WTD Printing Products
Annex A
Statement of Work

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1 SECTION ONE: INTRODUCTION (FOR INFORMATION ONLY)

1.1 Purpose

The purpose of this Statement of Work (SOW) is to provide the technical and delivery requirements for acquiring, deploying, operating and maintaining Office Printing and Scanning Devices and Services for Government of Canada (GC or Canada) Departments and Agencies (D-A) known as SSC Clients (clients). The requirements include but are not limited to:

a) Delivery, installation, transferring, changing and removal of devices;

b) Provisioning of all Consumables (with the exception of paper);

c) Maintenance, Warranty and issue resolution;

d) Implementing Managed Print Services (MPS), where applicable, for a continual optimization and efficient use of all new and existing devices; and,

e) Assessment, design, implementation and operation of Managed Content Services (MCS).

This SOW defines service levels with Service Level Targets to measure continual adherence to the contracted services.

1.2 Scope

The scope of this SOW can be summarized under 6 main service categories:

a) Single Function (SFD) and Multifunction (MFD) printing devices supporting:

   i) standard paper sizes, i.e. A4 and A3, also known as Letter, Legal and Tabloid;

   ii) processing speeds at or under 100 Pages Per Minute (PPM);

   iii) Monochrome or Colour imaging options; and,

   iv) add-on hardware options, for Staple, Hole-Punch, Scan/Copy, Fax, and Card Readers compatible with Canada's access card systems for enablement of Pull Print access control.

b) Standalone Scanning devices supporting:

   i) Optical resolution of 600 DPI; and

   ii) Gray scale and colour scanning.

c) Consumables for continual operations of the devices (exception paper);

d) Ongoing Maintenance and Support of the devices;

e) Managed Print Services and continuous optimization of device fleets; and,

f) Professional Services for Managed Content Services.

This SOW does not include all other devices of special printing and/or scanning nature, for example label printers, plotters, 3D printers or bulk volume printing/scanning devices etc., their respective consumables (if applicable) and related services.

1.3 Overview

The Government of Canada (Canada) launched the Workplace Technology Devices (WTD) initiative in April 2013, under the leadership of Shared Services Canada (SSC). Through this initiative, SSC is tasked to consolidate, standardize and transform the procurement of WTD and related software for over 90 in-scope federal organizations that are GC Departments and Agencies. To that end, SSC has undertaken the transformation of existing procurement vehicles for Printing Products.

1.3.1 WTD Printing Products Initiative - Vision

This SOW is defining the technical and delivery requirements for the creation of a new Enterprise Procurement Vehicle for Printing Products and related services. For clarity, WTD Printing Products refers to printers and scanners that connect directly to a computing device or a network, as well as multifunction devices (MFD) that combine printing, scanning, photocopying and faxing where applicable.

The desired outcome and end-state vision for the WTD Printing Products is to achieve a secure, standard print environment for Canada that:

a) Incorporates the latest technologies;

b) Improves end-user experience and productivity;

c) Delivers cost efficiencies; and

d) Reduces environmental impact.

The vision will be achieved by providing:

a) An optimized print environment where end users have access to the right device with the right features in the right place at the right time, balancing cost versus efficiency;

b) A flexible, simple and secure service offering with capabilities, for example, of mobile and pull printing;

c) A consistent high-quality service driven by Service Level Targets under select Service Level Plans;

d) A continuous service improvement program with ongoing reduction of impression volume, colour and mono, by utilizing print analytics and by leveraging technologies like pull printing;

e) Effective and efficient design and deployment leading to rapid benefits realization; and,

f) Introduction of Managed Content Services (MCS) – innovative technology consisting of:

   i) optimization of the technological printing environment (IT side of printing):

      - print server consolidation;
      - security solutions and services;
      - enterprise business systems integration;
      - mobile printing; and,
      - thin client print solutions.

   ii) Client's business process automation; and,

   iii) Client's business process optimization.

1.3.2 WTD Printing Products Initiative – Strategy

Acknowledging the need for flexibility and the requirements for a very large set of use cases across the GC, Canada will implement a procurement vehicle with two options. The proposed strategy will enable SSC client's to determine their level of involvement in the management and support of their printing fleet moving forward. The 1st option allows the Department or Agency to choose their level of involvement in the management and support of the printing fleet by acquiring basic printing products and services from the NMSO Catalogue. The 2nd option allows the SSC client's to acquire fully Managed Print Services (MPS) thereby transferring additional accountability to the Contractor and potentially harvesting additional savings and benefits. Option 2 acquisitions will be by way of a Department Individual Standing Offer (DISO) MPS Catalogue.

1.3.2.1 NMSO Catalogue for Printing Products

SSC clients will have access to a NMSO Catalogue with a selection of common requirements printing products.

The NMSO Catalogue will contain a full range of Hardware products with various speed and functionality capabilities to meet the various needs of an SSC client. The main intent of the NMSO Catalogue is to support SSC clients who may choose to acquire Printing Products and continue to assume the management of their fleet.

1.3.2.2 DISO Manage Print Services (MPS) Catalogue

SSC clients will have access to a DISO MPS catalogue via this procurement vehicle in the form of a Departmental Individual Standing Offer (DISO). This DISO MPS Catalogue will enable clients to transfer the responsibility for the optimization and continuous improvement of the fleet of devices and their respective services to a managed print service provider.

By implementing MPS, clients will transfer the management responsibility of their printing fleet to the Contractor starting with the assessment of the existing print environment at no additional cost to Canada.

The Contractor, following the MPS implementation, will not only ensure to maintain the device fleet for continual operation with all its necessities but will also be tasked to collect data from all printing activities, monitor trends and use this information to optimize the print environment on an ongoing basis to provide best possible services to clients thereby facilitating the transition to the end-state vision.

1.4 Structure

The SSC WTD Printing Products initiative addresses client needs for printing products and services in two types of standing offers. SSC will issue a Request for Standing Offer (RFSO) for a National Master Standing Offer (NMSO) Catalogue from which a client can source basic printing products and services. SSC will also issue Departmental Individual Standing Offers (DISO) consisting of a Device and Managed Print Service (MPS) Catalogue for MPS products and services.

To reflect these two standing offers, this WTD Printing Products Statement of Work (SOW) consists of 3 sections:

a) Section One: Introduction – provides an introduction to WTD-Printing Products and this SOW.

b) Section Two: Common Requirements for NMSO and DISO MPS Catalogues – provides the SOW Common Requirements which make up the NMSO Catalogue printing products and services. The Common Requirements are also common to the DISO MPS Catalogue and thus provide the foundation of products and services for SSC client DISO MPS offerings.

c) Section 3: Client DISO Devices and Managed Print Services (MPS) Catalogue and Services – provides the additional baseline SOW components in addition to the Common Requirements for DISO MPS Catalogue products and services. The additional products and services indicated for the DISO MPS Catalogue are not available through the NMSO Catalogue. Each client's future DISO MPS Catalogue may have requirements over and above the baseline DISO MPS Catalogue requirements in this SOW, additional client DISO MPS requirements will be outlined in the particular client DISO MPS competition SOW.

1.5 Vendor Performance Incentive (VPI) Initiative

WTD Printing Products is a pilot of SSC's Vendor Performance Incentive (VPI) Initiative. The pilot requires the Offeror's and SSC's collection, compilation and presentation of vendor performance information. WTD Printing Products and Canada's Contracting and Technical Authorities will review Vendor Performance data and information in order to assess, evaluate and score each vendor's performance.

The VPI Initiative's Key Performance Indicators (KPIs) consist of measures across the following 4 indices: Quality, Schedule, Cost and Management. All SOW requirements are considered in the assessment of a Vendor's performance. SOW requirements have been identified for VPI KPI measures. Detailed descriptions for all VPI KPIs are located in Appendix E: Vendor Performance Incentive – Framework and Processes.

1.6 Governance

This SOW targets to implement a procurement vehicle that aligns with the previously stated WTD Printing Products Initiative - Vision and the WTD business outcomes, as mentioned above, of: strengthening IT security, improving service delivery, achieving value for money and realizing additional benefits in modernization, environmentalism (greening) and on-demand supply. In this respect, the Contractor and Canada will provide resources and define their roles and responsibilities within the governance model as well as the processes that they must adhere to for the Contractor to deliver the required Hardware devices and their respective services to Canada in an effective and efficient manner.

Through regular reporting and meetings, the Contractor and Canada will work collaboratively to implement the WTD Vision. Alignment of IT Service Management (ITSM) processes will allow seamless incident management, problem management and change management processes for Information Technology Infrastructure Library (ITIL) compliant Service Management practices.

2 SECTION TWO: COMMON REQUIREMENTS FOR NMSO AND DISO MPS CATALOGUES

2.1 Common Requirements - Introduction

The Contractor must supply and deliver to Canada the goods, services and support described in the Call-up against the Standing Offer (NMSO and/or DISO) in accordance with, and at the prices as set out in this Contract.

Unless indicated otherwise all Common Requirements for NMSO Catalogue and DISO MPS Catalogues must be provided at no additional cost to Canada.

The NMSO and DISO MPS Common Requirements Catalogues will consist of the following catalogue components found in Appendix D:

a) Single Function and Multi-Function Device Catalogue
   i) NMSO Devices
   ii) DISO Devices
   iii) Rental Devices
b) Scanner Catalogue
c) IMACR Catalogue

Section 3: DISO Devices and MPS Catalogue and Services outlines the specific and additional DISO Devices and MPS requirements that are in addition to the Common Requirements for NMSO and DISO MPS Catalogues.

2.2 Common Requirements – Bilingual Goods, Services and Support

The Contractor's supply and delivery of all goods, services and support must be provided in a bilingual manner, as requested by the End-User, using the official languages (French and English) of Canada.

2.3 Common Requirements - Geographical Coverage

Offer must deliver all goods, services and support within Service Delivery Zones as outlined in this Standing Offer. The Service Delivery Zones are all located in Canada and defined as follows:

a) Zone A - Major Centres
b) Zone B - Areas Outside of the Major Centres
c) Zone C - Remote Locations
d) Zone D – Extremely Remote Locations (Fly-In, Seasonal Roads etc.)

The Service Delivery Zones are assigned using the Canada Post's Postal Code Forward Sortation Area (FSA) as listed in APPENDIX C – Service Delivery Zones. The Appendix C provides a matching of Postal Code Forward Sortation Areas to Service Delivery Zones. The FSA's are subject to update and modifications from time to time by Canada Post and assignment zones are subject to update and modification by Contracting Authority and will be provided to Contractor's as part of the quarterly price refresh process when applicable.

The Service Delivery Zone(s) that applies to goods and service item is determined by matching the delivery address Postal Code Forward Sortation Area from the Call-up with the Postal Code

Forward Sortation Area in Appendix C – Service Delivery Zones to obtain the corresponding Service Delivery Zone.

Canada Post may issue a Postal Code to large customers that do not match with the building address. In such instances, the Service Delivery Zone will be based on the Postal Code Forward Sortation Area of the physical building address.

The Contractor is not responsible for on-site services outside of Canada unless otherwise specified and agreed by both the Contractor and SSC to in a Call-up.

2.4 Common Requirements - Operational Hours

The Contractor must provide all live person on-site and off-site services inclusive of but not limited to on-site: deliveries, installation, training, break-fix repairs, meetings etc., and off-site call support via Canada wide international toll free number, online chat etc. as indicated in Section 2.13.1 during the SACC defined Principal Period of Maintenance that is defined as the consecutive hour period per day between the hours of 08:00 to 16:00 (local time) Monday through Friday, excluding statutory holidays.

2.5 Common Requirements – Program Management Office

The Contractor must establish a Program Management Office (PMO) available from 08:00 to 16:00 local time during Federal Government Working Days (FGWDs) at a Contractor's location within ten FGWDs of contract award to coordinate all aspects of WTD-Printing Products including the following PMO functionality:

a) Program Management;

b) Service Management;

c) Security Management;

d) Service Desk Management;

e) Billing and Invoicing Management; and

f) Vendor Performance Initiative.

The Contractor must establish and maintain at a minimum a single email address and a single toll-free telephone number for Canada to contact and communicate with the Contractor's PMO.

The Contractor must assign PMO resource(s) in a manner that most efficiently enables its provisioning of WTD-Printing Products solutions. The Contractor must provide a contact list for all key PMO resource(s) that includes an email address and telephone number. The Contractor must maintain the contact list and provide Canada with updates to the contact list at least 10 FGWDs in advance (when possible) of any change to the key PMO resource(s).

Contractor must at a minimum ensure that its PMO resource(s) provide the work functionality listed in Table 2.

Table 1: Program Management Office Functionality

PMO Resource	Functionality
Program Manager	a) be Canada's single point of contact for the Standing Offer and the PMO; b) facilitate contract and vendor performance initiative meetings; c) be the liaison with Canada's Contracting Authority; d) participate in PMO meetings or designate a delegate; e) manage the prioritization, escalation and resolution of issues related to operations under the PMO; f) manage the prioritization, escalation and resolution of standing offer issues; g) create and maintain a log of standing offer issues and action items; h) manage the prioritization, escalation and resolution of VPI issues
Service Manager	a) be the point of contact and liaison with Canada's Project Authority for the delivery of all WTD-Printing Products and VPI; b) monitor and report on service delivery performance and adherence to IT Service Management processes; c) facilitate Service Management review meetings; d) ensure the section 2.11 Service Portal is updated with all required Contractor information; and e) ensure that all required reports are prepared and delivered to Canada.
Security Manager	a) be Canada's point of contact for managing the identification, prioritization, escalation and resolution of security incidents; b) develop and lead the implementation of the security procedures and processes; c) facilitate security meetings and any necessary interactions with Canada security entities; and d) ensure that security reports are prepared and delivered to Canada.
Service Desk Manager	a) be Canada's point of contact and liaison for the Service Desk; b) participate in Service Management review meetings; and c) facilitate communications and integration with Canada's Service Desk if applicable.
Billing and Invoicing Manager	a) be Canada's point of contact and liaison for managing the tracking, prioritization, escalation and implementation of Service Orders; b) monitor Contractor's adherence to Service Provisioning and Configuration Management processes; c) be Canada's point of contact for managing the creation, distribution, clarification and reconciliation of invoices and Billing Detail Files; and d) participate in Service Management Review Meetings.

2.6 Common Requirements - Environmental Requirements

In support of the Canadian Federal Government's Sustainable Development Strategy which

includes policies on Green Procurement, goods and services manufacturers must commit to comprehensive internal environmental policies and processes relating to:

a) The reduction or elimination of environmentally hazardous materials
b) Design for reuse and recycling
c) Energy efficiency
d) End of Life Management for reuse and recycling
e) Environmental stewardship in the manufacturing process
f) Packaging

For more details on the Canadian Federal Government Sustainable Development Strategy, please refer to the following link:
http://www.ec.gc.ca/dd-sd/default.asp?lang=En&n=C2844D2D-1

2.6.1 Energy Star Registration

The Hardware must be Energy Star Certified at the time of acceptance and certifications must be maintained throughout the standing offer.

The Contractor must deliver all Hardware with the Energy Star low-power feature activated or enabled at no extra cost to Canada.

2.6.2 Other Certifications

The Hardware must be Certified at the time of acceptance to at least one of these standards:

a) EcoLogo® certification criteria CCD-035 http://industries.ul.com/environment/certificationvalidation-marks/ecologo-product-certification;
b) EPEAT®;
c) Green Seal (USA);
d) Blue Angel (Germany);
e) European Union Ecolabel; and,
f) Third Party Environmental Ecolabelling certification. The certification may be in the name of the licensee, if permitted (in which case the Contractor must demonstrate upon request that it is permitted to have the certification in the name of the licensee); Acceptable programs are those recognized by the Global Ecolabelling Network (GEN).

