpi AFP Page Segments that have been compressed using International Telecommunications Union - Telecommunications Standardization Sector (ITU-TSS) (formerly CCITT) Group 4 facsimile compression algorithms. The printers must perform this function without impact to the print device's rated speed, by emulating technology similar to IBM's Advanced Function Image and Graphics (AFIG) feature, and IBM's Decompression Performance Enhancement (DPE) feature.
4.	The printers must utilize CRA's existing 300 x 300 dpi AFP print resources such as fonts and graphics without transformation to alternate resolutions that would result in a loss of content and print quality.
5.	The printers must print the IBM AFP Font Collection product: a) At 300 dpi resolution using AFP raster fonts b) At 300 dpi resolution using scalable AFP outline fonts c) Open Type /TrueType Unicode fonts for z/OS PSF AFPDS

Ref #	Requirement Description
6.	The printers must support the production of graphic images and documents at a resolution of 600 x 600 dpi.
7.	The printers must print OGL standard and screen shades.
8.	The printers must be compatible with AFPDS print streams either natively through PSF or through fully compatible transformation.
9.	The printers must print black MICR output conforming to CPA standard 006 for production of MICR encoded documents.
10.	The printers must print black MICR output that are all points addressable with respect to positioning and orientation on the logical page, including but not limited to multiple MICR lines on a single impression, while conforming to CPA standard 006.
11.	The printers must include the MICR font E13B, accessible using 300 dpi AFP data stream.
12.	The printers must include MICR verification equipment which allows the quality of the printed MICR output to be verified in accordance with CPA standards. The Contractor must provide 2 units per site.
13.	The printers must print Optical Character Recognition (OCR) characters, specifically OCR “Font A” and OCR “Font B”, conforming to CPA standard 017 for OCR.
14.	The printers must print optical marks and Universal Bar Codes such as 2D data glyphs and machine readable QR codes, in designated areas of each form that may be read by mail insertion and postal sortation equipment.
15.	The printers must provide a reference list of bar codes currently available for use on the printers.

3.2.5. Additional Print Stream Support

Ref #	Requirement Description
1.	The printers must support printing of documents in PDF format.

3.2.6. Operational Requirements

Ref #	Requirement Description
1.	The printers must be 100% compatible across print sites, enabling output to be routed to any site for output processing.
2.	The printers must provide operator console messaging.
3.	The printers must include a visual alert system such as an indicator light, to signal when operator intervention is required.

4.	The printers must produce consistently high quality output, monitored by automated printers based facilities. The threshold where alert(s) are generated must be installation specified.
5.	The printers must have the ability, under automated control to suspend printer operation, depending on the severity of quality of output legibility events.
6.	The printers must provide the capability for the operator to resume printing of a print job, at or before the point where an error occurred, such as a paper jam.

3.3. Capacity Requirements

Ref #	Requirement Description
1.	The printers must have a published monthly duty cycle equal to or greater than a minimum of three (3) million impressions per month.

3.4. Security

Ref #	Requirement Description
1.	The printers must provide controlled access to print resources such as electronic forms, overlays, fonts, and signatures.
2.	The printers must automatically delete electronic forms, data and signatures from the print device's memory at successful completion of each print job.
3.	The printers must disable any remote diagnostic capability.

3.5. Physical Space Available

Ref #	Requirement Description
1.	The printers must meet the stated production requirements (refer to Section 2.1 herein) within the space available in each of the print rooms, as per the dimensions stated in Appendix A and B herein, with allowances for some paper storage in each sites print room, estimated at 40 sq. meters.
2.	Within one week of Contract Award the Contractor must meet with representatives of Canada in person or via teleconference, to present and review their proposed installation plans. The attendees will develop an implementation strategy taking into consideration such factors as CRA and Canada operational requirements, delivery and removal schedules, while ensuring that all equipment will be installed and accepted by Canada by no later than March 31, 2018.

