



2018-2019 Government of Canada

Print to Mail (PTM) Project

Request for Proposal

Production Insertion Equipment

ANNEX A

STATEMENT OF REQUIREMENT (MANDATORY)



ANNEX A - STATEMENT OF REQUIREMENT

PART 1 INTRODUCTION

Shared Services Canada (SSC) has a requirement to acquire Production Mail Insertion equipment including associated one year warranty and three (3) year maintenance and support services for the Canada Revenue Agency.

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 SSC has a need to replace the current installed base of insertion equipment supporting cut sheet production output in CRA's Winnipeg and Summerside sites.

CRA produced a total of over 87 million mail pieces in fiscal 2016/2017 in the two CRA national print and mail production sites. It is anticipated that this volume will reduce over time as printed output migrates to electronic formats. CRA operates a total of six (6) Bowe Bell & Howell inserters located at the two CRA National Print and Mail Production Sites in Winnipeg, Manitoba and Summerside, Prince Edward Island (3 inserters per site).

1.2 Objective

The objective is to have the Mail Inserting Equipment delivered by March 31, 2019. The objective includes the removing and replacing of the existing equipment with minimum disruption to the CRA Print to Mail production environments to ensure that the CRA continues to meet its operational requirements. The existing inserters will need to be removed and new inserters installed by March 31, 2019.

1.3 Infrastructure Description Overview of Current Print to Mail Environment

- Application output is written to tape and/or disk and then retrieved for download to the CRA PTM Sites when the designated site is ready to accept. Software components used to route output to the CRA Mail Production Sites include JES2, PSF and MVS Download.
- Each CRA PTM Site has an OCE PRISMA Production Servicer that is utilized to store, manage, and produce printed output.
- 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 Mail Production Site and provides information required to schedule workloads and begin file downloads.
- A "tally sheet" is also printed at the designated CRA Mail Production Sites and provides mail piece counts for the mail production unit.
- The POF, tally sheet and print files are linked via a POF number.
- The sites production control clerk uses this information to create a job ticket / tracking sheet in Bowe One production management software. Job tracking sheet templates have been setup for every production job.
- The tracking sheet is utilized to track the movement of a print and mail job from start of printing through to end of insertion process.
- The print operator scans the bar code on the job ticket at start and end of the print job. This information updates Bowe One.



- Approximately 1800-2000 sheets of printed output are boxed, with each job having a series of numbered boxes. Once the output is printed and boxed (the number of boxes per job is determined by the size of the job), the numbered boxes for each job are moved to the Inserter room.
- The production control clerk verifies that all boxes for a job have been received and work is assigned to the next available inserter.
- The inserter operator scans a barcode from the job ticket to initiate job setup and processing on the inserter.
- The inserter communicates directly to Bowe One, providing real time updates,
- Printed documents are fed face down, into the BOWE Enduro inserter's input feeder.
- All output processed through the inserters have Optical Mark Recognition (OMR) marks to ensure document integrity and select inserts and return envelopes as required. Edge marks are required on any envelopes that are diverted.
- Sequential numbers have been added to the address area of each document to enable sequence checking at end of process by the inserter scanners and for items manually pulled by the operators.
- A report is printed off the inserter controller at the end of each job, which provides run statistics and job balancing information.
- Bowe One is also updated to reflect job status and key performance indicators.

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.