2.6.3 Consumables Container Recycling Program

The Contractor must promote recycling through an established and ongoing Consumables container recycling program in collaboration with Canada as per the following:

a) For all Service Delivery Point's (SDP) where Consumables containers cannot be recycled through local recycling programs, the Contractor must provide its own Consumables recycling program by either:
    i) providing prepaid, postage-return packaging with the Consumable when it is originally delivered, or available for download from the applicable web site;

ii) picking up and re-cycling used Consumables containers at no additional cost to Canada

2.6.4 Packaging Recycling Program

The Contractor must promote recycling through an established and ongoing packaging recycling program or certification acceptable to Canada as per the following:

a) All materials in which the Hardware is packaged and shipped must be recyclable;

b) The Contractor must take back all packaging which cannot be recycled at the client Identified User's site at the time of Hardware installation; and

c) The Contractor must reuse, recycle or dispose of all packaging materials removed from Hardware delivered under any Call-up in a Canada approved environmentally responsible manner.

2.6.5 Future Environmental Programs

The Contractor may propose alternative certifications and Canada reserves the right to accept future individual or comprehensive environmental certifications in the place of one or more of the mandatory certifications, provided the Contractor has demonstrated such certifications incorporate the equivalent or higher environmental criteria, standards and assessments.

2.7 Common Requirements – Delivery and Acceptance

The Contractor must deliver all goods and services in accordance with the configuration listed in Common Requirements for NMSO and DISO MPS Catalogues, unless the Call-up specifically requests changes to the catalogue configuration.

Unless otherwise specified in the Call-up or the client Identified User has agreed in writing to other arrangements, delivery of all Hardware and Software products must be made within the following period (“Delivery Date”):

(i) 10 FGWD’s for orders of fewer than 20 hardware (Software) products; or

(ii) 15 FGWD’s for orders of 20 or more hardware (Software) products

Upon receipt of a Call-up from client, within 2 FGWD’s the Contractor must acknowledge receipt and advise the client Identified User of its best delivery date (which date must be no later than the "Delivery Date"). If the required number of goods and services exceeds or threatens to exceed the Contractor's ability to supply by the "Delivery Date", the Contractor must immediately advise the Contracting Authority and the client Identified User by means to be stipulated by Canada in the first 20 FGWDs of the Standing Offer (e.g. telephone, e-mail, e-commerce platform notification). The Contracting Authority will have the option of:

i) terminating the Call-up for default;

ii) allowing an exception by extending the requested delivery date to the Contractor’s proposed delivery date; or

iii) maintaining the requested Delivery Date thereby upon receipt will register a late delivery if the Delivery Date has not been met.

Unless otherwise specified in the Call-up or the client Identified User has agreed in writing to other arrangements, the Contractor must contact the client Identified User (or any individual designated as "Delivery Contact" in the Call-up) a minimum of 2 FGWD's prior to the delivery of any goods and services or imaging consumables to confirm the delivery particulars of the call-up components. Failure to make contact with Canada acceptable delivery details (e.g. inventory, date, time, location, boxes / pallets, loading dock access, installers, elevator access etc.) may result in the shipment being refused at destination; any re-shipping costs will be the Contractor's responsibility. The contact method must be by a means to be stipulated by Canada in the first 20 FGWDs of the Standing Offer (e.g. telephone, e-mail, e-commerce platform notification)

Goods and services and their supply, delivery, configuration, installation, integration and implementation (if required by the Call-up) including the maintenance services, software support services, Imaging Consumables and associated documentation (as specified in the Call-up) is subject to inspection and acceptance by the Identified User in accordance with Supplemental General Conditions 4001.

If the delivered goods and service do not correspond to the listed goods and services (including configuration), or Additional Items offered under the Standing Offer or otherwise specified in the Call-up, or if the goods and services do not meet the Specifications described in Section 2.5 Hardware Technical Requirements and the Call-up, Canada may reject the goods and services or require correction at the sole expense of the Contractor before accepting them.

The Identified User may request the Contractor to fill-in its own acceptance form.

2.8 Common Requirements - Hardware Technical Requirements

This Section describes the mandatory general and technical specifications required for all Hardware offered in each Device Category of the Standing Offer.

For a list of the Hardware available for Call-up and a summary of what is included with each purchased, leased or rented Hardware product see Appendix D: Catalogues:

a) **Table 1 – Single Function and Multi-Function Device Catalogue –** presents the Hardware Categories and the associated configurations of the Hardware products that form part of the Single and Multi-Function Print Device NMSO, DISO and Rental Catalogue. The table describes the Minimum Device Specifications of each configuration.

b) **Table 3 – Scanners Catalogue –** presents the Hardware Categories and the associated configurations of the Hardware products that form part of the NMSO and DISO Scanners Catalogue. The table describes the Minimum Device Specifications of each configuration.

The Hardware provided by the Contractor for a Catalogue ID must meet or exceed all the Minimum Device Specifications and the requirements of the configurations.

The offer is limited to a maximum of one (1) Hardware product per configuration.

A Hardware product can appear in more than one configuration so long as it meets the Minimum Device Specifications of each configuration.

A Hardware product that is in more than one configuration must have the same price and same discounts at all times in each of the configurations that it is listed within.

As newer Hardware products become available, or older Hardware products become discontinued, the Contractor must submit a NMSO Catalogue substitution request. Canada will review and may accept or reject. Once substitution is accepted, Contractor must refresh the content of its catalogue within 5 FGWD's of being notified of the acceptance to ensure that the NMSO Catalogue is always fully populated.

Canada's order date is considered Day 0 with regard to the Delivery Date.

Canada reserves the right at any time to add, configure, eliminate or update the Hardware Technical Requirements to address emerging requirements.

2.8.1 Minimum Hardware Specifications

The following identifies the minimum Single Function and Multifunction Print devices and Scanner device hardware specifications.

All Hardware must support bilingual (English & French) capabilities for the full character set including upper-case and lower-case accents, scientific graphics, and special bit-generated characters.

All Hardware must be fully operational in Canada office environments at normal room temperatures (Summer conditions optimal temperature of 24.5°C with an acceptable **range** of 23-26°C; Winter conditions: optimum **temperature** of 22°C with an acceptable **range** of 20-23.5°C based on ANSI/ASHRAE Standard 55-2017), and be capable of meeting the yield volume and level of service requirements listed in these Hardware Technical Requirements.

All Hardware must be equipped with an alerting system that notifies users and service providers when the Hardware is out of paper or there is a document miss-feed.

A bilingual user manual must be supplied with all Hardware: printed hard copy, CD-ROM, or downloadable from the Internet. The user manual must define all functions and include complete instructions for the operation of the Hardware and include documentation regarding power and environmental or site preparation requirements; documentation for diagnostics and power on self-test; software and hardware installation and configuration instructions; and packaging instructions for shipping or transporting.

All Hardware must be certified or approved for use in accordance with the Canadian Electrical Code, Part 1, by a certification organization accredited by the Standards Council of Canada (SCC) and bears the certification logo that is applicable to the accredited agency.

All Hardware must be certified by the manufacturer as complying with the Class A or B limits for radio noise emissions from digital apparatus set out in the Interference Causing Equipment Standard (ICES-003) of Industry Canada, or US FCC Class A or B equivalent emission limits for digital apparatus as set in the Radio Interference Regulations.

The Hardware's Original Equipment Manufacturer must be registered under ISO 14001 from a nationally accredited registrar under the ISO 14001 Program for the manufacturing facility where all Hardware offered is manufactured.

The Hardware's Original Equipment Manufacturer must be registered under ISO 9001 from a nationally accredited registrar under the ISO 9001 Program for the manufacturing facility where all Hardware offered is manufactured.

All hardware must be supplied with ISO certified toner cartridge yield standards consisting of ISO/IEC 19752 for monochrome and ISO/IEC 19798 for colour.

All single function and multifunction print Hardware only must be provided with the appropriate power filtering, or surge suppression device, if required, to protect the Hardware from fluctuations and surges in power. Canada will not be held responsible for reduced performance by, or damage to leased single and multifunction print Hardware, caused by fluctuations or surges in power.

All Hardware must function with standard 15A-125V power.

All Hardware must be provided with NEMA 5-15-P, normally referenced as a "3-prong grounded plug", or in the case of scanners NEMA 1-15, which plugs into a standard 15A-125V AC wall outlet.

All Hardware must be provided with all out of the box unrestricted functionalities.

All single function and multifunction print Hardware must support local administrators at client locations to restrict and/or configure device functions.

All Hardware must meet the yield volumes and level of service requirements as indicated in the NMSO and DISO Devices Catalogue.

All single function and multifunction print Hardware must be manageable via management software in order to manage jobs, queueing and device functionality.

All single function and multifunction print Hardware must support optional features (staple, fax and pull print readers), where indicated, if and when required in a Call-up.

All single function and multifunction print Hardware must provide non-volatile memory (hard disk drive (HDD)) encryption and disk over-write functionality.

2.8.1.1 Minimum Hardware Networking Specifications

The following identifies the minimum Single Function and Multifunction Print devices and Scanner device networking specifications.

All networkable Hardware must be provided with a RJ-45 Ethernet connection port (10/100 or 100 Base T).

All networkable Hardware delivered by the Contractor must support the following Network Protocols, as applicable:

a) IP V4

b) IP V6

c) SNMP V1

d) SNMP V2

e) SNMP V3

f) 802.11b, 802.11g and 802.11a.

As new network protocols and versions become commercially available over the term of the contract, timely upgrade and support of the protocols must be provided by the Contractor based on General Availability.

2.8.1.2 Disabling Network Protocols and Ports

Networkable hardware delivered by the Contractor must have the ability to disable all network protocols and ports that are not required and/or may be considered not secure inclusive of but not limited to FTP, Telnet and other protocols as determined by Canada at its sole discretion.

2.8.1.3 Integration - GC Email Infrastructure

In order to integrate networkable Hardware that is capable of scanning to email with GC email infrastructure, the Hardware must comply with the following IETF standards;

a) SMTP Authentication (RFC 4954),

b) STARTTLS (RFC 3207) and

c) Port 587 for submission (RFC 6409).

2.8.1.4 Paper Sizes

All Hardware must support the use of different paper sizes for meeting the functionality specified in the Device Catalogue's Minimum Device Specifications. The Output Size and the Input Size are defined as follows:

a) A4 includes paper sizes of Letter (8.5" x 11") and Legal (8.5" x 14"); and,

b) A3 includes paper sizes of Letter, Legal and Tabloid (11" x 17")

All Hardware must operate with plain paper normally used in office correspondence, such as 20 pound, # 7 bond, 75grams/m², plain offset stock, or pre-printed letterhead sheets.

2.8.1.5 Drivers and Firmware

The Contractor must provide drivers required for a fully functioning device.

New releases of the Contractor provided drivers and firmware must be available at no extra cost to Canada.

2.8.2 Single Function and Multi-Function Printer Specifications

The following identifies the Single Function and Multi-function Print devices only hardware specifications.

All Hardware must exclusively use digital electro-photographic printing technology, or equivalent, to produce output.

All Hardware must print digital content with text, graphics or a combination thereof on all paper sizes specified in their Minimum Device Specifications with a full-page coverage at the maximum resolution and color depth supported by the Hardware.

All Hardware with PCL drivers must be fully compatible with PCL6 or above. If PostScript is one of the emulations offered, all Postscript emulations must be fully compatible with Adobe Postscript Level 3 or above and the Hardware must switch from PCL to Postscript or vice versa without manual intervention. The method and implementation of this switching must be compatible with typical network operation.

All Hardware must be capable of double-sided printing and copying from all required paper input sources and in all required paper sizes. All Hardware must be set either at the factory or when delivered to the Identified User, to default to print doubled-sided and to make two sided copies from single sided originals (Default Duplex).

All Hardware within a Device Category (Personal, Small, Medium and Large Workgroups) must be capable of meeting, at a minimum, the Minimum Monthly Impressions per Device (MIPD) per Category as defined in **Table 1**: Single Function and Multi-Function Device Catalogue

All Hardware speed capacity in pages per minute (PPM) must be measured based on ISO/IEC 24734:2014 standards for both Mono and Colour prints. It represents the minimum rated print speed required for the monochrome devices categories and the minimum rated speed of full color pages for the color devices categories.

All Hardware must have a print resolution of a minimum 600 dpi.

All Hardware must be able to produce minimum 256 gray scales.

All Hardware must have the capability for Stapling, Hole-Punch, Fax and Card Readers compatible with Canada's access card system for the enablement of Pull Print access control. Card readers can be either built-in or ready for add-on Hardware modules.

All Hardware must have Card Reader compatibility equivalent to HID Multiclass SE card readers. Where a client requires a reader not compatible with the equivalent of HID Multiclass SE card readers then a client identified Card Reader requirement will be identified and the Contractor must provide the reader at a cost net of the HID Multiclass SE card reader equivalent.

All Hardware must accept print jobs from Canada authorized computing devices that run under the following operating platforms in both 32-bit and 64-bit versions where applicable, their future releases or new operating platforms introduced by Canada during the life of this contract:

a) End User Devices:
   i) Microsoft Windows 7;
   ii) Microsoft Windows 8.1;
   iii) Microsoft Windows 10;
   iv) Apple OS X;
   v) Apple IOS;
   vi) BlackBerry 10 OS;
   vii) Android OS;
   viii) Unix; and,
   ix) Linux;
b) Virtual desktop technologies:
   i) Citrix Metaframe; and,
   ii) VMware thin clients.

All Small, Medium and Large Workgroup hardware must be capable of secure printing. To allow for secure printing from all small, medium and large workgroups the Hardware must allow the user to authenticate and release the submitted print job by all of the following means:

a) entering a valid 4-Digit PIN which the user specifies within the print software when they submit the print job;
b) authenticating on Active Directory with a 26-bit (binary) format security card (Proximity, Magnetic Stripe, Adhesive Tag or Key Fob) user credential using a built-in or attached smart card reader;
c) authenticating on Active Directory by entering a user id and password; or
d) directly from a mobile device (smartphone or tablet).

Only the Small, Medium and Large workgroup hardware must be configurable either by the Contractor or local administrators to enable or disable functionalities and or device features based on individual user credentials.

All Hardware must allow restricting access based on permissions in Microsoft's Active Directory (user credentials) for devices connected to the Canada network.

All Hardware ordered with a stapler function must be delivered with the maximum stapler volume capacity and the maximum staple reservoir/cartridge full and ready for staple finishing.

2.8.2.1 Single Function and Multi-function Colour Printers Specifications

The following identifies the minimum Single Function and Multifunction Colour Print devices specifications.

All colour printing capable Hardware must:

a) produce a minimum resolution of 600 dpi in 4 bit colour (Personal and Small Workgroup devices are exempt from the 4 bit colour requirement);

b) produce a minimum 256 gradations of shade by colour; and,

c) utilize a minimum of a four colour system process.

2.8.3 Multi-Function Printers Specifications

The following identifies the minimum Multifunction Print devices specifications.

All MFD Hardware must include printing, copying, scanning and faxing functionality. The scan function must include, at a minimum, scan to file and should include scan to e-mail when commercially available.

All Hardware that includes faxing must comply with ITU-T G-3 standards for facsimile technology and have a minimum modem speed of 33.6kb/s and the fax subsystem must be separate from the printing and photocopying subsystems so as to not allow communication with the printing and photocopying sub-system through the fax line.

All Hardware must have a copy resolution of minimum 600 dpi.

2.8.3.1 Accessibility Requirements

The following identifies the minimum accessibility requirements for accessible Multifunction Print devices.

All deliverables under this contract must comply with applicable requirements, specifications and standards for GC accessibility standards when required and as requested. When the accessibility features and functionality are not be available in the appropriate device category for a Service Delivery Point then the Contractor must propose a device that meets or exceeds the device category requirements and meets the accessibility requirements.

Accessibility compliant devices must adhere to the current and applicable GC accessibility policies and standards.

All accessibility compliant Hardware must provide these accessibility features and requirements:

a) Screen viewable and useable from varying height and reach;

b) Lower output bin option to retrieve documents from varying height and reach;
c) Grab bars option to open the lid from for varied height and reach;
d) External keyboard option with adjustable height or that can be moved to user's height;
e) Screen offering various configuration and controls:
    i) Variable Brightness and contrast;
    ii) Colour Adjustments;
    iii) Black & White only; and
    iv) Reverse colour schemes.
f) Interface that can be navigated with a keyboard;
g) Programmable quick access buttons;
h) Audio Output/feedback;
i) Audio alert ease of detection patterns;
j) Audio alert volume adjustment and/or headphone jacks;
k) Create searchable PDF documents by default with the exception of Personal and Small Work Group devices; and,
l) Offer alternatives to PDF including as a minimum TIFF and JPEG.