3.6. Mechanical, Electrical and Environmental

Ref #	Requirement Description
1.	Following contract award, the Contractor agrees to provide to Canada, within one week of a request by the Technical Authority, details of the environmental requirements needed to

	accommodate the printers at each of the PTM Production Sites. At minimum, for each site, the following information must be provided as well as any other information which the Contractor considers relevant: a) All environmental claims with appropriate documentation, published specifications, and physical planning manuals. b) Rated operating noise level (in dB) of the equipment. c) Any electrical, mechanical and other environmental modifications or additions to the PTM Production Site facilities to implement the printers.

3.7. Health and Safety Requirements

Ref #	Requirement Description
1.	The printers and respective consumables must not contain any parts, devices or ingredients that, when operated or applied in accordance with OEM instructions, would cause injury or harm.
2.	Any hazardous waste issues with respect to consumables for the printers must be identified either on the packaging or with documentation provided with the consumable item. Consumables packaging must be clearly labeled in English with proper application and use instructions.

4. CONSUMABLES ITEMS

Ref #	Requirement Description
1.	The Contractor must provide all consumable items, except for paper stock, required by the printers, including where applicable: toner, ink, developer, fuser agent, cleaning supplies, and replacement parts not covered under maintenance. Consumables usage must be based on an estimated 8% coverage per impression.

5. INSTALLATION AND IMPLEMENTATION

Ref #	Requirement Description
1.	A phased approach, to be developed as part of the installation plan, will be used to replace the existing printers. A minimum of one printer per site must be delivered within 30 days following contract award. The Contractor must deliver all remaining printers in sufficient time to complete full implementation and achieve final acceptance (as specified in Section 6.3. herein) of all printers at the two sites specified in the Contract by no later than March 31, 2018.
2.	The Contractor must deliver and install all material at the two CRA PTM sites specified in the Contract. The Contractor is responsible for the complete de-installation and removal of Canada's existing cut-sheet printers from each site.

3.	The Contractor must unpack, assemble and install the printers at each site. If applicable, this must include, but not be limited to the provision of required moving and installation resources such as packing material, cranes, personnel, and floor protection panels.
4.	The Contractor must supply all associated materials required to complete installation at each site; including all the required power connectors, cables and any other accessories required. This includes all power cabling and connectors from the printers into the PTM Production Site's Power Distribution Unit (PDU)/Breaker.
5.	The Contractor must provide any furniture required to facilitate the installation of all printers at each site, such as console tables and cabinets, at no additional cost to Canada.
6.	The Contractor must maintain all work areas at the installation sites in a clean and tidy condition on completion of each day's work and on completion of printers' acceptance, including removal and disposal of all related packing material from each PTM Production Site.
7.	The Contractor is responsible for total printer implementation at all the sites. Implementation refers to delivery, installation and connection to appropriate PTM Production Site's devices/systems. Implementation at each site will be considered complete once all printers installed at that site are ready for use and Acceptance Testing can commence.

5.1. Ready for Use (RFU)

Ref #	Requirement Description
1.	Upon implementation of the printers at each respective PTM Production Site, the Contractor must declare, in writing, that the printers are Ready for Use (RFU).
2.	Written notification must be provided to the Technical Authority (TA), in keeping with the phased delivery and installation schedule stated in Section 5, within three (3) days of implementation at each site.
3.	The Contractor must issue a separate RFU certificate for each printer in the PTM Production Site. The RFU certificate must include, at a minimum: a) Printer model number; b) Printer Canadian Standards Association (CUL) certificate. c) Printer serial number of each installed printer; d) MICR Verifier quantity and serial number of each installed verifier; e) PTM Production Site where printers and verifiers have been installed; and f) SSC Contract number.