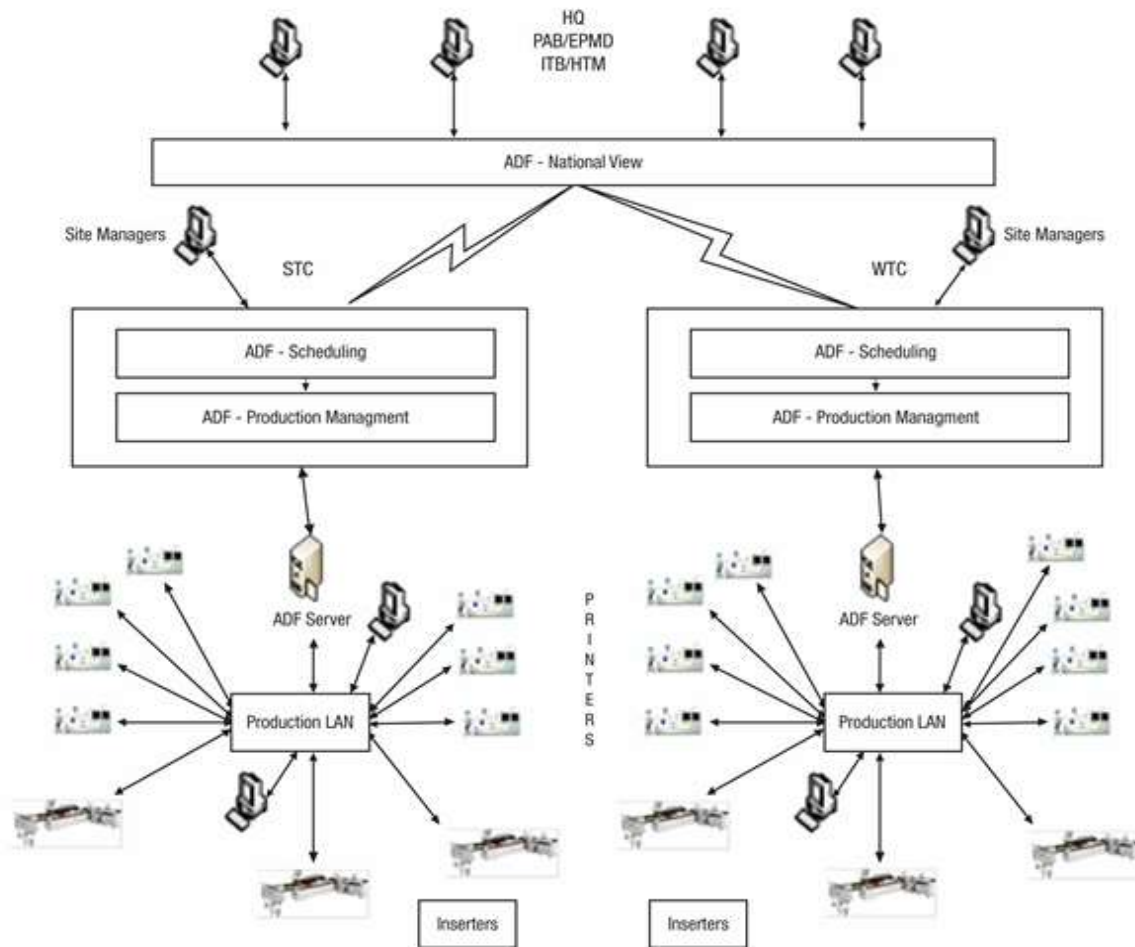
All output is currently produced on 8.5" x 11", 24 lb. stock with some intermixing of colored stock. Over 80% of printed output is currently produced with perforations.

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 Workflow Diagram

ADF Production Management Solution Overview





PART 2 SUMMARY OF THE REQUIREMENTS

2.1 Inserters

2.1.1 The inserters provided to Canada must be capable of meeting the minimum daily total throughput capacity level for mail pieces per site listed below.

SITE	MINIMUM MAIL PIECES PER DAY AT PEAK ¹
Winnipeg	288,000
Summerside	288,000

Table 1 - Minimum Daily Production Requirements

2.1.2 The production requirements for each site are based on 3 sheets plus 1 insert and a return envelope.

2.1.3 The inserters provided will be limited by the available capacity for each CRA PTM Site, outlined in Section 3.2. (Physical Space Available).

2.1.4 The inserters must be identical for the two CRA PTM sites.

2.1.5 Due to breaks and lunch, the productive time per shift is 7 hours in duration. There are 2 shifts per day from September to March and 3 shifts from April to August.

PART 3 TECHNICAL REQUIREMENTS (M)

3.1 Inserter Hardware Capacity (M)

Ref #	Requirement Description
1.	The Inserters must have a published hourly throughput rate of greater than 12,000 letter mail pieces per hour and a published monthly duty cycle of over 4 million mail pieces.
2.	The Inserters must not exceed 15% in lost productivity due to misfeeds, jams and other machine related functions based on the rated speed of the inserter.

3.1.1 Base Inserter Configuration (M)

Ref #	Requirement Description
1.	The Inserters must support envelopes for the sizes provided below: <ul style="list-style-type: none"> i. Maximum size 245 mm long and 156 mm high with a maximum thickness of 5 mm. ii. Minimum size 241.3 mm long and 107.95 mm high.

¹ The 288,000 daily minimum is based on 3 machines producing 32,000 each over 3 shifts at each sites.