2.8.4 Standalone Scanner Specifications

The following identifies the minimum standalone scanning devices specifications.

All Hardware must be capable of scanning at an optical resolution of 600 DPI with double-feed detection and hardware or software auto-deskew capability.

All Hardware must be capable of both gray-scale and color scanning (bitonal, 8-bit grayscale, 24-bit colour).

All Hardware must be capable of automatically detecting double-feed condition (i.e. more than one piece of paper enter the scanner automatic feeding mechanism).

All Hardware must support TWAIN or ISIS drivers and USB 2.0 or better connections.

All Hardware speed capacity in pages per minute (PPM) is measured for Simplex scanning of letter-sized paper at the following optical resolutions:

a) 200dpi bitonal; and,
b) 150dpi 24-bit colour.

2.8.5 Technology Generational Changes

Canada recognizes that, during the Standing Offer Period for a given Category, there may be generational changes in technology that may affect some of the mandatory requirements detailed in the Technical Specifications. If this occurs, Canada will examine the available technologies, determine which would be acceptable for substitutions, and will advise all Contractor accordingly.

2.9 Common Requirements – Security

The Contractor provided Hardware and services must comply with the security requirements defined in Appendix G: Security Requirements where the column "MFD" is checked.

2.10 Common Requirement – Services

When Canada requests Hardware in a Call-up from the NMSO Catalogue (Single Function and Multifunction Printers, Scanners or Print Add-on items) the Contractor must provide the Common Requirement - Services at no additional cost to Canada in compliance with all the contract requirements. Where Common Requirement – Services are subject to additional costs (e.g. Hardware Configuration Changes, Consumables, IMACR and Rental services) the rate card requirement will be indicated.

The Contractor's Common Requirement - Services must meet the following applicable service levels found in Common Requirements - Service Level Targets:

a) SLT-CR-01 – Service Portal Availability;
b) SLT-CR-02 – Help Desk – Response Time;
c) SLT-CR-03 – Invoice Accuracy;
d) SLT-CR-04 – Maximum Time to Restore Service;
e) SLT-CR-05 – Faulty Device Replacement;
f) SLT-CR-06 – Consumables Delivery;
g) SLT-CR-07 – Hot Swap Service; and,
h) SLT-CR-08 – On Time Delivery.

2.10.1 Hardware Configuration Changes Service

If the Call-up specifically requests changes to the configuration listed in the Common Requirements - Hardware Technical Requirements, the Contractor must configure the Hardware, including installation of all additional equipment from the NMSO Catalogue Print Add-ons, ordered on the initial Call-up prior to shipment of the Hardware to the delivery destination. Call-up components from the NMSO Catalogue Print Add-ons are subject to the Add-on rate card in the Catalogue.

2.10.2 On-Site Installation and Technical Configuration Service

For all Leased, Purchased and Rented Hardware the Contractor must provide on-site installation of the Hardware. On-site installation consists of:

a) Unpacking Hardware and all associated components;
b) Inspecting for damage;
c) Assembling/Setting up Hardware;
d) Installing per Hardware specification;
e) Running standard test/diagnostic;

f) Network Configuration;

g) Coordinating the removal of packing materials; and,

h) Providing instruction, in the Official Language(s) in use in the area of service, of the basic operating information, processes and procedures to client representative. The information must be available online and in printable format (e.g. PDF) and must include User Guides and Manuals and links to applicable training resources that include web accessible training videos. The outcome of providing the basic operational, processes and procedures during the installation is for the Contractor to complete a Train-the-Trainer exercise with the client's technical representative.

The Contractor must ensure the correct functioning of each Hardware device prior to the acceptance of the Hardware by Canada.

The Contractor must correct any device problems found during the setup and testing at no additional cost to Canada.

Contractor's must allocate up to 2-hrs hours per device for on-site installations, complex installation exceeding 2-hours are subject to the particulars of the IMACR rate card.

2.10.3 Training On-Line and On-Site Service

The Contractor must provide throughout the life of the RFSO and specific client DISO's, on-line training resources in both official languages available 24 hours x 7 days x 365 days a year on the NMSO and DISO(s) Portals via a Canada accessible web interface. The training tools must allow a user to choose any of the Contractor's current or previously listed leased, purchased or rented hardware devices in the Catalogues.

The Contractor must provide within the on-line training resources a user manual or guide and a video or pictorial representation of the steps, processes and procedures necessary to maintain and operate the Hardware device. An error recovery guide that graphically walks a user through the basic functions for recovery is a suitable alternative to the video or pictorial representation.

The training resources must be Contractor produced and/or Contractor approved.

The on-line training must have accessibility (as indicted in this SOW) features and functionality on the Hardware device and thus provide suitable accessibility training modules.

The Contractor must produce the training resources knowing the identified users will be standing next to the hardware device, therefore, the timing, views, etc. should take into consideration the ability of the individual self-training to manage both the hardware device and the training resource medium (printed document, portable digital device etc.) at the same time.

In addition to and not withstanding both the on-line training resources and the train-the-trainer instruction provided to the client representative during the installation (if applicable), when necessary and if requested by a subsequent call-up by the Contracting Authority, the client must first request, and the Contractor must first provide a web-based live and interactive training session. If the Contracting Authority determines after the web-based live and interactive training session an on-site training session is still required and is requested by the Contracting Authority then the Contractor must provide on-site training for the Hardware, leased, purchased or rented at no additional cost to Canada.

The Contractor must also take into consideration training related to accessibility access to the devices.

The Contractor on-site training service must consist of up to two identical training sessions per call-up location (building, floor, etc.), as determined by Canada, if requested by the Contracting Authority. The training time should be equivalent to twenty minutes for each Hardware device type deployed in the immediate service area that allows for an optimal learning environment.

The on-site training should be scheduled in consultation with the Identified Users so that the training allows for the optimal participant involvement.

Any required training facilities or space will be provided by the Identified User.

Arrangements for the provision of training must be made by the Contractor in consultation with and approved by the Identified User.

The Contractor must provide on-site training in the Official Language(s) in use in the area of service, the Identified User will indicate in the call-up the Official Language requirement for the on-site training.

2.10.4 Hardware Maintenance and Warranty Services

In addition to and notwithstanding General Conditions 2030 and 2035 and the Supplemental General Conditions 4001, the Contractor must provide Hardware Maintenance and Warranty Services as described in this subsection.

The Contractor must provide On-site Hardware Maintenance and Warranty Services during SACC Principal Period of Maintenance that is defined as the consecutive hour period per day between the hours of 08:00 to 16:00 (local time) Monday through Friday, excluding statutory holidays.

The Contractor warranty must provide all parts (inclusive of but not limited to circuit boards, cabinetry and motors, and also for MFD's the feed rollers, developer, drums and fuser.),, components, labour and cover 100% of all warranty costs including shipping and return shipping for a period of 1 year from the acceptance date of the device.

The Contractor 5-year warranty extension must provide all parts (inclusive of but not limited to circuit boards, cabinetry and motors, and also for MFD's the feed rollers, developer, drums and fuser.), components, labour and cover 100% of all warranty costs including shipping and return shipping for the period of the beginning of year 2 to the end of year 5 from the acceptance date of the device.

Initial 1-year warranty and up to 5-year warranty extension

The Contractor must make the 5-year warranty extension available to the client from the date of the initial call-up to the 1st year anniversary of the acceptance date of the device.

Unless otherwise specified and agreed to in writing by the Identified User, the Contractor must provide On-site Hardware Maintenance and Warranty Services for all Hardware supplied under a Cost per Impression maintenance contract, whether purchased, leased or rented.

The Contractor 5-year warranty extension is only available to devices deployed without a Cost Per Impression maintenance service.

The Contractor must provide the Maintenance and Warranty Services in support of all Hardware effective from the acceptance date.

The Maintenance Warranty Service provided by the Contractor must be such that the supplied hardware inclusive of additional accessories are kept in good working condition at all times.

The Contractor must perform preventive maintenance in accordance with the OEM specifications or as otherwise agreed between the Identified User and the Contractor.

The Contractor must keep a log of all preventive maintenance and warranty services performed in accordance with the requirements of 4001 Hardware.

The Contractor must provide, in addition to the above described preventive maintenance and warranty service, on-call remedial maintenance or emergency repair service on all Hardware, including replacement of unserviceable parts and labour.

For the original defective device being repaired off-site or warrantied replaced the Contractor must remove and provide to Canada all non-volatile memory before removing the Hardware off-site in accordance with the Identified User security procedures.

The Contractor must continue to provide Hardware Warranty and Maintenance Services for any part of any delivered Hardware that is repaired, replaced, warrantied or otherwise made good as part of the Hardware Maintenance and Warranty Services, for the remainder of the Hardware Maintenance and Warranty Period that applied to the original Hardware.

2.10.5 Consumables Service

For purchased, leased and rented Hardware, devices acquired with the maintenance services option must be provided by the Contractor on a Cost-per-Impression (CPI) basis as per the applicable catalogue price.

Contractor's leased devices must be delivered and maintained throughout the period of the lease with CPI.

Consumables are materials that are depleted by the utilization within the Hardware including:

a) toners;

b) maintenance kits;

c) waste toner containers; and,

d) any other material consumed by the utilization of the Hardware.

Consumables exclude paper and staples.

The Contractor must provide Consumables during Principal Period of Maintenance that is defined as the consecutive hour period per day between the hours of 08:00 to 16:00 (local time) Monday through Friday, excluding statutory holidays.

Unless otherwise specified and agreed to in writing by the Identified User, the Contractor must provide Consumables for all Hardware supplied, whether purchased, leased or rented.

The Contractor must provide the Consumables in support of all acquired Hardware effective from the acceptance date.

The Contractor must deliver Consumables for the Hardware supplied when requested by Canada.

The Contractor must acknowledge the Consumables delivery request within 2 hours for automated ordering systems and if not available within 2 hours of the location applicable Principal Period of Maintenance.

The Contractor Consumable item packaging must comply with following requirements:

a) each package is labelled individually and the label:

   i) describes the package contents; and,

   ii) indicates the Hardware model(s) that accept the Consumable;

b) each package contains instructions or a web link for the replacement of the Consumable that:

   i) are in English and French; and,

   ii) provides step-by step, clear, logical, and self-explanatory procedure to allow an end user (trained or not) to replace the Consumable without any injury to self or to others and help avoid exposure to chemical or electrical threats / hazards; and,

c) each package includes, as necessary, any manufacturer recommended and approved physical protection equipment for the replacement of the Consumable.

2.10.6 IMACR – Install/Move/Add/Change/Remove Services

The Contractor must provide IMACR Services for the goods and services leased, purchased or rented, when requested in the Call-up using the catalogue items found in Appendix D.

All IMACR services are subject to the allocation of applicable time / distances associated with the acquisition and maintenance of devices. IMACR services exceeding the applicable allocations are subject to the particulars outlined in the IMACR rate card.

The Contractor must perform the service corresponding to the NMSO, DISO and Rental Catalogue Items and any additional instructions specified in the Call-up.

When the service requires Hardware to be moved, the Contractor must:

a) remove all non-volatile memory before moving the Hardware in accordance with the Identified User security procedures;

b) for intra-building moves the non-volatile memory is not required to be removed so long as the transfer of the device across access control zones is done so with an SSC or client representative escorting the device move.

c) return all non-volatile memory to Canada or move all non-volatile memory in accordance with the Identified User security procedures as agreed to with Canada;

d) package the Hardware to prevent physical damages during transportation;

e) make all arrangements for the transportation of the Hardware to FOB destination;

f) unpack Hardware and all associated components;

g) inspect for damage;

h) assemble/set-up Hardware;

i) receive from Canada, the non-volatile memory at Canada's new location;

j) install all non-volatile memory back into the Hardware; and,

k) coordinate the removal of packing materials.

Canada assumes the responsibility at time of possession for the contents, stewardship, integrity and delays that may occur for all non-volatile memory that has been removed by the supplier and handed over to Canada.

For any of the IMACR Services, the Contractor is responsible for any damage to the Hardware while the Hardware is under the control of the Contractor.

The Contractor must report all changes performed under IMACR Service by way of the ticketing system within 3 FGWD's from the time of change completion.

2.10.7 Removal of Hardware Service

At the termination or end of the lease contract period, unless an extension is agreed upon with Canada, the Contractor must disconnect and remove Contractor owned Hardware. This process also applies to related materials and Consumables.

Removal process schedule must be agreed to by Canada.

The Contractor must return to Canada all non-volatile memory before removing the Hardware in accordance with the Identified User security procedures.

The Contractor must remove the specific Hardware from Zone A Service Delivery Points within 5 FGWDs and Zone B and C Service Delivery Points within 15 FGWDs, and Zone D within 20 FGWDs from the time the specific Hardware was placed out-of-service or as agreed to by Canada.

Contractor's must allocate up to 2-hours per device for on-site removals, complex removals exceeding 2-hours are subject to the particulars of the IMACR rate card.

2.10.8 Asset Identification Service

When requested by the Client Identified User in a Call-up, the Contractor must label every Hardware device, prior to or upon delivery in a visible and readable format at no additional cost to Canada.

The Contractor must provide the asset identification labels at no additional cost to Canada unless the Identified User provides them.

The asset identification label must provide the following details and/or any other information specified in the Call-up:

a) A unique identifier;

b) Make and Model;

c) Maximum security clearance for documents that can be processed by the Hardware; and,

d) Contact information for support.

2.10.9 Hot Swap Service

After consulting with the Contractor and if agreed upon by the Identified User Hot Swap Service may be used as an alternative on-site maintenance. If included in a call-up, as an available de-configuration from the included on-site maintenance of a Hardware Product, Hot Swap Hardware Maintenance Service may be provided instead of on-site Hardware Maintenance Service for Purchased Hardware, either on a per-service-call basis or throughout the Hardware Maintenance Period on an exception basis only. In the latter case, the Identified User must have approved this at the time of the Call-up, in writing.

Where a Maintenance Service call is made that cannot be resolved and Hot Swap Service applies, the Contractor must ship the hot swap deliverable within 24 hours of the determination of the hot swap requirement, to the Identified User's Service Delivery Point, at no additional cost to Canada, a replacement that is substantially equal to the Hardware being replaced, in that it is of similar age or newer and able to perform all functions of the Hardware being replaced.

Upon receipt of the replacement Hardware, the Identified User will return the defective Hardware to the Contractor, in appropriate packaging with the shipping paid by the Contractor.

If the Identified User is not satisfied that the replacement Hardware is substantially equal, the Contractor must supply another replacement at no additional cost to Canada.

The Contractor must continue to provide the Warranty and Maintenance Services for the replacement Hardware.

Unless Hot Swap Service is expressly agreed to by the Identified User and included as a de-configuration item in the applicable call-up, the Contractor must provide On-Site Hardware Maintenance Services.

2.10.10 Rental Services

The intent of Rental single function and multifunction print devices is to meet Canada's need for temporary, short-term printing products requirements. It is anticipated that devices will be required for public events (e.g. GTEC) and promotions (e.g. Drug Awareness Campaign) in locations that Canada does not typically operate such as trade show venues, shopping malls, university campuses etc. When requested in a Call-up, the Contractor must provide Rental Hardware using the catalogue items found in Appendix D: Catalogues that meet or exceed the Common Requirements. The Rental Call-up may indicate exceptions to the requirements. For example, the rental service may be provided with a previously used device or Canada may request a previously used hard disk drive be degaussed pre and/or post rental. Rental Services are subject to the particulars of the Rental Services rate card.

2.11 Common Requirements - Service Portal

The Contractor must provide a web-based Common Requirements Service Portal for use by SSC's and its client's: Contracting and Technical Authorities, and the respective printing products management resources.

The Contractor's web-based Service Portal is a requirement of WTD-Printing Products and is to be provided at no additional cost to Canada.