6. ACCEPTANCE

6.1. Acceptance Test

Ref #	Requirement Description
1.	Commencing on the date of RFU, the printers must meet the minimum Printer Availability level of 95% for the duration of the test period.
2	The initial Acceptance period shall be 30 days. If the minimum Printer Availability level is not met over the initial test period, CRA may, at its sole discretion, shorten or extend the acceptance period to a maximum of 60 days. The test will continue on a day-to-day basis until 60 days is reached.
3.	If the minimum Printer Availability level is not met over the initial test period, the test will continue on a day-to-day basis until the objective is met.
4.	Each printer implemented will be subject to verification against any or all mandatory requirement of this SOR during Acceptance Testing.
5.	During Acceptance Testing the Contractor is responsible for the correction of any deficiencies found in the printers; these corrections must be made within the acceptance period.

6.2. Remedies during Acceptance

Ref #	Requirement Description
1.	If any printers fail to meet any of the Acceptance requirements, Canada may, at its sole discretion, invoke one or more of the following remedies upon written notification to the Contractor: a) Extension of the Acceptance period. b) Replacement or upgrade of the failing printers; any replacement printers must be subject to acceptance testing and any costs associated with this remedy are the responsibility of the Contractor. c) Termination of the contract and removal of the printers once the completion of performance testing cannot be achieved as prescribed in Section 6.1 herein. d) Should any printers fail acceptance, Canada may at its sole discretion, require the equipment under test to remain available for use at no cost to Canada until a replacement and or alternative equipment has successfully completed acceptance as specified in Section 6.1 herein.
2.	The Contractor must remove any failed printers within 72 hours of written notification, at no cost to Canada.

6.3. Final Acceptance

Ref #	Requirement Description
1.	None of the equipment will be considered as accepted until all the equipment has successfully met the acceptance criteria as stipulated in Section 6.1 herein.

2.	Following successful completion of the acceptance testing of all printers at the two CRA PTM sites, the Technical Authority (TA) will advise the Contractor in writing that the printers have passed Final Acceptance.
3.	The date of Final Acceptance must be the date of successful completion of Acceptance Testing for all printers at all sites.

7. DOCUMENTATION AND TRAINING

7.1. Documentation Requirements

Ref #	Requirement Description
1.	The Contractor must provide detailed functional and technical specifications for the printers including hardware and software components within three (3) days of contract award. This documentation must include all publications pertaining to OEM technical specifications, installation requirements, and configuration and operating/user instructions.
2	During the term of the contract, the Contractor must, at no additional cost to Canada, maintain the manuals specified above at the most current release level consistent with the installed printers.

7.1.1. Documentation Deliverables

Ref #	Requirement Description
1.	The Contractor must provide two (2) sets (hard copies) of manuals to each PTM Production Site, to the attention of the Technical Authority, within three (3) days of contract award.
2.	The Contractor must provide access to an electronic version of the manuals to the Technical Authority, within three (3) days of contract award. The electronic version must be provided either on a Compact Disk (CD)/removable storage device, via email in either Microsoft (MS) Word or PDF formats or provide a Uniform Resource Locator (URL) to access the information through a web-site.

7.2. Training Requirements

7.2.1. On-site operator training

Ref #	Requirement Description
1.	The Contractor must provide initial on-site operator training at no additional cost to Canada for up to 10 people at each print site following implementation. Training must be provided within two weeks of a request by the Technical Authority. Canada will schedule the exact dates and times of the training sessions after Contract award. Training must cover all the information necessary, including any health and safety related issues, to permit PTM personnel to operate the printers and perform designated customer operational activities as outlined in the Contractor's operations manual. Training must be provided such that operators' proficiency and efficiency in performing routine tasks such as paper loading/unloading, recovery from paper jam, printer setup and

	adjustments, etc. are in keeping with the Contractor's estimated time for such tasks. Training must be provided in English.

7.2.2. Additional On-site Operator Training

Ref #	Requirement Description
1.	The Contractor must provide additional on-site operator training courses on an as and when requested basis during the period of the contract including optional periods for up to 10 people at each print site, within 60 days of a written request by the Technical Authority.