2.	<p>The Inserters must include six (6) high capacity insert stations capable of handling insert materials varying in size, supporting as a minimum the current PTM operational standards which are:</p> <p>Width: Min – 139.7mm Max – 76.2mm Height: Min – 241.3mm Max – 152.4mm Thickness: Min – .76mm Max – 3 mm</p>
3.	<p>The inserters must be able to twin (pair) insert stations to permit automated failover and continuous operation without operator intervention when one feeder empties.</p>
4.	<p>a) The Inserters must include an integrated high capacity envelope feeder capable of handling a minimum of 1000 envelopes. b) The envelope feeder must be located on the front of the Inserter base with easy access for the operator. c) The feeder must be operator adjustable to handle the CRA minimum and maximum sized envelopes as described in 3.1.1 item 1.</p>
5.	<p>a) The Inserters must include a minimum of two divert stations with conveyer for rejected or selectively diverted mail pieces. b) The Inserters must provide a method (button or switch) for the operator to advance the conveyer to access diverted materials that are at the beginning of the conveyer.</p>
6.	<p>The Inserters must support selective divert of mail pieces using application barcodes.</p>
7.	<p>The Inserters must enable the operator to selectively seal or not seal diverted materials. This function must be selectable at the job level, and using application barcodes.</p>
8.	<p>Each Inserters' envelope sealer must include fresh water and overflow containers of sufficient capacity to support as a minimum, one shift of production (7 hours), and utilising standard letter mail envelopes.</p>
9.	<p>The Inserters' envelope sealer reservoir and overflow container of each Inserter must be accessible by the operators without the use of tools for refilling or emptying.</p>
10.	<p>The Inserters must detect, prior to insertion into the envelope, when a document's page or pages have not been pulled.</p>
11.	<p>The Inserters must detect when selected insert material is not delivered to the inserter track or belt.</p>
12.	<p>The Inserters must stop when an error is detected, and a message is issued on the inserter display.</p>
13.	<p>a) The Inserters must have capabilities so that all pages for a specific client document and only pages for that client have been properly inserted into a mail piece. b) The Inserter must stop when each error is detected and a message is to be issued on the inserter display.</p>
14.	<p>The Inserters must have scanning capability and supporting scanning software at the end of the insertion process to:</p> <p>a) Read a numeric sequence number or 2D barcode in the address area of the mail piece. b) Perform sequence number verification. c) Match mail piece to a preloaded mail data file.</p>



3.1.2 Machine Readable Code Requirements (M)

Ref #	Requirement Description
1.	The Inserters must be configurable to scan machine readable codes on input to control mail piece processing and on output to perform quality assurance and sequence checking.
2.	The Inserters must support OMR and 2D data matrix formats.
3.	The Inserters must include an operator interface that enables: a) set-up of a scan area on input document pages; b) identification of the machine readable code to be read; c) details of the information to be read from the pages of the job; and d) identification and saving of this job setup for future recall and reuse.
4.	The Inserters must support machine readable code changes, either in location or format, without the requirement for mechanical changes to the equipment such as relocation of a sensor / camera, or installation of new software or fonts.
5.	The Contractor must include the integrated hardware and software components, including hand held scanners, required to capture reprint information and balance production jobs either at an Inserter system console or at a standalone workstation.

3.1.3 Input Handling (M)

Ref #	Requirement Description
1.	The Inserters' sheet feeder, accumulator and folder configuration must be capable of processing up to three pages per mail piece, C of Z folded into a standard letter mail envelope without reduction in the published mail piece throughput as stated in Section 3.1 item 1.
2.	The Inserters' input configuration must support subsetting which allows document pages to be separated and folded into segments prior to insertion into the same mail piece. This feature must be controlled by scanning of machine codes on the document set pages.
3.	The Input cut sheet feeders must have a minimum capacity of 2,000 sheets of 20 lb. stock.
4.	a) The Inserters must be able to detect and alert if more than one sheet is pulled on input. b) Inserter must stop when an error is detected and a message is to be issued on the inserter display.



5.	<p>The Inserters' folders must be capable of:</p> <ul style="list-style-type: none"> a) Half fold of up to ten (10) sheets of 24 lb. stock. b) Z fold and C folds with up to seven (7) sheets of 24 lb. stock. <div style="text-align: center;"> <p>Half-fold C-fold Z-fold</p> </div>
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3.1.4 Output Processing (M)

Ref #	Requirement Description
1.	The Inserters must include an output conveyer capable of shingling of a minimum of 500 envelopes to facilitate mail preparation for shipment.
2.	<ul style="list-style-type: none"> a) The Inserters must have the capability to mark the top or bottom edge of an envelope using red ink. b) This function must be selectable by barcode.
3.	The Inserters must provide envelope offsetting on output conveyer triggered via barcode to identify control breaks.