The Contractor's web-based Service Portal is required to launch and be fully operational within 40 FGWD's of the award of the RFSO.

The Contractor's web-based Service Portal must present an independent and an integrated view for each client and a consolidated view for SSC.

The Contractor's Service Portal must present an independent and a consolidated view of the client's NMSO Catalogue and the DISO MPS Catalogue data and information.

The Contractor's Service Portal must present independent and consolidated views for SSC of all client's NMSO Catalogue and the DISO MPS Catalogue data and information of the Contractor's business across all of the Government of Canada.

The Service Portal must be compliant with all requirements in Common Requirements – Support Services, Internet-based Support and with all requirements in this sub-section.

The Contractor Service Portal must meet the following service levels found in found in Common Requirements – Service Levels and Targets:

a) SLT-01 – Service Portal Availability; and,

b) SLT-02 – Help Desk Response Time.

The Service Portal must comply with the standards on Web accessibility as specified in: Treasury Board Secretariat's Standard on Web Accessibility, refer to: http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=23601&section=text.

The NMSO Service Portal must allow users to perform the following activities:

a) Status tracking and reporting including report generation on the SSC Catalogue Lifecycle Management including but not limited to:
   i) Device and Services ordering, fulfillment, settlement and inventory management.
   ii) Maintenance scheduling and fulfillment.
   iii) IMACR requests, scheduling, fulfillment and settlement.
   iv) Event and Incident Management tracking and reporting.

b) Status tracking and reporting including report generation on Inventory Management including but not limited to:
   i) Device Identification including Additional Features and location
   ii) Financial information including procurement / lease dates, FMR, CPI and lease end dates.
   iii) Service requests, details and status reporting.

c) Service Requests and obtaining details on status of Service Requests; and,

d) Service information such as training videos, device manuals, communications kits etc.

During the design and planning of the Service Portal the Contractor must demonstrate to Canada the proposed ease of use for identified users in the areas of presentation, organization, navigation, report generation and search tools. The Contractor should make best efforts to address Canada's feedback, suggestions and recommendations resulting from the demonstration.
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The Service Portal must include the following features and functionalities:

a) Individual Service Portal Accounts for the SSC and client contracting and technical authorities and printing products management team;

b) an English and a French interface that allows a User to select the English or the French interface;

c) orientation and introduction pages with Contractor contact information as specified by Canada;

d) landing pages that enable Canada to access information and navigate efficiently. For example, a landing page that directs:
   i) SSC identified users to consolidated and individual historical view of data and reporting for WTD-Printing Products, the NMSO, and client DISO's.
   ii) Client identified users to consolidated and individual historical view of data and reporting for the client WTD-Printing Products, their NMSO, and their individual DISO activities.

e) role-based access controls that define the rights (i.e., read/view, write/modify, delete, download) that a User has when accessing Service Portal pages;

f) attribute-based access controls that restricts users to the data of the Identified User they belong to;

g) an Access Profile for User accounts so that the User inherits the role-based access controls defined for the Access Profile;

h) a "least privilege policy" for all Service Portal accounts as follows:

   i) the access control mechanisms must be configured to implement least privilege, allowing only authorized accesses for Users (and processes acting on their behalf) that are necessary to accomplish assigned tasks;

   ii) non-privileged Service Portal Accounts must be created for read-only access;

   iii) authorization to privileged Service Portal Accounts must be restricted to designated Service Portal Administrators; and

   iv) allow the delegation of Service Portal Administrators and sub-delegation by existing Service Portal Administrators.

i) access to documents that includes:

   i) downloading documents with a file naming convention and COTS file format specified by Canada;

   ii) searching and sorting documents based on any date range, status (e.g., new, authorized, in progress, completed), and type;

   iii) opening documents in the application in which they were created such as Microsoft Word;

   iv) posting documents and records in such a way that they cannot be altered; and

   v) printing documents in a consistent and readable format.

j) access to standard reports that include:

   i) specifying selection criteria for the available report fields; and

   ii) sorting of report (tabular) results by any field or multiple fields; and,

   iii) download reports with a file naming convention and COTS file format specified by Canada, including at minimum PDF, HTML and CSV.

The Contractor must use controlled change management process for Service Portal changes and releases, and for any change to systems and services accessed by the Service Portal.

The Contractor must obtain the written consent of Canada prior to deletion of any Service Portal Data from the Service Portal.

The Service Portal should include the following features and functionalities:

a) Landing pages that enable Canada to access information and navigate efficiently. For example, a landing page should direct:

   i) SSC identified users to consolidated and individual current and historical view of data and reporting for WTD-Printing Products, the NMSO, and client DISO's.

   ii) Client identified users to consolidate and individual current and historical view of data and reporting for the client's WTD-Printing Products, their NMSO, and their individual DISO activities.

b) The landing page should include separate sections for Events, Incidents, and Service Request Tickets that are in an active state. The landing page should summarize the active tickets by categories as specified by Canada. The categories must allow Canada to drill down to individual tickets by use of hyperlinks. Selection of a specific category must result in a list of any tickets currently in progress. Canada must then be able to hyperlink to the

individual tickets. The ticket listings must provide enough information for Users to be able to determine effectively which ticket they are searching for or wish to access. Another example where the requirements would be similar is the landing page associated with Service Provisioning.

c) allow on-line self-registration of Users that includes:
   i) entering User profile information including challenge/response questions;
   ii) see a checklist that presents the rules the password must comply with, and check these rules positively as they are satisfied as the User chooses or changes their password;
   iii) on-line registration request review and approval by Users designated by Canada;
   iv) selection of access profile (e.g. performance reporting vs provisioning management access; and
   v) automated email registering User with the Service Portal Account username and password following approval of the registration.
   vi) The content accessible through the Service Portal should be fully indexed and searchable by Canada. Search entry fields must accept partial entries that can speed up the search function by generating a list of resulting records that contain the data entered in the search field. Searches that result in lists of records must include hyperlinks that enable drill-down to each specific record.

2.12 Common Requirements - Support Services

The Common Requirements - Support Service must have the ability to log, identify, classify, diagnose, follow-up, escalate, where necessary, and resolve all printing related events and problems in a timely fashion to mitigate service interruptions and avoid them where possible.

The Common Requirements - Support Services must address End User inquiries, including but not limited to:

a) requesting print device maintenance;
b) requesting technical guidance;
c) reporting an out-of-service device;
d) requesting Consumable supplies;
e) requesting moves, additions, changes or removals; and
f) requesting other available services as applicable.

The Common Requirements - Support Services must meet the following service levels found in Common Requirements - Service Levels and Targets:

a) SLT-CR-01 – Service Portal Availability;
b) SLT-CR-02 – Help Desk Response Time.

The Common Requirements - Support Services must perform the following functions:

a) acting as the primary point of contact for events during the Principal Period of Maintenance;
b) answering and continuing the subsequent dialogue using the official languages of Canada (French, English) requested by the End User; and,

c) interacting with Canada's representatives as designated by Canada.

The Contractor must staff its Common Requirements - Support Service with sufficient personnel with the appropriate skills and experience who are knowledgeable about the Hardware and Software.

2.12.1 Toll-Free Phone Support

The Contractor must provide a toll-free telephone number (e.g., 1-800 number) for clients to access the Common Requirements - Support Service.

The Contractor must provide live agent support during the Principal Period of Maintenance.

2.12.2 Internet-Based Support

The Contractor must provide technical support via a Website, using the official languages of Canada (French and English) as requested by the End User which can be used 24 hours per day, 7 days per week, 365 days per year.

The Website must be accessible using a standard web browser with zero-client installed on it.

The Contractor Website must include as a minimum:

a) frequently asked questions;

b) on-line software diagnostic routines

c) support tools;

d) training documentation;

e) user manuals; and,

f) any other related technical documentation.

The Contractor Website must remain compliant with the standards on Web accessibility as specified in W3C Web Content Accessibility Guidelines (WCAG) 2.0 at Conformance Level AA, refer to: http://www.w3.org/TR/WCAG20/.

2.12.3 Incident Management

The Contractor must create an Incident Ticket for each event determined to be an Incident when detected by the Contractor or reported by Canada within 15 minutes of the determination and set the status to open.

The Contractor must acknowledge an Incident by providing the Incident Ticket number to the person reporting the event.

The Contractor must categorize, assign and escalate Incidents for Incident resolution based on the priority level as specified by Canada in Appendix F.

The Service Provider must revise the priority level of an Incident when requested to do so by Canada within 15 minutes of the request.

The Service Provider must not include sensitive information, as specified by Canada or by the Identified User, in the Incident Ticket including but not limited to:

a) IP addresses;

b) Floor plans; and,

c) network diagrams.

The Contractor must document all triage, containment, investigation, troubleshooting, analysis and diagnostics details, resolution and recovery activities and communications for Incidents in the Incident Ticket activity log, with accurate timestamps.

The Contractor must provide Incident status update to the Identified User on a frequency based on the priority level as specified by Canada in Appendix F.

The Contractor must keep the Incident Ticket open and track it based on its Priority Level until full resolution as confirmed by Canada.

2.12.3.1 Escalation - Incident

When managing incidents, the Contractor must follow SSC incident priority matrix as specified in Appendix F that includes:

a) identification of the designated Identified User and Contractor personnel authorized to invoke the escalation procedure;

b) escalation contact names, titles, email addresses and phone numbers; and

c) escalation time frames based on the length of time an Incident remains unresolved and priority level of the Incident.

The Contractor must inform Canada when an Incident is escalated with details for the reasons to escalate as well as the expected resolution timeframe.

2.13 Common Requirements - Service Levels and Targets

The Contractor must provide Hardware and associated services such that they meet the Service Level Targets (SLTs) defined in this section.

For all rounding of SLT measurements, the Contractor must calculate the last decimal point from the unit of the number to the right of the last decimal point as follows:

a) If it is less than five, ignore it (for example, at 1 decimal point, 99.94% = 99.9%); or

b) If it is 5 or above, round up to the last decimal point (for example, at 1 decimal point, 99.87% = 99.9%).

The Contractor must measure, calculate, and report on service levels 7 days per week, 24 hours per day, 365 days per year, unless otherwise indicated for a specific SLT.

Outage time for a Hardware device begins from the time (start time) that the outage event is detected by the Contractor Systems or Representative, or reported to the Contractor by Canada, whichever occurs first. The outage time used in the calculations ends when the Hardware device's outage event is fully restored to its configured specifications operating state. The outage time calculation is for the period of time during the Principal Period of Maintenance.

Service Portal / Help Desk tickets with the same root cause must be re-opened if the problem re-occurs within the equivalent time of 3 FGWD's from the time the service is restored. The ticket time to resolution must include the original time of the ticket plus the time from the original ticket close time to the time of the final resolution time.

The Contractor's lack of proper security clearance does not preclude it from its obligation to restore the affected service within the SLT.

In cases where Canada attempts to report an outage event where the Contractor's Service Desk does not answer the call, the start time for the outage event begins at the time Canada places the call to the Service Desk or when the Contractor detects the outage event, whichever occurs first.

The outage time used in the calculation of SLTs excludes any time whereby Canada agreed to suspend the associated Event Ticket and resumes when Canada requests that the Event Ticket be unsuspended.

The outage time used in the calculation of SLTs excludes the following events:

a) the time for Service Requests approved by Canada;

b) the time for Scheduled Maintenance approved by Canada;

c) outage caused by an utilization that is not in conformance with Hardware published specifications;

d) outage resulting from accidental damages to the Hardware by Canada; and,

e) outage due to failure of a service/system that is not provided by the Contractor.

2.13.1 Service Level Structure

2.13.1.1 Standard Service Level Plan

The Contractor must meet the Service Level Targets for the Standard Service Level Plan as specified.

The Standard Service Level Plan applies to all Hardware and services by default.

2.13.1.2 Service Level Targets by Zone

The Contractor must meet the Service Level Targets for the Geographical Zones.

The Contractor must refer to sub-section Common Requirements - Geographical Coverage for the method to identify the proper Geographical Zone.

Where Canada requested IMACR services to move a Hardware device, the identification of the Geographical Zone will be based on the most remote of the origin or destination zone for the IMACR request.

2.13.2 Service Level Targets, Definitions and Calculations

The Contractor must calculate the Service Level Targets as specified in this sub-section.

2.13.2.1 SLT-CR-01 Service Portal Availability

Name	SLT-CR-01 Service Portal Availability
Definition	Percentage of time the Service Portal is available in any calendar month.
Method	1. The evaluation period is 7 days per week, 24 hours per day and 365 days per year. 2. The SLT must be calculated as follows: a. Number of available minutes = number of days per month multiplied by 24 hours and multiplied by 60 minutes. b. ((subtract the (sum of the outage time (minutes) for all High Priority Incidents (refer to Incident Management) related to the Service Portal for that calendar month) from the Number of available minutes) and dividing by the number of available minutes) * 100.
Collection Frequency	Manual or Systems: Break-fix event logging; outage and resolution event logging; or from MPS Overlay system reporting.
Reporting Frequency	Monthly

2.13.2.2 SLT-CR-02 Help Desk – Response Time

Name	SLT-CR-02 Help Desk – Response Time
Definition	Percentage of all telephone calls placed by Canada to the Help Desk that are answered within 30 seconds and not exceeding 90 seconds of cumulative hold time.
Method	1. The SLT must be calculated as follows: ((number of calls answered within 30 seconds and not exceeding 90 cumulative seconds of hold time) / (total number of calls answered + total number of calls abandoned once the call is answered)) x 100 2. Service Desk calls must activate the Automatic Call Distribution (ACD) system within 30 seconds, 3. The Service Desk cumulative Hold Time timeline commences once the ACD places the caller into queue for a live agent and accumulates for the time Service Desk agent places the caller on hold. 4. An abandoned call to the Service Desk is included in the calculation of total calls once the ACD responds to a call.
Collection Frequency	The initiation time of each call and the pick-up time or the abandonment time of each call.
Reporting Frequency	Monthly

2.13.2.3 SLT-CR-03 Invoice Accuracy

Name	SLT-CR-03 Invoice Accuracy
Definition	Measures the percentage of invoices that are submitted in a compliant manner (e.g. on-time, accurate) as compared to the total number of contractually required invoices.
Method	((number of invoices submitted on time and without errors) / (total number of contractually required invoices)) x 100 Contractor is required to track and report actual invoice submissions, submission dates, number of contractually required submissions, and the number of resubmissions due to errors in the invoice. Resubmissions requested for reasons other than to correct errors (e.g. lost original) are not counted in the total number of resubmissions.
Collection Frequency	Periodic (monthly) invoice submissions.
Reporting Frequency	Monthly

2.13.2.4 SLT-CR-04 Maximum Time to Restore Service

Name	SLT-CR-04 Maximum Time to Restore Service
Definition	Maximum time to restore the service for a Hardware device outage event.
Method	1. The evaluation period is based on the FGWD's Principal Period of Maintenance it does not include the period of time (over-night, weekend or statutory holiday) from the end of the current FGWD Principal Period of Maintenance to the start of the next FGWD Principal Period of Maintenance in the location where the outage event has occurred. 2. The SLT is calculated by Zone (A-D). 3. The SLT must be calculated as follows: (total number of reported events (incidents) where service is restored within the contracted time for restoration to a normal state) / (total number of service events (incidents) requiring restoration to a normal state) x 100 4. The outage time used in the calculation of SLT begins from the time (start time) that the event for the Hardware device is detected by the Contractor, or is reported to the Contractor by Canada, whichever occurs first. The outage time used in the calculation ends when the Hardware device is fully restored, as and when confirmed by Canada. 5. If the Hardware device experiences an outage within 3 FGWDs following the restoration of the previous event that caused an

Name	SLT-CR-04 Maximum Time to Restore Service
	outage then the outage time continues to accumulate against the start time of the initial outage event by linking the event tickets.
Collection Frequency	Manual or Systems: Break-fix event logging; outage and resolution event logging; or from MPS Overlay system reporting.
Reporting Frequency	Monthly Reporting via Contractor produced Call Back Report based on a 10 FGWD cycle.