8. MAINTENANCE AND SUPPORT

8.1. Service and Software Currency

Ref #	Requirement Description
1.	Software and hardware must be kept up to current OEM specifications through the contract term and any subsequent optional term.
2.	If at any point during the contract term any of the printers require replacement of major assemblies or a full overhaul, the Contractor must perform such activities at the respective PTM Production Site. The printers must not be removed from the CRA PTM sites to replace parts. This will be done at no additional cost to Canada.

8.2. Maintenance and Support Requirements

Ref #	Requirement Description
1.	The Contractor must accept prime responsibility for diagnosis of hardware or software problems.
2.	PM and engineering changes must be scheduled at mutually acceptable times for Canada and the Contractor.
3.	The Contractor must provide maintenance and support as required during Operating Time as described in Section 10.

8.3. Escalation Procedures

Ref #	Requirement Description
1.	The Contractor must adhere to the requirements detailed in the "Escalation Procedures – Severity Table" below.
2.	The Contractor must assign a Single Point of contact for escalation status reporting purposes and provide that name to the Technical Authority (TA) in writing, within three (3) days of request by Canada.

8.3.1. Escalation Procedures – Severity Table

Level	Description	Contractor Requirements Frequency of Status updates
SEVERITY 1	The product or device is non-operational and has rendered the printer unusable by PTM operations; operations of the print site are critically impacted and the problem requires immediate attention and resolution.	The Contractor must issue a verbal and email progress report to the Technical Authority every two (2) hours, until the problem is resolved.
SEVERITY 2	The product or device is operational, but with severely restricted functionality or printer degradation.	The Contractor must issue a verbal and email progress report to the Technical Authority every four (4) hours, until the problem is resolved.
SEVERITY 3	The product or device is operational, with functional limitations or restriction that are not critical to the overall printer operations.	The Contractor must issue an email progress report to the Technical Authority daily until the problem is resolved.
SEVERITY 4	The product or device is usable, but a problem has been detected that may impact the printer. Questions associated with product usage, implementation, performance, or any other inquiries for the support organization also fall under this category.	The Contractor must issue an email progress report to the Technical Authority once to acknowledge the problem and once when the problem is resolved.

Table 2 - Severity Level Contractor Responsibilities

8.4. Ongoing Availability and Reliability

Ref #	Requirement Description
1.	Commencing on Date of Final Acceptance, each printer must meet a minimum availability level of 95% of PTM Production Site's operational hours, on a monthly basis, commencing on the first day of each month and ending on the last day of each month; over the duration of the contract.
2.	The Printer Availability Calculation Formula is found in the Definitions section of this SOR.
3.	Failure to meet the availability levels will result in remedies as detailed under Payment Credits of the Contract.

9. MAINTENANCE VISIT REPORTING

9.1. Site Visits

9.1.1. The Contractor's field service representative must perform preventative or remedial maintenance services at the CRA PTM sites, and for each visit, must a prepare a report that must include:

a) Date and time of receipt of call for maintenance and/or support;
b) Name of client representative who made the call;

c) Name of Contractor's service representative who responded to the call;
d) Time of arrival on-site by the Contractor's service representative;
e) Time spent working on the problem/call by the Contractor's service representative;
f) Serial number of the equipment/components that the Contractor's service representative worked on;
g) If the call was a problem and/or service call, a description of the symptom and diagnosis of fault;
h) List of all parts replaced, repaired, or installed; and the identification number of each major assembly removed or exchanged;
i) The duration of time between when the printers was taken off-line to perform the repairs and the time it was returned to operational status.
j) The name and signature of the Technical Authority accepting that the printers appear to have been returned to operation.

9.1.2. A copy of each site visit report must be forwarded to the Technical Authority, bi-weekly, by the first and fifteenth day of each month. The reports must be forwarded by post, fax or email to the Technical Authority.