3.1.5 Operational Requirements (M)

Ref #	Requirement Description
1.	<p>The Inserter configuration must:</p> <ul style="list-style-type: none"> a) Be exactly the same at the two print and mail production sites as specified, enabling production to be routed to either site for insert processing b) Provide operator console messaging c) Have an accessible meter counter (total number of clicks over the life of the Inserter) d) Have an accessible job counter (number of clicks per job)
2.	The Inserters must allow the operator to resume production of an insert job, at or before the point where an error occurred.
3.	The Inserters must be able to detect and record operator intervention and the action taken by the operator.



3.1.6 Operator Interface (M)

Ref #	Requirement Description
1.	<p>The Inserters' operator interface must include:</p> <ul style="list-style-type: none">a) Monitor;b) Adjustable keyboard and mouse support or touch screen; andc) An integrated Hand-held Scanning device along with supporting software that must be configurable to capture:<ul style="list-style-type: none">i. operator identification bar code for secure sign in;ii. document bar codes or sequence numbers from job tickets for job setup and tracking.
2.	<p>The Inserters' operator interface must include programmable job setup.</p>
3.	<ul style="list-style-type: none">a) The Inserters' operator interface must provide access controls including operator identification, password protection and user profiles to prevent unauthorized access to equipment, client information, and changes to programs or job setup.b) This feature must also provide for configurable and enforceable timeouts after periods of inactivity.
4.	<p>The Inserters' operator interface must enable definition of equipment setup requirements by unique job identifier. This must include:</p> <ul style="list-style-type: none">a) bar code reading requirements;b) number of inserts;c) seal or no seal on diverts.
5.	<p>The Inserters must accumulate and produce reports at a job level which must include:</p> <ul style="list-style-type: none">a) document and pages read and processed;b) number of inserts used by station;c) mail piece report providing number of pieces by weight for Canada Post Statement of Mailing;d) average throughput per job;e) Reports must be available on screen and be printable in hard copy format.
6.	<ul style="list-style-type: none">a) The Inserters must accumulate and report on:<ul style="list-style-type: none">i. jobs;ii. equipment;iii. operator productivity.b) Reports must be available on screen and in hard copy format and include the following data elements:<ul style="list-style-type: none">i. Jobs: As stated in 3.1.6 item 5;ii. Equipment: Run time, Down time, Operator Intervention, Equipment Error Codes;iii. Operator Productivity: Number of jobs per operator, volume produced.
7.	<ul style="list-style-type: none">a) Reports generated in 3.1.6 Item 5 and 3.1.6 Item 6, must be available for a minimum of one year.



3.2 Physical Space Available (M)

Ref #	Requirement Description
1.	The inserters must meet the stated capacity requirements (refer to Section 2.1.1 herein) within the space available in each of the insert rooms, as per the dimensions stated in Appendix A, Winnipeg Print Room Floor Plan and Appendix B, Summerside Print Room Floor Plan herein.

3.3 Security (M)

Ref #	Requirement Description
1.	To prevent the possibility of unauthorized modifications of data, alerts must be pushed from the inserter to the target alert address; no incoming messages will be allowed.
2.	Access to the Inserter software components must be controlled so that: a) Only authorized users have administration access; b) Operator access is limited to operators or personnel needing to assist in trouble-shooting operator-specific problems.
3.	The inserters must disable any remote diagnostic capability.
4.	No hard disks or drives can be removed from premises and must remain the property of SSC.

3.4 Mechanical, Electrical and Environmental (M)

Ref #	Requirement Description
1.	Each Inserter unit must be configured with a dedicated integrated UPS system having sufficient power to support the controlled shut down of the Inserter and attached computers, in the event of a local power outage.
2.	a) The Inserters must not have any sharp or exposed sheet metal edges at the end of the input or output conveyers that could cause injury; b) If there is any possibility of operator contact with sharp edges, protective edge covering must be applied to exposed areas.
3.	The Inserters must not have exposed moving parts other than those required to add or remove materials.
4.	The Inserters hardware 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 to operations personnel or building occupants.
5.	The Contractor must provide comfort floor mats for each Inserter operator work area. These comfort mats must: a) Be made of industrial quality material; b) Be a minimum of one inch (1") in thickness; c) Have a sponge like and durable base; d) Be water repellent texture so spills can easily be wiped off; e) Be tailored to fit the Operator work area where each inserter is installed.