2.13.2.5 SLT-CR-05 Faulty Device Replacement

Name	SLT-CR-05 Faulty Device Replacement
Definition	Maximum time allowed to replace a "Faulty" Hardware device at Service Delivery Point.
Method	1. The evaluation period is based on the FGWD's Principal Period of Maintenance. 2. The SLT must be calculated as follows: a. The replacement time used in the calculation of SLT begins from the time (start time) that the event for the Hardware device is detected by the Contractor, or is reported to the Contractor by Canada, whichever occurs first, and the event is the third event with the same root cause for a single Hardware device reported over a 30-day rolling window. The replacement time used in the calculation ends when the Hardware device is replaced by a new one of the same Sub-Category with the same options, as and when confirmed by Canada.
Collection Frequency	Manual or Systems: Break-fix event logging; outage and resolution event logging; or from MPS Overlay system reporting.
Reporting Frequency	Monthly

2.13.2.6 SLT-CR-06 Consumables Delivery

Name	SLT-CR-06 Consumables Delivery
Definition	Maximum time allowed to deliver required Consumables to Service Delivery Point.
Method	1. The evaluation period is based on the FGWD's Principal Period of Maintenance. 2. The SLT must be calculated as follows:

Name	SLT-CR-06 Consumables Delivery
	The cumulative total time of: i. Contractor fulfillment period commencing with the time stamp of the order confirmation from the Service Portal; and, ii. Contractor delivery shipping method time (e.g. Overnight). Must not exceed the total SLT. In addition to the Contractor reporting of the fulfillment and shipping method the client reporting of actual delivery dates may be tracked and cross referenced to the Contractor reporting.
Collection Frequency	At order time and consumables receipt time.
Reporting Frequency	Monthly

2.13.2.7 SLT-CR-07 Hot Swap Service

Name	SLT-CR-07 Hot Swap Service
Definition	Maximum time allowed to deliver the replacement Hardware to Service Delivery Point.
Method	1. The evaluation period is based on the FGWD's Principal Period of Maintenance. 2. The SLT must be calculated as follows: a. The replacement time used in the calculation of SLT begins from the time (start time) that the Contractor determines the Hardware cannot be restored by telephone, as and when confirmed by Canada. The delivery time used in the calculation ends when the replacement Hardware is received at the Service Delivery Point, as and when confirmed by Canada.
Collection Frequency	At service initiation time and hot swap device receipt time.
Reporting Frequency	Monthly

2.13.2.8 SLT-CR-08 On-Time Delivery

Name	SLT-CR-08 On-Time Delivery
Definition	On-time delivery and installation where applicable of printing and scanning equipment at Service Delivery Point.
Method	The evaluation period is based on the delivery due dates

Name	SLT-CR-08 On-Time Delivery
	The SLT: The number of days over the contracted delivery date in the call-up until the delivery and installation is complete.
Collection Frequency	Delivery Confirmations.
Reporting Frequency	Monthly

2.13.3 Service Level Targets Values

The Contractor must meet the Service Level Targets Values according the applicable Service Level Pan and Service Delivery Zone as specified in **Error! Reference source not found.**.

2.13.3.1 Service Level Target Values

ID	Service Level Target	Common Requirements	Service Level Plan	Zone A	Zone B	Zone C	Zone D
SLT-CR-01	Service Portal Availability (%)	NMSO DISO	Standard	99.5% all Zones			
SLT-CR-02	Help Desk Response Time	NMSO DISO	Standard	95% all Zones			
SLT-CR-03	Invoice Accuracy	NMSO DISO	Standard	90% all Zones (Equivalency of 11 of 12 monthly invoices)			
SLT-CR-04	Maximum Time to Restore Service to Normal State	NMSO (applicable for devices under warranty or with CPI) DISO Devices (wCPI) DISO MPS	Standard	8 hrs	12 hrs	24 hrs	10 FGWD's or better.
SLT-CR-05	Faulty Device Replacement (in FGWDs)	NMSO (applicable for devices under warranty or with CPI) DISO Devices (wCPI) DISO MPS	Standard	5 FGWD	5 FGWD	7 FGWD	15 FGWD's or Better.
SLT-CR-06	Consumables Delivery (in FGWDs)	NMSO (wCPI) DISO Devices (wCPI) DISO MPS	Standard	2 FGWD	3 FGWD	4 FGWD	10 FGWD's or Better.
SLT-CR-07	Hot Swap Service (when applicable)	NMSO DISO	Standard	1 FGWD	2 FGWD	3 FGWD	10 FGWD's or Better.
SLT-CR-08	On-Time Delivery	NMSO DISO	Standard	100% all Zones			
The placement date of an order for SLT-CR-05, -06 and -07 constitutes Day 0 with regard to timing requirements.							

2.14 Common Requirements – Liquidated Damages

WTD – Printing Products liquidated damages for Common Requirements – Service Levels and Targets are addressed within the WTD Printing Products RFSO for Service Implementation and In-Service performance failures.

Common Requirements – Service Levels and Targets liquidated damages service credits and discounts will address but are not limited to:

a. Service Portal and Service Desk Availability and Systems Failures;
b. Implementation, Delivery, Partial Delivery, Maintenance Services and Reporting Failures;
c. Service Management Failures; and
d. Security Requirement Failure

2.15 Common Requirements - Vendor Performance Initiative

The Contractor must provide, at no cost to Canada, the collection, compilation, consolidation and reporting of the Common Requirements Key Performance Indicator (KPI) data that supports the VPI. This data must also include any user satisfaction surveys conducted by the Contractor, SSC, its clients or all parties as and when requested by Canada. The Common Requirements VPI data and information must be made available via the Contractors Service Portal and includes reporting from the Contractor's Service Desk Ticketing System. The Contractor must also provide reports in a format as defined by SSC that supports the VPI. All data must be transferable to SSC at any time during or at the end of the Standing Offer, the data must be in a machine-readable format, and at a minimum in "csv" format.

2.15.1 Key Performance Indicators

The Common Requirements KPI's are quantitative and qualitative measures consisting of the Quality, Schedule and Management Index and apply to the NMSO and DISO Catalogues and the DISO MPS.

2.15.1.1 Quality Index KPI's

The Common Requirements Quality Index consists of the following KPI's: Time to Restore to a Normal State (Standard Service Hours), Service Desk Response Time, and Service Hold Time. The Time to Restore Service to a Normal State (Standard Service Hours) is a measure of the time allowed to restore a faulty device and for the Common Requirements in particular the measurement variables are based on standard service hours. The Service Desk Response Time is a measure of the average percentage of the Service Desk calls that have been answered by a live agent within the contracted response time. The Service Desk Hold Time is a measure of the cumulative time of the Service Desk calls that have been placed on hold once answered by a live agent within the contracted hold time. The parameters, evaluation and calculation measures for the Time to Restore Service to a Normal State (Standard Service Hours) KPI and the Service Desk Response Time KPI and are explained in Appendix E: Vendor Performance Incentive – Framework and Processes.

2.15.1.2 Schedule Index KPI's

The Common Requirements Schedule Index consists of the Timely Completion KPI and is a measure of the percentage of contracted tasks, deliverables and milestones that have been completed within the contracted timelines. The parameters, evaluation and calculation measures for the Timely Completion KPI is explained in Appendix E: Vendor Performance Incentive – Framework and Processes.

2.15.1.3 Cost Index KPI's

The Common Requirements Cost Index consists of the Invoice Accuracy KPI and is a measure of the percentage of invoices that have been submitted within the contracted timelines. The parameters, evaluation and calculation measures for the Invoice Accuracy KPI is explained in Appendix E: Vendor Performance Incentive – Framework and Processes.

2.15.1.4 Management Index KPI's

The Common Requirements Management Index includes but is not limited to evaluations relating to issue and risk management, business relationship, and the vendor's efficient and effective administration of the Common Requirements. The parameters, evaluation and calculation measures for the Management Index is explained in Appendix E: Vendor Performance Incentive – Framework and Processes.

2.16 Common Requirements – Systems Security Requirements

Contractor system requirements for Common Requirements and Client DISO's (e.g. Service Portal, Maintenance, Managed Print Service and Print Management Services etc.) are subject to the stated Security Requirements. Canada reserves the right to modify the systems security requirements such that the vendor provided systems may, through a change request process, be considered eligible for cloud based hosting.

2.17 Common Requirements – Reporting

Contractor reporting requirements indicated throughout the SOW may contain, at the request of Canada, but are not limited to the following information:

a) the standing offer/supply arrangement number;
b) the supplier name;
c) the reporting period;
d) the call-up/contract number for each call-up/contract, including amendments;
e) the client department;
f) the Contracting Authority;
g) the date of the call-up/contract;
h) the call-up/contract period;
i) the line items acquired/services provided;
j) the value of the call-up/contract, Goods or Services Tax/Harmonized Sales Tax included, as applicable.

Contractor's electronic reports must be completed, and posted to the portal, and at Canada's sole discretion, forwarded to the Standing Offer
Authority, no later than 5 FGWD's after the end of the monthly period and no later than 10 FGWD's after the end of the quarterly period. An electronic version of a MS Office Suite format may be requested and or provided to the Contractor by the Standing Offer Authority. The Contractor may also propose reporting formats from the Contractor's applications and Canada at its sole discretion may accept the proposal.

3 SECTION THREE: CLIENT DISO DEVICES AND MANAGED PRINT SERVICES (MPS) CATALOGUE AND SERVICES

This section outlines the requirements for each Client DISO Devices and Managed Print Services SOW.

In addition to the stated requirements herein each Client DISO Devices and MPS SOW will include requirement specific to the client Department – Agency.

When requested in a Client DISO Call-up, the Contractor must provide Manage Print Services that meet or exceed all the baseline requirements in Section 2: Common Requirements and additional requirements as requested by the Client, the requirements in this Section 3, the requirements in the specific Client DISO MPS SOW and meet and exceed all the requirements specified in the Client DISO Call-up using the catalogue items found in Appendix D:. The Client DISO MPS Catalogue and Services includes the following requirements and/or deliverables:

a) DISO Devices and MPS Catalogue
b) MPS Monthly Overlay
c) MPS Design Principles
d) Service Delivery Point Assessment, Analysis and Design
e) DISO MPS Service Migration:
    i) DISO MPS Service Migration Readiness
    ii) DISO MPS Service Migration
f) DISO MPS Operations
g) Vendor Performance Incentive Initiative
h) Professional Services
i) Print Management Software

When Canada awards a Client DISO and the Client requests Managed Print Services in a Client DISO Call-up from the Client DISO MPS Catalogue or the Print Add-on Item Catalogue, the Contractor must provide the Managed Print Services, as specified in this section in compliance with all the contract requirements.

Unless indicated otherwise all the DISO Devices and Managed Print Service Catalogue and Services must be delivered at no additional cost to Canada.

3.1 DISO – Extended Operational Hours

When requested in a client DISO MPS SOW the Contractor must provide extended operational hours over and above the Common Requirements operational hours. Extended operational hours consist of the following four options:

a) The Contractor must provide all live person on-site services inclusive of but not limited to on-site: deliveries, installation, training, break-fix repairs, meetings etc., during the SACC defined Principal Period of Maintenance that is defined as the consecutive hour period per day between the hours of 08:00 to 16:00 (local time) Monday through Friday,

excluding statutory holidays. The Contractor must also provide all live person off-site services inclusive of but not limited to off-site call support, online chat etc, on a coast-to-coast rolling time basis during the SACC defined Principal Period of Maintenance that is defined as the consecutive hour period per day between the hours of 08:00 to 16:00 (local time) Monday through Friday, excluding statutory holidays.

b) The Contractor must provide all live person on-site and off-site services inclusive of but not limited to on-site: deliveries, installation, training, break-fix repairs, meetings etc., and off-site call support, online chat etc. on a coast-to-coast rolling time basis during the SACC defined Principal Period of Maintenance that is defined as the consecutive hour period per day between the hours of 08:00 to 16:00 (local time) Monday through Friday, excluding statutory holidays. Coast-to-coast rolling time based on Principal Period of Maintenance equates to the cross country availability equivalent of 6:30 am EST to 7:00 pm EST.

c) The Contractor must provide all live person on-site inclusive of but not limited to on-site: deliveries, installation, training, break-fix repairs, meetings etc., on a coast-to-coast rolling time basis during the SACC defined Principal Period of Maintenance that is defined as the consecutive hour period per day between the hours of 08:00 to 16:00 (local time) Monday through Friday, excluding statutory holidays. Coast-to-coast rolling time based on Principal Period of Maintenance equates to the cross country availability equivalent to 6:30 am EST to 7:00 pm EST. The Contractor must also provide all live person off-site services inclusive of but not limited to off-site call support, online chat etc. on a 24 x 7 x 365 basis. Inclusive of statutory holidays.

d) The Contractor must provide all live person on-site and off-site services inclusive of but not limited to on-site: deliveries, installation, training, break-fix repairs, meetings etc., and off-site call support, online chat etc. on a 24 x 7 x 365 basis. Inclusive of statutory holidays.

Client DISO SOWs will identify all or part of the Extended Hours options required and will do so based on locations where and when the service is to be delivered.

3.2 DISO - Devices and MPS Services Catalogue

The DISO Devices and MPS Services Catalogue consist of the following catalogue components found in Appendix D:

a) Single and Multi-Function Device Catalogue
   i) DISO Devices
   ii) Rental Devices
b) Scanner Catalogue
c) IMACR Catalogue
d) MCS Labour Catalogue
e) Print Management Software Catalogue

For Purchased Hardware and/or Government Furnished Equipment, devices acquired or requiring a maintenance services option, it must be provided by the Contractor on a Cost-per-Impression (CPI) basis.

The Client DISO print devices access control authentication card reader requirement is for an HID Multiclass SE card reader equivalency. When a Client requirement is not compatible with the HID Multiclass SE equivalency the Contractor must deliver the print device with only a card reader that is compatible the Client requirement as stated within the specific Client DISO SOW.

3.3 DISO - MPS Monthly Overlay

The MPS Monthly Overlay is a standard monthly charge, applicable to each client printing device that is deployed, operational and "in scope" for Managed Print Services.

The MPS Monthly Overlay consists of all products, maintenance and services addressed in Section 3 that are above and beyond the Section 2 Common Requirements. Key MPS Overlay delivery components consist of but are not limited to the following:

a. Service Delivery Point Assessment, Analysis and Design
b. Service Migration:
    i. Service Migration Readiness
    ii. Service Migration
c. Steady State Operations:
    i. Operations Centre
    ii. IT Service Management
    iii. Service Desk
    iv. Service Delivery Portal
    v. Service Monitoring, Reporting and Documentation
    vi. Print Management Software

3.4 DISO - MPS Design Principles

The Design Principles provide the basis for designing the Managed Print Services solution. The Design Principles may be subject to revision at any time based on the nature and applicability of future requirements. Any and all revisions are at the sole discretion of Canada.

The Contractor's proposed Service Delivery Point - Design Plan (see SDP Assessment, Analysis and Design) must be compliant with the Design Principles.

3.4.1 Design Principle Parameters

The Contractor's Service Delivery Point Design Plan should strive to meet, but must not exceed the Target User/Device Ratios, and must not exceed the maximum Device to User Distance – Radius measure.

The Client DISO Financial Evaluation is based on each particular client DISO Device input configuration and unit volume assigned by the prospective Contractor.

Non-compliant DISO configurations will be scored accordingly and must at a minimum, meet the Minimum Rated Technical Requirement scores.

Prospective DISO Contractors should consider the following in their interpretation of the SSC Design Principles, the Device Catalogue, the Technical and Financial Evaluation Guides and the specifics of each Client DISO SOW:

a) Designation of Primary and Secondary printers is a volume allocation control measure for the financial evaluation model based on distance from the center of the person's workstation to the center of the device.

b) Where the Primary Device is a device that meets all the Design Principle services the Contractor must assign 100% of the Monochrome and 100% of the Colour volume (400 impressions monthly) to the device.

c) Where the Primary Device does not meet all the Design Principle services the Contractor must assign monochrome and colour volumes to the Primary and Secondary device in the ratios identified in the Financial Evaluation Guide.

d) All measures, distance, volume, and ratios are absolute and not an average across devices.

e) SSC will evaluate and score Contractor's based on their compliance to the requirements and controls.