9.2. Summary Reporting Requirements

9.2.1. For each PTM Production Site the Contractor must provide on a monthly basis, summary reports of maintenance and support service activities. It must include:

a) Report period covered;
b) Number of maintenance and service calls;
c) Number of return calls;
d) Average call time per type of call;
e) Average response time;
f) Slowest response time;
g) Number of calls exceeding the minimum response time requirement;
h) Make, model, and serial number; of all equipment serviced, and
i) Total hours worked by service/category.

9.2.2. A copy of each summary report must be forwarded to the Technical Authority by the second Monday of each month (for the previous reporting period). The reports must be forwarded by post, fax or email to the Technical Authority.

10. DEFINITIONS

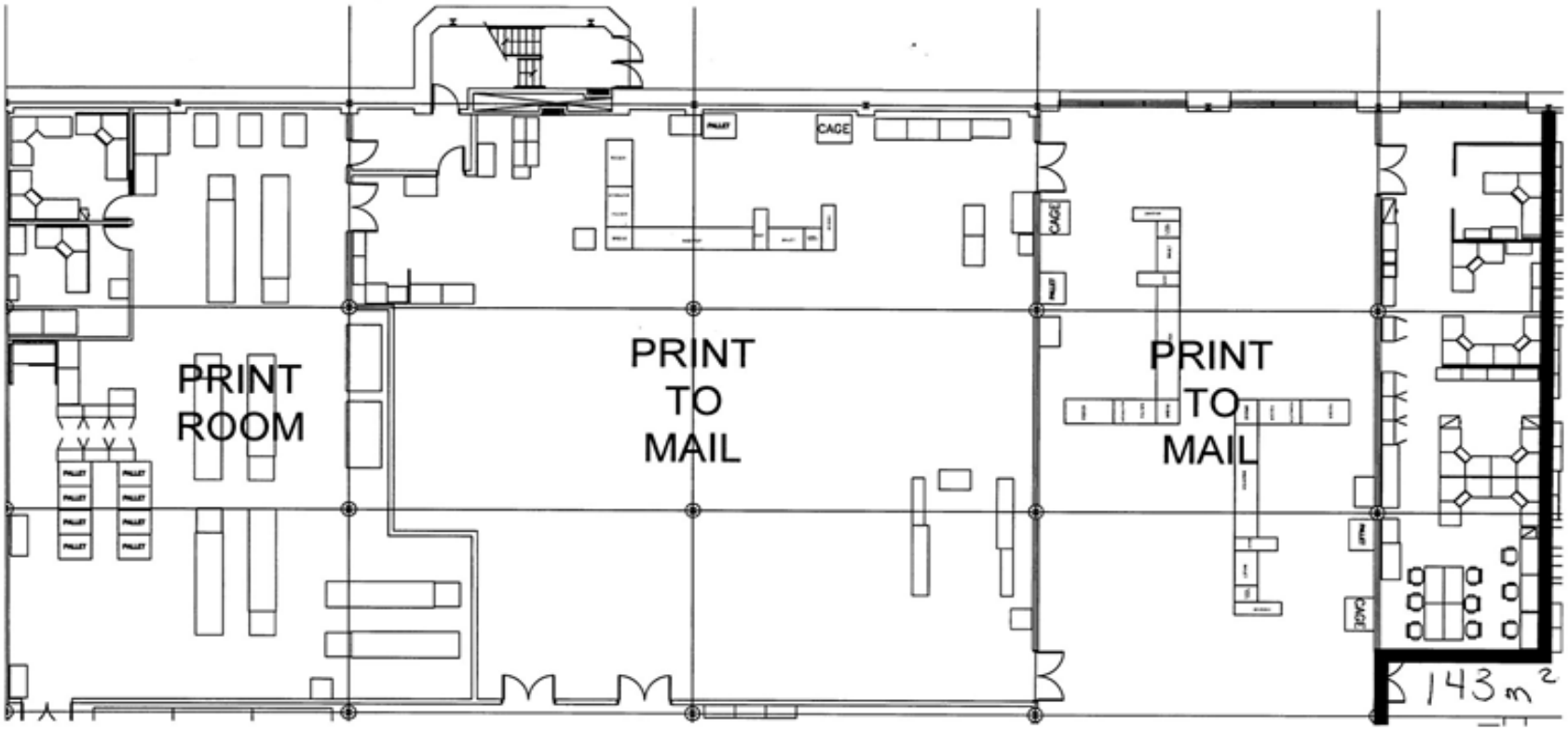
The following definitions apply to this SOR.