PART 4 CONSUMABLE ITEMS (M)

Ref #	Requirement Description
1.	The Contractor must provide all consumable items, except for paper stock, required by the inserters, including where applicable: ink, cleaning supplies, and replacement parts not covered under maintenance.

PART 5 INSTALLATION AND IMPLEMENTATION (M)

Ref #	Requirement Description
1.	Within 3 days of Contract Award, the Contractor must provide their draft installation plans to the Technical Authority.
2.	Within one week of Contract Award the Contractor must meet with representatives of Canada in person or via teleconference to review their installation plans. The attendees will develop an implementation strategy taking into consideration such factors as CRA and Canada operational requirements, using a phased approach for installation, and removal schedules. The Contractor must be able to complete full implementation in order for Canada to have final acceptance (as specified in Section 6.3. herein) of all inserters at the two sites as specified in the Contract no later than March 31, 2019.
3.	a) The Contractor must deliver and install all material at the two CRA PTM sites specified in the Contract. b) The Contractor must complete de-installation and removal of Canada's existing inserters from each site no later than March 31, 2019.
4.	The Contractor must unpack, assemble and install the inserters at each site. This must include the provision of required moving and installation resources including packing material, cranes, personnel, and floor protection panels.
5.	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 inserters to the PTM Production Site's Power Distribution Unit (PDU)/Breaker.
6.	The Contractor must provide any furniture required to facilitate the installation of all inserters at each site, such as console tables and cabinets, at no additional cost to Canada.
7.	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 inserters' acceptance, including removal and disposal of all related packing material from each PTM Production Site.
8.	The Contractor must be responsible for total inserter implementation at both 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 inserters installed at that site are ready for use and Acceptance Testing can commence.



5.1 Ready for Use (RFU) (M)

Ref #	Requirement Description
1.	Upon implementation of the inserters at each respective PTM Production Site, the Contractor must declare, in writing, that the inserters are Ready for Use (RFU).
2.	Written notification must be provided to the Technical Authority (TA), in keeping with the phased installation schedule stated in Section 5, within three (3) days of implementation at each site.
3.	There must be a separate RFU certificate issued for each inserter in the PTM Production Site. The RFU certificate must include, at a minimum: a) Inserter model number; b) Canadian Standards Association (CUL) certificate. c) Inserter serial number of each installed inserter; d) List and quantities of all the main components of the inserter hardware configuration including such devices as insert stations, hand-held scanners, inserters, comfort mats, etc. e) CRA site where the inserter has been installed; f) SSC Contract number.

PART 6 ACCEPTANCE (M)

6.1 Acceptance Test (M)

Ref #	Requirement Description
1.	Commencing on the date of RFU, the inserters must meet the minimum inserter availability level of 95% for the duration of the test period.
2.	The initial Acceptance period shall be up to 30 days. If the minimum Inserter Availability level is not met over the initial test period, Canada 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.	Each inserter implemented will be subject to verification against any or all mandatory requirements of this SOR during Acceptance Testing.
4.	During Acceptance Testing the Contractor is responsible for the correction of any deficiencies found in the inserters; these corrections must be made within the acceptance period.



6.2 Remedies during Acceptance (M)

Ref #	Requirement Description
1.	<p>If any of the inserters fails 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:</p> <ul style="list-style-type: none">a) Extension of the Acceptance period.b) Replacement or upgrade of the failing inserters; any replacement inserters must be subject to acceptance testing and any costs associated with this remedy must be the responsibility of the Contractor.c) Termination of the contract and removal of the inserters once the completion of performance testing cannot be achieved as prescribed in Section 6.1. herein.d) Should any inserters 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.	<p>The Contractor must remove any failed inserters within 72 hours of written notification by the TA, at no cost to Canada.</p>

6.3 Final Acceptance (M)

Ref #	Requirement Description
1.	<p>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.</p>
2.	<p>Following successful completion of the acceptance testing of all inserters at the two CRA PTM sites, the Technical Authority (TA) will advise the Contractor in writing that the inserters have passed acceptance.</p>
3.	<p>The date of acceptance must be the date of successful completion of Acceptance Testing for all inserters at all sites.</p>

PART 7 DOCUMENTATION AND TRAINING (M)