DISO MPS Catalogue Design Principle Parameters				
Category	Feature	Target User - Device Ratio	Maximum Device to User Distance - Radius	Design Principles Measurement Restrictions
Minimum Device Feature	Print – Mono	25:1	30 Metres	Passing through a public zone to utilize a print catalog device is not permitted. Requiring a user to ingress / egress through an access control [1]zone to utilize a print catalog device is not permitted.
Additional Feature (as required)	Print - Colour	50:1	50 Metres	
	Tabloid	50:1	50 Metres	
	Copy / Scan	50:1	30 Metres	
	Staple	75:1	50 Metres	
	Fax	75:1	50 Metres	
Additional Design Principle	All users must be serviced in their building and on their floor. Design Principle model constraints will be identified and exemptions will be issued (e.g. incongruent user: device ratios to radius distance).			

Parameters Notes:	Compliance Equivalents – notwithstanding declared exemptions for constraints, compliance equates to not exceeding Target User/Device Ratio and not exceeding the distance (radius) maximum.

For the Design Principles, the copy and scan functionality includes both the input and output of monochrome, colour and paper sizes of 8.5 x 11, 11 x 14 and 11 x 17 as required.

In such cases where constraints and/or incongruent parameters exist prohibiting the Contractor's ability to meet the Design Principles, be they a result of the design model or by a client's non-standard requirements then the client DISO SOW will indicate such constraints and will issue specific exemptions on a case by case basis.

The Contractor must count each end-user with Personal devices in the Design Principle Parameter calculations. For example, in a floor plan where 2 individuals each have a Personal printer and 10 individuals do not have a Personal printer the total user count for determining the shared (non-Personal) devices user ratio's must be 12 users.

3.4.2 Design Principle - Service Delivery Point Special Requirements

The Contractor must address Service Delivery Point (SDP) Special Requirements as follows:

a) meet the print/scan volume and throughput requirements by delivering the right capacity at the right place;

b) meet all required device functions (print, copy, scan, fax and Pull Print);

c) meet the needs for standard business paper formats (letter, legal and Tabloid) and duplex printing;

d) meet the needs for print job finishing (staples, sort, holes punch, etc.);

e) design an optimized solution to address mission-critical business continuity requirements; and

f) on-site support for special events as defined in the call-up

3.4.3 Design Principle - Placement of the Hardware Devices

The physical location of Hardware devices within the SDP must comply with the following rules:

a) address physical security and site constraints;

b) comply with landlord, municipal, provincial, federal and international policies, guidelines, standards, regulations and legislation without exception unless otherwise agreed to in writing by Canada;

c) the Hardware device location must not cause inconvenience to nearby users by:

   i) not producing noise over 60dB measured at 1 meter; and,

   ii) generating excessive floor occupant traffic as defined by Canada.

3.5 DISO - Service Delivery Point Assessment, Analysis and Design

With the award and commencement of the client DISO the Contactor must complete a SDP Assessment, Analysis and Design, the outcome will provide the foundation for the Service Migration.

3.5.1 Service Delivery Point – Assessment, Analysis and Design

The Contractor SDP assessment and analysis may include and/or be supported by one, a combination of, or all of the following as determined and specified by Canada:

i) Site visits;
ii) Floor maps;
iii) Historical data;
iv) Forecasted data;
v) Financial data;
vi) Video and or animated presentations;
vii) Surveys, questionnaires and the like;
viii) Key Personnel Interviews; and,
ix) additional activities, data and or information as required and or available.

For all and each client DISO, Canada, at its sole discretion, will make the determination of the requirement for an overall or for a partial Service Delivery Point Assessment and Analysis Design. See the Service Delivery Point Service – Partial Assessment and Analysis Design section below for the parameters of a partial assessment.

For the outcome of SDP Assessments and Analysis Design, the Contractor must recommend an optimized solution to address all business requirements for the client relating to in-scope devices of this procurement vehicle.

The optimized solution should be presented as the Service Delivery Point Assessment, Analysis and Design.

All SDP Assessments, Analysis and Designs must comply with the Design Principles as described above in the DISO MPS Design Principles section.

The Contractor must perform SDP site assessments and analysis to propose a design that improves service value while also maintaining security and service quality to Canada by:

a) including flexible options to satisfy unique Identified User requirements;
b) targeting an all-encompassing end-to-end managed service where applicable;
c) standardizing and consolidating Hardware devices to reduce costs and improve end-user productivity;
d) minimizing the environmental impact of the Hardware device fleet;
e) achieving and maintaining Canada's security requirements; and,

f) achieving and maintaining the optimal balance of service quality and total cost of ownership for the Hardware device fleet.

As part of the SDP Assessment and Analysis Design the Contractor must prepare an Optimization Business Case and Plan. The Optimization Business Case and Plan must use the financial inputs (e.g. Device Catalogue discounts) from the submitted financials for the Financial Evaluation and award of the client DISO MPS. The Contractors financial inputs for the Financial Evaluation will not constitute the entire Optimization Business Case and Plan.

The Optimization Business Case and Plan submitted in the Technical Evaluation and any subsequent revisions presented in a comparative manner to the original submission must include the economic value of deploying MPS inclusive of the associated costs and timing of migrating the current print environment inclusive of Government Furnished Equipment to the fully deployed MPS environment.

The Optimization Business Case and Plan must be reviewed and approved by the client Print Management team and executive (CIO) and also approved by the Standing Offer Project Authority. Prior to approval the Contractor must provide additional supporting information and justification as requested and required by the client and must modify the submission to the requirements of the client based on the direction provided by the client to the Contractor.

As the Contractor proceeds with the assessment and analysis of the SDP, the Contractor must assess and analyze the economic value of redeploying legacy GFE and include the analysis, financials and recommendations in the Design.

The Contractor must use the following residual values and termination fees for the economic value calculation of any and all recommendations to terminate a legacy GFE lease in place:

Legacy GFE **Lease End Buy-Out or Lease Early Termination Fees** **Calculation Variables**				
Lease Buy-Out Residual Value Calculation Variables				
	24 Months	**36 Months**	**48 Months**	**60 Months**
Percentage of Total FMR Payments	**15%**	**10%**	**5%**	**0%**
Sample Calculation: 24 month Lease FMR = $100. Total FMR Payments = 24 x $100 = $2,400 Device Residual Value Calculation: 24-month lease FMR = $2,400 x 15% = $360 (Base Price and Additional Features: Scan/Copy, Staple, Punch, Fax and Pull Print)				

Lease Early Termination Fees Calculations				
Lease Early Termination Fees		**100% of remaining lease FMR payments.**		
Sample Calculations based on FMR of $100	24-Month Lease Terminated at 20-months: Termination Fee $400 = 4 months x $100 FMR	36-Month Lease Terminated at 16-months: Termination Fee $2,000 = 20 months x $100 FMR	48-Month Lease Terminated at 14-months: Termination Fee $3,400 = 34 months x $100 FMR	60-Month Lease Terminated at 12-months: Termination Fee $4,800 = 48 months x $100 FMR
Contractors propose the optimal buy-out and or lease termination date based on their optimization plan. **The buy-out and termination fee calculation will be for the whole FMR period for the month in which the buy-out or termination occurs. There is no pro-rating of the month for the buy-out or termination fee. For example: If Lease FMR is 1st to the 31st of the month and the buy-out or termination occurs on the 10th of the same month then the entire month is considered in the buy-out or termination calculation.** **When a Contractor is proposing to buy-out the lease at the end of the lease term period (e.g. the 36th month of a 36 month lease term) the Contractor must include the lease buy-out residual value in the cost of the economic value calculations.** **When a Contractor is proposing to buy-out the lease prior to the end of the lease term period the Contractor must include the cost of the remaining FMR and the buy-out residual value in the cost of the economic value calculations.** **When a Contractor is proposing to terminate a lease prior to the end of the lease term period the Contractor must include the lease termination fees in the cost of the economic value calculations.** **Unless stated in the specific R-DISO MPS SOW the earliest date for the buy-out and or lease termination calculation is September 18th, 2018.**				

The SDP Site Assessment and Analysis Design, inclusive of the Optimization Business Case and Plan, must include the following legacy Government Furnished Equipment elements at a minimum:

a) compatibility of the legacy device with the Contractor's print management solution;

b) remaining useful life of the legacy device with regards to consumables and maintenance requirements;

c) the future contribution and placement of the legacy device in the new device fleet;

d) the cost of buying-back the legacy device from the original lessee (if device is leased by Canada); and,

e) a comparative analysis of the impact on the TCO if replacing or not the legacy device with a new Hardware device.

If the SDP Site Assessment and Analysis Design recommendation is to retire, remove and/or replace a legacy device(s), the Contractor must provide reasons why and offer options for the retirement, removal and/or replacement of the device.

Canada reserves the right to keep and maintain the legacy device(s) at its own discretion.

3.5.1.1 Service Delivery Point – Design Approval

The Contractor must present the SDP – Design to Canada as a proposed optimization solution. Canada will review the design and provide guidance to the Contractor on changes consisting of but not limited to: additions, deletions, and modifications to all proposed aspects of the design

including but not limited the fleet devices, their configurations, placement, implementation and lifecycle management.

Guidance decisions made by Canada will be done so at its sole discretion and the Contractor must implement the guidance provided by Canada.

The Contractor's final Service Delivery Point Design, after having been reviewed by Canada must be approved by Canada.

Once the SDP Design is approved by Canada, the Contractor must proceed with the Service Delivery Point Service Migration as per the approved Design.

3.5.1.2 Service Delivery Point – Design Implementation

The Contractor must utilize the SDP Design for the Service Migration Readiness component of the Service Migration phase.

The Contractor must implement the timeline proposed within the Optimization Business Case and Plan of the SDP Design as approved by Canada.

The Contractor must implement the SDP Design by prioritizing tasks so that planned Hardware device outages are minimized.

The Contractor must provide Canada with site preparation requirements.

The Contractor must prepare a Bill of Materials consisting of proposed MPS Hardware devices and services for call-ups and provide it to Canada.

The Contractor must deliver, install, and configure new Hardware devices.

Where required, the Contractor must initiate IMACR requests to optimize the print environment (better alignment of printing equipment with expected printing volumes) within the timeframe as discussed with Canada.

The Contractor must prepare IMACR service requests as approved by Canada to:

a) move and configure legacy Hardware devices; or,

b) remove legacy Hardware and dispose of it as agreed to with Canada.

The Contractor must perform quality assurance activities to ensure all Hardware devices are functional and that the SDP Design is correctly implemented.

If the implementation of the SDP Design is not successful, the Contractor must perform corrective actions to resolve issues. During that time, the Contractor must restore any necessary legacy Hardware devices so that the SDP is not left with a reduced print capacity.

The Contractor must prepare a SDP Implementation report with evidence that demonstrates the SDP Design is correctly implemented and tested.

3.5.1.3 Service Delivery Point Service - Acceptance

The Contractor must submit the SDP Implementation report to Canada for approval as part of the Service Migration Phase.

The SDP Implementation is subject to inspection and acceptance by the Identified User in accordance with Supplemental General Conditions 4001.

If the SDP Implementation does not correspond to the SDP Design, the Contractor will be in default of this Contract and Canada may reject the SDP Implementation or require correction at the sole expense of the Contractor before accepting it.

The Identified User may request the Contractor to fill-in its own acceptance form.

3.5.2 Service Delivery Point Service – Partial Assessment and Analysis Design

SDP Assessment and Analysis Designs may only require a partial optimization assessment and analysis such that only a representative sample of the entire environment to be optimized will be evaluated. The client will determine and communicate to the Contractor the appropriate environment classifications and representative sample percentages. The following table provides an example of a possible environment classifications and representative sample percentages for floor maps.

Future DISO Floor Mapping Optimization Evaluation Ranges			
State	**Facility Level**	**Facility Type**	**Representative Sample % of Evaluated Floor Plans**
Pre-Activity Based Workplace (ABW)	Headquarter / Regional Office	Enterprise	2%
		Heritage	4%
	Retail Office	Commercial	3%
		Heritage	5%
Activity Based Workplace	Headquarter / Regional Office	Enterprise	1%
		Heritage	3%
	Retail Office	Commercial	2%
		Heritage	4%
Specialized Work Places	Transportation, Agriculture, Mining,	Air, Sea, Land Ports; Labs, Field Offices; Ships etc.	10%

	Marine, Public Safety etc.		

3.6 DISO - MPS Service Migration Phase

The Service Migration Phase is project-oriented and focused on development and implementation of the systems, processes, tools, and reporting required to operate, administer and manage the Managed Print Services.

The Service Migration Phase has two stages:

a) the Migration Readiness Stage, during which the Contractor must perform all the Work activities required to develop and implement Managed Print Services as defined in the subsection entitled “Migration Readiness Stage”; and

b) the Migration Stage, during which the Contractor must perform all the activities required to migrate Canada’s SDPs to Management Print Services as defined in the subsection entitled “Migration Stage”.

(315) The Contractor must provide a Service Migration Status Report on a periodic (e.g. weekly, bi-weekly, monthly) basis set by the client, for both stages of the Service Migration Phase which must include the following additional information on the progress for service implementation:

a) SDP migrations scheduled, in progress/completed;

b) on-site surveys in progress/completed;

c) site fit-up in progress/completed; and,

d) Managed Print Services implementation in progress/completed.

3.6.1 Migration Readiness Stage

(316) The Contractor must develop all deliverables for the Migration Readiness Stage based on this SOW and the Client DISO MPS SOW. The Contactor must develop all documented deliverables for the Migration Readiness stage in consultation with Canada by allowing Canada to review and approve deliverables, which includes providing:

a) a table of contents;

b) partial content for completed sections; and

c) successive iterations of content with history of changes.

3.6.1.1 Project Plan and Project Schedule for Migration Readiness Stage

The Contractor must provide a Migration Readiness Stage Project Plan and Project Schedule within 20 FGWD’s of the award of the client DISO and receive Canada acceptance of the plan prior to starting the work. The Migration Readiness Stage Project Plan must include the completion and acceptance of the following Work according to the deliverable timeframes identified in the Contract:

a) Contract Management Plan;

b) Privacy Management
c) Service Design;
d) Security Assessment and Authorization Gate 1, including:
    i) Security High-Level Service Design; and,
    ii) Security High Level Service Design Trace.
e) Security Assessment and Authorization Gate 2 including:
    vii) Security Detailed Service Design;
    viii) Security Detailed Service Design Trace;
    ix) Request Fulfillment Plan;
    x) Configuration Management Plan;
    xi) Security Incident Response Plan;
    xii) Contingency Management Plan:
    xiii) Operational Security Procedures; and
    xiv) Security Installation Procedures.
f) Security Assessment and Authorization Gate 3, including:
    i) Integration Security Test Plan;
    ii) Vulnerability Assessment Plan;
    iii) Security Installation Verification Plan;
    iv) Integration Security Test Report;
    v) Vulnerability Assessment Report; and
    vi) Security Installation Verification Report.
g) Service Continuity Plan;
h) Acceptance Test Plan; and,
i) Project Plan for Migration Stage;

The Project Plan for the Migration Readiness Stage must also include a recommended approach for a Technical Working Group meetings necessary to resolve Service Design issues and to facilitate understanding of the technical requirements of the Managed Print Services.

3.6.1.2 Contract Management Plan

The Contractor must provide a Contract Management Plan to Canada which must address the following topics according to the PMBOK® Guide — Fourth Edition or any other project management method approved by Canada, and must include:

a) an executive summary description of Managed Print Services;
b) an organizational plan that includes the Contractor's management structure, organizations, and roles and responsibilities of key personnel and subject matter experts;
c) a description of a recommended Contractor-Canada governance model and steering committees;

d) a resource plan that includes a methodology for determining the resource levels required to complete the Work under the Contract, and for assessing the skills and competencies of the resources to perform each required function;

e) a quality assurance plan that includes the Contractor's proposed approach to formulating and enforcing Work and quality standards, and reviewing Work in progress;

f) a communication plan that includes the Contractor's proposed approach for communicating individual task requirements, resolving issues (technical, service and personnel) and risks between the Contractor and Canada, and managing communications between the Contractor and Canada;

g) a risk management plan that includes the Contractor's proposed approach for identifying and tracking risks, isolating the event triggers for risks, assessing probability and impact, as well as identifying a mitigation plan; and

h) an issue management plan that includes the Contractor's proposed approach for identifying and managing Contract issues, isolating the issues, assessing the impacts, and identifying responsible parties and processes for determining a resolution.