TERM OR ACRONYM	DEFINITION
Acceptance Period	The initial Acceptance period shall be 30 days. If the minimum Printer Availability level is not met over the initial test period, CRA may, at its sole discretion, shorten or extend the acceptance period to a maximum of 60 days. The test will continue on a day-to-day basis until 60 days is reached.
CRA	Canada Revenue Agency
Impression	A print on a single side of a sheet of paper
Simplex Printing	Printing on a single side of a sheet of paper
Duplex Printing	Printing on both sides of a sheet of paper
Contractor Down Time (DT)	Down Time, for each incident, is defined as the time when one or more Equipment Failures occur which result in the loss of some or all of the printers capability, and it must be all time which elapses between the time the TA contacted the Contractor's Service Organization until the TA confirms that the printers has been returned to full operation.
Equipment Failure	An incident that results in the loss of some or all of the printer's capabilities. A printer has failed if any of the associated hardware or software provided by the Contractor to operate the printer has malfunctioned or failed. Where the equipment failure has occurred because of an external event in a non-integral part of the equipment, the incident must not be considered an equipment failure.
Monthly Duty Cycle	The maximum number of impressions to be produced by a printer over a 30-day period, as indicated in supporting OEM publications and specifications.
Null Time (NT)	Preventative maintenance time required by the Contractor, includes time required to: • perform preventive maintenance; • install engineering changes; • perform machine micro and licensed internal code upgrades or replacement; • perform customer activities as stipulated by the Contractor necessary to maintain printer operation at optimum levels of quality and efficiency; • time elapsed in the event of an equipment failure where access to a failing component for repair purposes is withheld by Canada, must also be considered null time; as well as • Network problems • Power failures Other times mutually agreed between the supplier and CRA, these times will not count towards Printer availability levels.

TERM OR ACRONYM	DEFINITION
Operating Time	Operating times vary depending on the time of year and the print site. Generally, Operating times at both sites are: Non-peak Period (August 1 to March 31): 7:00 to 22:00, Monday to Friday Peak Period (April 1 to July 31): 24 hours per day, Monday to Friday .
Output Storage Container(s)	A facility for accumulation and storage of cut-sheet output produced by respective printers that facilitates: • identification of specific print job(s) • first-in, first-out ordering of output • physical integrity of output • re-location to post-processing / finishing service
Print Operations Manager – Shift Supervisor	Is the representative at the work-site, who will be a point of contact for the Contractor's Field Service Representative; this may be the TA or the individuals authorized by the TA to take all actions on behalf of the TA which may be necessary to maintain the operational integrity of the equipment. This may also be a Shift Leader/Supervisor.
Printer Availability Calculation Formula	Printer Availability = [(TT-DT-NT) / (TT-NT)] * 100 Where: TT = Total Time over the period, in minutes DT = Down Time over the period, in minutes NT = Null Time over the period, in minutes Time during which the PTM Production Site is unable to turn the printers over to the Contractor for remedial maintenance due to operational considerations must not be considered down time.
Printer Availability Level	The Printers have to be available for 95% of the time during operational hours.
Technical Authority or Designate	The inspector for all work, the Contractor's primary contact for all technical matters. The Technical Authority (TA) is the Vendor's single point of contact for Canada for status reporting and problem escalation. The TA may appoint a designate for specific tasks.

Appendix A to Annex A

Winnipeg Print Room Floor Plan



391.5 m²

486.49 m²

298.25 m²

143 m²

1176.24 m² operational space

143 m³ office space

Appendix B to Annex A

Summerside Print Room Floor Plan