7.1 Documentation Requirements (M)

Ref #	Requirement Description
1.	<p>The Contractor must provide detailed functional and technical specifications for the inserters 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.</p>
2.	<p>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 inserters.</p>



7.1.1 Documentation Deliverables (M)

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 (M)

7.2.1 On-site operator training (M)

Ref #	Requirement Description
1.	<p>a) 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.</p> <p>b) Training must cover all the information necessary, including any health and safety related issues, to permit PTM personnel to operate the inserters and perform designated customer operational activities as outlined in the Contractor's operations manual.</p> <p>c) Training must be provided such that operators' proficiency and efficiency in performing routine tasks such as paper loading/unloading, recovery from paper jam, inserter setup and adjustments, etc. are in keeping with the Contractor's estimated time for such tasks. Training must be provided in English.</p>

7.2.2 Additional On-site Operator Training (M)

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

PART 8 MAINTENANCE AND SUPPORT (M)

8.1 Service Software and Hardware (M)

Ref #	Requirement Description
1.	<p>Within 3 days of Contract Award the Contractor must provide, to the Technical Authority, a description of its maintenance and support services for the hardware and software at each print site which must be consistent with all the requirements described in the Contract.</p> <p>The Bidder must describe its:</p> <ol style="list-style-type: none">Problem reporting and response procedures;



	<ul style="list-style-type: none"> ii. Escalation procedures; iii. Duration and frequency of preventative maintenance (PM); iv. PM activities to be performed by the Contractor's technician, stated in detail with respect to specific tasks, including frequency of maintenance and average time required per month for each task; v. Operator performed maintenance activities, stated in detail with respect to specific tasks, including frequency of each task and average time required for each task. vi. Approach to providing backup for failing components; vii. Availability of spare parts, on-site and nearest locations; viii. The number and qualifications of local support staff; and ix. Any enhancements to the requirements that the Bidder is offering.
2.	Software and hardware must be kept up to current OEM specifications through the contract term and any subsequent optional term(s).
3.	If at any point during the contract term any of the inserters require replacement of major assemblies or a full overhaul, the Contractor must perform such activities at the respective PTM Production Site. The inserters 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 (M)

Ref #	Requirement Description
1.	The Contractor must accept prime responsibility for diagnosis of hardware and software problems.
2.	The Contractor must provide an electronic version to Canada, of a clear description of the functions covered by their maintenance program which are in addition to the maintenance requirements stated herein within 3 days of contract award.
3.	<p>The Contractor must provide details for the following to Canada in electronic format within 3 days of contract award:</p> <ul style="list-style-type: none"> a) Duration and frequency of preventative maintenance (PM); b) PM activities to be performed by Contractor's technician, stated in detail with respect to specific tasks, including frequency of maintenance and average time required per month for each task; c) Operator performed maintenance activities, stated in detail with respect to specific tasks, including frequency of each task and average time required for each task.
4.	PM and engineering changes must be scheduled at mutually acceptable times for Canada and the Contractor.
5.	The Contractor must provide maintenance and support as required during Operating Time as defined in Section 10.



6.	For each print site, the Contractor must, describe to Canada in electronic format within 3 days of contract award: a) The approach to providing backup for failing components; b) The availability of spare parts, on-site and nearest locations; and c) The number and qualifications of local support staff.
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8.3 Escalation Procedures (M)

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 (M)

Level	Description	Contractor Requirements Frequency of Status updates
SEVERITY 1	The product or device is non-operational and has rendered the inserter 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 Canada 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 inserter 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 inserter 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 inserter. 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 (M)

Ref #	Requirement Description
1.	Commencing on Date of Acceptance, each inserter 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.	Failure to meet the availability levels will result in remedies as detailed under Payment Credits of the Contract.

PART 9 MAINTENANCE VISIT REPORTING (M)

9.1 Site Visits (M)

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 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 inserters were 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 inserter 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 (M)

9.2.1 For each PTM Production Site the Contractor must provide to 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.



PART 10 DEFINITIONS

The following definitions apply to this SOR.

TERM OR ACRONYM	DEFINITION
CRA	Canada Revenue Agency
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 inserter 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 inserters has been returned to full operation.
JES	Job Entry System
Monthly Duty Cycle	The maximum number of insertions completed by an inserter over a 30-day period, as indicated in supporting OEM publications and specifications.
MVS	Multiple Virtual Storage
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 .
PSF	Print Services Facility
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