3.6.1.3 Privacy Management

Canada is governed by the following acts related to privacy: the Privacy Act, the Access to Information Act, and, the Library and Archives of Canada Act. The Contractor must facilitate Canada's compliance with these acts, and its own compliance requirements by abiding to the Privacy laws and regulations (e.g. PIPEDA) regarding the collection, use and disclosure of personal information.

To address privacy requirements the Contractor must in consultation with Canada perform a Privacy Impact Assessment and if after consultation with Canada must, if required, develop and implement a Privacy Management Plan as outlined below:

The Contractor must adhere to the following Privacy Management Plan requirements:

a) The privacy management plan must demonstrate that the Contractor can meet the requirements of the Contract and provide assurance of their ability to manage Personal Information and Records in accordance with the statutory obligations;

b) The Contractor must provide a draft privacy management plan within 60 Federal Government Working Days after Contract award to Canada for approval;

c) Canada reserves the right to request changes to the privacy management plan in order to ensure that privacy is being properly managed by the Contractor;

d) The Contractor must provide Canada with an update to its privacy management plan within 20 Federal Government Working Days of a request by Canada; and,

e) The privacy management plan must specifically describe the following items in detail:

   i) Contractor's privacy protection strategies and detail exactly how the Personal Information will be treated over its life cycle;

ii) How the Personal Information will be collected, used, retained, and disclosed only for the purposes of the Work specified in the Contract;

iii) How the Personal Information and Records will be accessible only to authorized individuals (on a need-to-know basis) for the purposes of the Work specified in the Contract;

iv) The privacy breach protocol, and details on how any privacy breaches will be handled;

v) How the Contractor intends to ensure that Canadian Privacy requirements, as outlined in the Privacy Act, the Access to Information Act and Library and Archives of Canada Act, will be met throughout the performance of the Work and for the duration of the Contract;

vi) Any new measures the Contractor intends to implement in order to safeguard the Personal Information and the Records in accordance with their security classification;

vii) How the Contractor intends to ensure that any reports containing Personal Information are securely stored or transmitted in accordance with their security classification; and

viii) Describe how the Contractor intends to ensure that their staff is trained on privacy and privacy management.

To perform a Privacy Impact Assessment (PIA) the Contractor must assist Canada in creating the PIA in accordance with the TBS Directive on PIA's:

https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=18308

By providing the following information within 20 FGWD of a request by Canada:

a) business processes, data flows and procedures for the collection, transmission, processing, storage, disposal and access to information including Personal Information;

b) a list of the Personal Information used by the Contractor in connection with the Work and the purpose of each Personal Information item;

c) how the Personal Information is shared and with whom;

d) a list of all locations where hard copies of Personal Information are stored;

e) a list of all locations where Personal Information in machine-readable format is stored (e.g., the location where any server housing a database including any Personal Information is located), including back-ups;

f) a list of all measures being taken by the Contractor to secure the Personal Information and the Records beyond those required by the Contract;

g) any privacy-specific security requirements or recommendations that need to be addressed;

h) a detailed explanation of any potential or actual threats to the Personal Information or any

Record, together with an assessment of the risks created by these threats and the adequacy of existing safeguards to prevent these risks; and

i) results of consultations (if any) from a privacy impact assessment review by the Office of the Privacy Commissioner of Canada (OPCC) with signoff by OPCC.

The Privacy Management Plan Implementation requires that the Contractor must adhere to the following:

a) The Contractor must implement the privacy management plan (all processes, procedures, roles, responsibilities etc.), and any subsequent annual updates, within 60 Federal Government Working Days following service acceptance by Canada.

b) The Contractor must provide to Canada within 40 Federal Government Working Days of a request, evidence not older than 12 months (e.g. test results, evaluations, and audits) that the privacy management plan has been implemented correctly, operating as intended, and producing the desired outcomes in meeting Canada's privacy requirements.

c) If the Contractor determines that it will take more than 40 Federal Government Working Days to provide the requested evidence for the privacy management plan, the Contractor must notify Canada within 5 Federal Government Working Days (FGWD) of the original request for evidence, and request an extension, in writing with appropriate justification. Granting an extension is within Canada's sole discretion.

d) Within 40 Federal Government Working Days of the Contract being awarded, the Contractor agrees to provide one-page awareness training package instructing its employees and consultants regarding the use of the Personal Information provided by Canada about the Users.

e) The Contractor must assist Canada during the development of the privacy impact assessment and must implement recommendations from the privacy impact assessment based on a schedule approved by Canada at no cost to Canada.

f) If changes to WTD-Print Products services are anticipated that affect the use, collection, processing, transmission, storage or disposal of Personal Information, or at any time if requested by the Canada, the Contractor must provide Canada with sufficient detail on the changes to support an update to the privacy impact assessment, and obtain approval from the Contracting Authority for the anticipated change.

g) The Contractor must provide a privacy awareness communications kit to Contractor resources involved in the WTD-Printing Products services that provides an overview on the use of Personal Information related principals.

3.6.1.4 Service Design

The Contractor must provide a Service Design that conforms to the security requirements in Appendix G: Security Requirements where the column "MPS" is checked.

In the event of any conflict between requirements in the entire RFSO, the client DISO and/or the Appendix G: Security Requirements, the final requirement will be specified by Canada.

The Service Design must include individual subsections for:

a) Print Management Solution;

b) Service Desk;

c) Service Portal;

d) Service Operations;

e) Service Monitoring, Reporting and Documentation;

f) IT Service Management;

g) Billing and Invoicing;

h) Service Provisioning; and,

i) a Functional Requirements Traceability Matrix (FRTM) and Security Requirements Traceability Matrix (SRTM).

The FRTM and SRTM must include the following information for each requirement in the Contract (excluding Appendix G: Security Requirements) specified by Canada:

a) the FRTM and SRTM requirement identifier with correlation to the Contract requirement identifier;

b) a description of how the requirement is addressed in the Service Design in sufficient detail to allow Canada to confirm how the Contract requirement is satisfied; and

c) the cross reference to the Service Design and any Contract deliverable(s) where the details of its solution are described for the Contract.

The Service Design for the Service Portal must clearly show how it meets each of the requirements defined in the Service Portal subsection and elsewhere in the Contract, and include a detailed user interface design and description of all user interaction flows with page mock-ups or screen captures that illustrates the use of:

a) IT Service Management;

b) Service Monitoring and Reporting;

c) billing and invoicing; and

d) documentation management.

The Service Design for the Print Management Solution must clearly show how it meets each of the requirements defined in Section 3's DISO - MPS Software Catalogue, and include a description of all user interaction flows with page mock-ups or screen captures that illustrates its use.

The Service Design must clearly show how it meets each of the requirements defined in Service Operations, Service Provisioning, IT Service Management, Service Desk, and elsewhere in the Contract:

a) management and operational structure, organizations, roles and responsibilities of each function performing Work under this Contract, and key personnel (who may or may not be designated Key Resources) and subject matter experts;

b) operational and management escalation processes that include:

i) the identification of the designated Canada and Contractor personnel authorized to invoke the escalation procedure;

ii) the escalation contact names, titles, email addresses and phone numbers; and

iii) the escalation time frames based on the length of time an Incident remains unresolved and priority of the Incident.

c) detailed diagrams illustrating all processes; and

d) a clear description of each tool/system/application used by the Contractor and available to Canada.

3.6.1.5 Security Assessment and Authorization Gate 1

3.6.1.5.1 Security High-Level Service Design

The Contractor must provide a Security High-Level Service Design that must include:

a) a high-level component diagram that clearly shows the Managed Print Services architecture, the allocation of services and components to network security zones, and identifies key security-related data flows;

b) a description of the network zone perimeter defences;

c) a description of the use of virtualization technologies, where applicable;

d) descriptions of the allocation of all technical security requirements to high-level service design elements at all architectural layers;

e) descriptions of the allocation of all non-technical security requirements to high-level organizational or operational elements;

f) allocation of the security requirements at each of the architecture layers of the high-level service design;

g) definition of the architectural layers (e.g., communications layer, virtualization layer, platform/OS layer, data management layer, middleware layer, business application layer);

h) a description of the approach for remote management;

i) a description of the approach for access control;

j) a description of the approach for security management and audit;

k) a description of the approach for configuration management;

l) a description of the approach for patch management;

m) justification for key design decisions;

n) how the following security functions will be implemented:

i) access control;

ii) security management and audit;

iii) configuration management;

iv) patch management; and

v) remote management.

o) justification for key security design decisions as they relate to:

i) network security zoning;

ii) network and network zone perimeter defence; and

iii) use of virtualization technology.

3.6.1.5.2 Security High-Level Service Design Trace

The Contractor must provide a Security Requirements Traceability Matrix (SRTM) that must contain the following information for each security requirement in Appendix G: Security Requirements:

a) the security requirement identifier (SR) from Appendix G: Security Requirements;

b) an identifier that maps the security requirement to the corresponding statement in the SOW (e.g., heading or line identifier);

c) the security requirement statement from Appendix G: Security Requirements;

d) a description of how the security requirement is addressed in the Security High-Level Design in sufficient detail to allow Canada to confirm that the security safeguards satisfy the security requirements;

e) the title of the Contract deliverable(s) where the Contractor will provide the details of its security solution for the requirement (e.g., service continuity plan); and

f) tracing (a reference to an identifiable element) to the Security High-Level Service Design to allow Canada to confirm that the security safeguards satisfy the security requirements.

3.6.1.6 Security Assessment and Authorization Gate 2

3.6.1.6.1 Security Detailed Service Design

The Contractor must provide a Security Detailed Service Design that must include:

a) a detailed component diagram (this must be a refinement of the high-level component diagram);

b) descriptions of the allocation of technical security mechanisms to detailed service design elements;

c) descriptions of the allocation of non-technical security mechanisms to high-level organizational or operational elements; and

d) justification for key design decisions.

The Security Detailed Service Design must comply with the Service Design (see the Service Design subsection) and the Security High-Level Service Design (see the Security High-Level Service Design subsection).

3.6.1.6.2 Security Detailed Design Trace

The Contractor must provide a SRTM that must include for each security requirement in Appendix G: Security Requirements:

a) the security requirement identifier (SR) from Appendix G: Security Requirements;

b) an identifier that maps the security requirement to the corresponding statement in the SOW (e.g., heading or line identifier);

c) the security requirement statement from Appendix G: Security Requirements;

d) a description of how the security requirement is addressed in the Security Detailed Level Design in sufficient detail to allow Canada to confirm that the security safeguards satisfy the security requirements;

e) the title of the Contract deliverable(s) where the Contractor will provide the details of its security solution for the requirement (e.g., service continuity plan); and

f) tracing (a reference to an identifiable element) to the Security Detailed Level Service Design to allow Canada to confirm that the security safeguards satisfy the security requirements.

3.6.1.6.3 Request Fulfillment Plan

The Contractor must provide a Request Fulfillment Plan that includes as a minimum the handling of Service Requests, Change and Release Management.

Release Management handling will be considered as a Change Request within Change Management.

The Contractor's Change and Release Management must include the following requirements:

a) All Change Requests must be sent to the Contractor's designated Change Request e-mail account.

b) The Contractor must only implement Change Requests from authorized approvers specified by the SSC Client (Department – Agency). A Change Request submitted by the client from an authorized approver is considered approved by the client.

c) The Contractor must create at least one (1) Change Ticket for each Change Request submitted by client or the Contractor within 1 Federal Government Working Day (FGWD) of receiving the Change Request.

d) The Contractor must allow the client to submit Change Requests 7 days per week, 24 hours per day, 365 days per year (7X24X365):

   i) to an email address specified by the Contractor (with an auto reply to confirm receipt of the email); and

   ii) electronically (with predefined forms and fields approved by the client) using the Service Delivery Portal.

e) The Contractor must acknowledge a Change Request to the client within two (2) hours of the receipt of the Change Request from the client.

f) The Contractor must implement Change Requests, excluding Emergency Changes, during maintenance windows (if required) specified by the client.

g) The Contractor must categorize and assign Change Requests with a priority level in accordance with a scale specified by the client or at a minimum compliant with the SSC Incident Priority Matrix indicated in Appendix F. Change Request categorization and priority levels will be determined after DISO award.

h) The Contractor must revise the priority level in a Change Request Ticket when requested to do so by Client within one (1) hour of the request.

i) The Contractor must escalate Change Requests based on the Change Request categorization (e.g. type, priority, impact to the client or other client's) and the length of

time that the Change Request has remained open. Change Request escalation will be determined after contract award.

j) The Contractor must escalate Change Requests as requested by the client.

k) A Change Ticket must include at least the following information:

i) Contractor Change Ticket number;
ii) Change Request description;
iii) related Change Tickets;
iv) date and time stamp when Change Request initiated;
v) date and time stamp when Change Request closed;
vi) location of change;
vii) Change Request category;
viii) security category;
ix) reason for the change;
x) impact of the change;
xi) risks associated with the change;
xii) change type;
xiii) priority of change;
xiv) status of change (i.e. open, closed, in progress, suspended, cancelled etc.);
xv) client or SSC (if applicable) Change Ticket number;
xvi) affected Service Delivery Points;
xvii) Contractor contact (name, telephone number and email address);
xviii) name of the individuals performing the change;
xix) name of the escorts, if applicable;
xx) client or SSC identifier;
xxi) client or SSC contact information (name, telephone number and email address);
xxii) activity log including all actions taken by the Contractor and third parties for the change;
xxiii) related Service Order number, if applicable;
xxiv) scheduled date and time of change;
xxv) completion date and time of change;
xxvi) originator of the Change Request;
xxvii) expected outage time (if applicable);
xxviii) Change Request approver's name; and
xxix) back-out procedures and contingency plans.

The Contractor must add, delete and modify Change Ticket information fields as requested by client.

The values of the following Change Ticket information fields must be approved by client:

a) Change Request category;

b) security category;

c) change type;

d) impact of change;

e) risks associated with the change;

f) priority of change; and

g) status of change.

The Contractor must minimize the use of incomplete words, sentences and grammar and acronyms in Change Tickets.

The Contractor must automatically update the status of a Change Ticket within 1 hour of a change in status of the Change Ticket as evidenced by the Change Ticket timestamp.

The Contractor must automatically provide Change Ticket information by email to a pre-defined distribution list for the client, the client will specify:

a) the Information require from the Change Ticket;

b) the frequency of email updates;

c) the distribution lists; and

d) criteria for selecting Change Requests (e.g. priority, content of Change Ticket, Emergency Change Requests).

The Contractor must continue to automatically send email upon updates of Change Requests until the Change Request is closed or the client cancels the automatic update reporting for the change

The Contractor must back-out changes, when requested by the client, using the back-out procedures specified in the Change Ticket that includes:

a) the tasks and activities to return the MPS solution component back to its pre-change state;

b) the expected operational results after the back-out has been executed;

c) the criteria to verify that the back-out was successful; and

d) reporting the back-out results in the activity log of the Change Ticket.

The Contractor must provide a Change Request implementation notice to the client, no later than 48 hours in advance of the implementation of the Change Request.

The Contractor must provide a Change Request cancellation notice to the client via email, within 24 hours of cancellation of the Change Request by the Contractor.

The Contractor must close the Change Ticket(s) for a Change Request after the Change Request has been accepted by SSC.

The Contractor must provide a Change Request completion notice to the client within Federal Government Working Days of the completion of any Change Request.

The Contractor must update all relevant documentation and data repositories within 10 Federal Government Working Days of the completion of any Change Request.

The Contractor must create an Emergency Change Request, within a time period specified by the client, for each mitigation measure requested by the client to contain a Security Incident.

3.6.1.6.4 Configuration Management Plan

The Contractor must provide a Configuration Management Plan that must include the requirements referenced in Appendix G: Security Requirements.

3.6.1.6.5 Security Incident Response

The Contractor must demonstrate Security Incident Response capabilities that are acceptable to Canada.

Refer to Appendix G: Security Requirements.

3.6.1.6.6 Contingency Plan

The Contractor must demonstrate evidence of a Contingency Plan that must include the requirements for management of contingency and continuity referenced in Appendix G: Security Requirements.

3.6.1.6.7 Operational Security Procedures

The Contractor must provide Operational Security Procedures that must include:

a) for each Operator role:
    i) schedule of security-relevant actions to be performed in order to maintain the security posture of the Managed Print Services;
    ii) how to use available operational interfaces; and
    iii) each scheduled action and how the Operator is expected to perform it.
b) operational roles and responsibilities for:
    i) interaction requirements with Canada representatives;
    ii) reporting schedule and procedures;
    iii) access control;
    iv) audit and accountability;
    v) identification and authentication;
    vi) system and communications protection;
    vii) security awareness and training;
    viii) configuration management;
    ix) service continuity and contingency planning;
    x) risk assessment;
    xi) Incident response;
    xii) maintenance;

xiii) media protection;

xiv) physical and environment protection;

xv) personnel security; and

xvi) system and information integrity.

3.6.1.6.8 Security Installation Procedures

The Contractor must provide Security Installation Procedures that must include:

a) steps necessary for the secure installation and configuration of Managed Print Services and for the secure preparation of the operational environment;

b) installation and configuration of all technical security solutions;

c) security configuration of hardware products; and

d) security configuration of software products (Commercial Off The Shelf and open source).

3.6.1.7 Security Assessment and Authorization Gate 3: Implementation

3.6.1.7.1 Integration Security Test Plan

The Contractor must provide an Integration Security Test Plan that must include:

a) the security functions to be tested;

b) Canada witnessing the testing arrangements; and

c) for each security function or sets of security functions, the items to be tested including:

i) a description of the test case, procedure, or scenario;

ii) environmental requirements;

iii) ordering dependencies; and

iv) expected results (i.e., pass/fail criteria).

The Contractor must provide Canada with an updated SRTM that contains, for each security requirement to be tested by the Integration Security Test Plan, the tracing (a reference to an identifiable element) to integration security testing test cases.

3.6.1.7.2 Vulnerability Assessment Plan

The Contractor must provide a Vulnerability Assessment Plan that must include:

a) a description of the scope of the vulnerability assessment;

b) Canada witnessing arrangements;

c) a description of the vulnerability assessment process; and

d) a description of the vulnerability assessment tools that will be used, including any software versions.

3.6.1.7.3 Security Installation Verification Plan

The Contractor must provide a Security Installation Verification Plan that must include:

a) the security verification approach;

b) Canada witnessing arrangements;

c) an outline of the security verification items; and

d) for each security verification item:
    i) a description of the verification scenario;
    ii) ordering dependencies; and
    iii) expected results (i.e., pass/fail criteria).

The Contractor must provide Canada with an updated SRTM that contains, for each security requirement to be tested by the Security Installation Verification Plan, the tracing (a reference to an identifiable element) to security installation verification test cases.

3.6.1.7.4 Integration Security Test Report

The Contractor must conduct integration security testing in accordance with the Integration Security Test Plan.

The Integration Security Test Report must include, for each of the test items in the Integration Security Test Plan:

a) the expected results (i.e., pass/fail criteria);
b) the actual results; and
c) a description of deviations and how each was resolved.

3.6.1.7.5 Vulnerability Assessment Report

The Contractor must conduct a vulnerability assessment in accordance with the approved Vulnerability Assessment Plan.

The Contractor must implement patches and corrective measures as part of vulnerability assessment activity. Where this is not feasible (e.g., time to test patch or determine and test corrective measures would seriously delay the project), the Contractor must create Service Request Tickets for any required patch or corrective measure that cannot be implemented as part of the vulnerability assessment activity.

The Vulnerability Assessment Report must include:

a) a listing of the vulnerability assessment tests that were conducted;
b) for each vulnerability assessment test:
    i) whether a known vulnerability was detected;
    ii) a description of the vulnerability; and
    iii) a description of the patch or corrective measure that was implemented to resolve the vulnerability.
c) for any unresolved vulnerability:
    i) an assessment of the significance of the vulnerability in the context of the Managed Print Services; and
    ii) the problem ticket number for the outstanding patch or corrective measure; or
    iii) the rationale for not implementing a patch or a corrective measure.

3.6.1.7.6 Security Installation Verification Report

The Contractor must conduct security installation verification in accordance with the approved Security Installation Verification Plan.

The Contractor must correct installation and configuration errors and omissions that are detected as a result of the security installation verification.

The Security Installation Verification Report must include for each of the test items in the security installation verification plan:

a) the expected results (i.e., pass/fail criteria);

b) the actual results;

c) a corrective measures plan inclusive of a description of deviations, resolutions completed and planned resolutions; and,

d) a Corrective Measures Report finalizing the outcomes of the Corrective Measures Plan.

3.6.1.8 Service Continuity

The Contractor must demonstrate evidence of Service Continuity that must include the requirements for management of continuity and contingency.

Refer to Appendix G: Security Requirements.

3.6.1.9 Acceptance Test Plan

The Acceptance Test Plan (ATP) for the implementation of the Managed Print Services must include test cases for the verification and validation:

a) of SOW requirements selected by Canada; and

b) of Service Level Targets selected by Canada.

The ATP must include the following information for each test case:

a) description and objectives of what is to be tested;

b) testing procedures;

c) acceptance criteria and expected results (i.e., pass/fail criteria); and

d) data metrics to be collected and reported.

The Contractor must modify the ATP for any and all Service Delivery Point(s) as requested by Canada.

3.6.1.10 Migration Plan for Migration Stage

The Contractor must provide a Migration Plan (a repeatable approach for each Service Project) for the Migration Stage that includes:

a) management and coordination of Contractor and subcontractor service implementation activities, including installation of Hardware and on-site surveys;

b) communication of service implementation progress;

c) acceptance testing including service monitoring, reporting, and verification of service performance; and

d) coordination of site readiness and service implementation.

3.6.2 DISO MPS Migration Stage

The Contractor must conduct the Migration Stage in compliance with the Migration Project Plan for the Migration Stage.

The Contractor must conduct the Migration Stage in compliance with the deliverables listed for the Migration Stage.

The Contractor must conduct the Migration Stage activities in compliance with the Change, Release, Configuration and Incident Management requirements outlined.

3.6.2.1 MPS Implementation

The Contractor must perform each MPS implementation as a distinct independent project.

The Contractor must assign a dedicated Project Manager (PM) to manage the MPS Implementation at no cost to Canada. The qualifications of the PM may be reviewed and approved by Canada.

3.6.2.2 Project Manager

The PM's primary task is to ensure that all planning and implementation tasks required for delivering the MPS Solution are achieved successfully as per the Project Plan, respecting the required dates.

The PM will be the main interface point with Canada and must be available to attend meetings in person at a specific Canada location, as agreed by the Identified User, on an ongoing basis during the implementation process. Requirements for office facilities for the Project Manager at Canada location, where necessary, will be agreed to with Canada following the Approval of the Project Plan.

3.6.2.3 Project Plan

The Contractor must perform each MPS implementation as a project under a Project Plan. This plan must be formed under the framework supported by the requirements of approved Service Delivery Point Assessment, Analysis and Design Plan in sub-section 3.4.

The Contractor must provide an MPS Implementation Plan to Canada which must address the following topics according to the PMBOK® Guide — Fourth Edition or any other project management method approved by Canada, and must include:

a) an executive summary description of Managed Print Services;

b) an organizational plan that includes the Contractor's management structure, organizations, and roles and responsibilities of key personnel and subject matter experts;

c) a description of a recommended Contractor-Canada governance model and steering committees;

d) a resource plan that includes a methodology for determining the resource levels required to complete the Work under the Contract, and for assessing the skills and competencies of the resources to perform each required function;

e) a quality assurance plan that includes the Contractor's proposed approach to formulating and enforcing Work and quality standards, and reviewing Work in progress;

f) a communication plan that includes the Contractor's proposed approach for communicating individual task requirements, resolving issues (technical, service and personnel) and risks between the Contractor and Canada, and managing communications between the Contractor and Canada;

g) a risk management plan that includes the Contractor's proposed approach for identifying and tracking risks, isolating the event triggers for risks, assessing probability and impact, as well as identifying a mitigation plan; and

h) an issue management plan that includes the Contractor's proposed approach for identifying and managing Contract issues, isolating the issues, assessing the impacts, and identifying responsible parties and processes for determining a resolution.

3.6.2.4 Change Awareness and Communications

The Contractor must provide draft change awareness plan and communications strategy that is tailored to the client, to ensure a smooth transition to the new MPS and to educate and assist end users and support staff with the adoption of new technology and tools.

All communications kits must be available on-line as web-based information and have downloadable PDF based document versions. Canada may at its own discretion may request printed volumes at no additional charge.

The Contractor must provide within the timelines specified in the agreed upon project plan, for approval by the client, that includes the following communication material:

a) high level awareness communications kit;

b) Client readiness assessment kit;

c) communications kit for Users with the following training modules:

   i) Device Training Module; and

   ii) Service Delivery Portal Training Module.

d) communications kit for Client level 1 Service Desk with the following training modules:

   i) Device troubleshooting guide; and

   ii) Service Delivery Portal Training Module.

e) communications kit for Client Administrators /Power Users with the following training modules:

   i) Service Delivery Portal Training Module; and

   ii) Relevant instructions to access Administrative.

The Contractor must provide the following information for each communication kit:

a) target audience;

b) instructions on how to use the training module(s);

c) purpose and objective; and

d) schedule and expected duration (if applicable).

The change awareness plan must address the following items:

a) schedule of activities before, during and after transition activities;
b) expected outcomes;
c) identifying when, for how long, and the type of SSC resources that are required; and
d) change awareness reporting.

The Contractor must ensure the change awareness plan integrates with the Migration Stage Plan developed phase 1 plan and wave schedules.

The Contractor must commence the execution of the activities as identified in the change awareness plan, within the timelines specified in the agreed upon project plan.

The high level awareness communications kit must include communications and promotional content to aid with:

a) communicating program benefits of the new MPS;
b) communicating how the Client readiness activities will be accomplished;
c) communicating how Users can support the Client transition effort, and
d) post-transition assessment to aid in future transition activities.

The Client readiness assessment kit must include readiness checklists for:

a) gathering of data elements;
b) client support preparation; and
c) application integration preparation.

The communications kit for Users must include:

a) scheduled communications based on the Users' migration date;
b) instructions on locating training resources;
c) details on expected Users outcomes;
d) detailed instructions on each transition approach including:
    i) how the Users can prepare for the transition to MPS;
    ii) new tools, features and resources that will be available;
    iii) how to operate the new equipment; and
    iv) frequently asked questions;
e) instructions on providing feedback during the transition; and
f) contact information.

The communications kit for Client Level 1 service desk must include:

a) schedule of transition activities;
b) description of access rights and roles and responsibilities of Client level 1 service desk agents during the Client transition;
c) instructions on locating of support material;
d) escalation procedures; and
e) contact information;

The communications kit for Client Administrators/Power Users must include:

a) schedule of transition activities;
b) description of access rights and roles and responsibilities of Clients Administrators / Power Users during the Partner migration;
c) instructions on locating of support material; and
d) contact information.

The Contractor must provide change awareness reporting that collects and reports against each Client's overall transition status including statistics for:

a) Number users and locations successfully migrated (total, percentage);
b) Number of Service desk tickets related to the Client transition activities; and
c) percentage of completed post-transition feedback forms.

3.7 DISO - MPS Operations – Steady State

The Contractor must provide a Print Management Solution that complies with all the requirements in Section 3: DISO - MPS Software Catalogue and with all requirements specified in the Call-up.

Unless specified otherwise in the Call-up, the Contractor must install and manage the Print Management Solution on the Identified User infrastructure.

The Contractor must support Canada's Security Assessment and Authorization gating process as described in Section 3: Security Assessment and Authorization Gate 1; Security Assessment and Authorization Gate 2; and, Security Assessment and Authorization Gate 3: Implementation.

The Contractor, in addition to the Section 2: Common Requirements must also provide DISO MPS requirements.

3.7.1 DISO MPS Operations Centre

The Contractor must deliver the MPS operations from a centralized Operations Centre or series of Operations Centre's in compliance with all requirements in this SOW and specific requirements in the Client DISO MPS SOW.

3.7.2 Information Technology Service Management (ITSM)

The Contractor must deliver the MPS operations utilizing the ITSM policies, processes and procedures designed in the Service Migration Readiness planning to meet ITSM requirements. Change, Release, Configuration and Incident Management must be active throughout the period of Operations for the Client.

When requested in a call-up (inclusive of a task authorization) by Canada, the Contractor must proceed with required integration of its ticketing tool and process to ensure bidirectional flow of information related to Incident Tickets between the Contractor and Canada.

To facilitate communications, collaboration, reporting and decision-making during Operations the Contractor must schedule and hold periodic operational status meetings. The schedule must be designed in consultation with the client for frequency, time, duration and location.

The Contractor must draft and distribute minutes of the meeting for review and approval by the client. The minutes must be distributed on or before the 3rd FGWD of the meeting date.

3.7.3 DISO - Service Desk

3.7.3.1 Toll-Free Phone Support

In addition to offering Toll-Free Support during the Principal Period of Maintenance as described in Section 2: Common Requirements, the Contractor must, outside the Principal Period of Maintenance, redirect calls to a voice mail service.

The Contractor must ensure that an agent returns to Canada, within the first hour of the Principal Period of Maintenance on the next FGWD, a call regarding the recorded voice mail.

3.7.3.2 Two-way Chat

The Contractor Website must provide a two-way chat function for Canada authorized representatives to access the DISO support services.

The Contractor must provide live agents to respond to End Users via the chat function during the Principal Period of Maintenance.

Outside the Principal Period of Maintenance, the Contractor chat function must inform the End User that no agent is available and advertise when an agent will be available.

3.7.3.3 Email Support

The Contractor must provide a single email address for Canada authorized representatives to access the support services.

The Contractor must accept End User's emails and provide an auto-response to acknowledge received emails 24 hours per day, 7 days per week, and 365 days per year.

The Contractor must provide live agents to respond to End User's emails, using the official languages of Canada (French and English) as requested by the End User, during the Principal Period of Maintenance.

The Contractor must ensure that an agent respond to Canada within the first hour of the next FGWD of the Principal Period of Maintenance regarding emails received outside the Principal Period of Maintenance.

3.7.4 Service Delivery Portal

The Contractor must provide a web-based Service Portal that is intended for end users of the client DISO Managed Print Services.

The Service Delivery Portal is required to be launched and fully operational within 25 FGWD's of the Service Delivery Design approval.

The Service Portal must be compliant with all requirements in Section 2: Internet Based Support and with all requirements in this sub-section and specific requirements in each client DISO MPS SOW.

The Service Portal must upload Client's Government Furnished Equipment data that meets the following:

a) Devices previously deployed by the Contractor.

b) Devices enabled with Contractors Monthly Overlay.

The Contractor Service Portal must meet the following Section 2: Service Levels and Targets:

a) SLT-CR-01 – Service Portal Availability;

b) SLT-CR-02 – Help Desk Response Time.

The Service Portal must comply with the standards on Web accessibility as specified in: Treasury Board Secretariat's Standard on Web Accessibility, refer to: http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=23601&section=text.

The Service Portal must allow users to perform the following activities:

a) Reporting events and Incidents and obtaining details on event and Incident Tickets;

b) Submitting Service Requests and obtaining details on status of Service Requests;

c) Accessing Standard Reports (refer to section3.8 inclusive); and,

d) Service information such as training videos, device manuals, communications kits etc.

The Service Portal must be efficient and easy to use (as determined by Canada) in the areas of presentation, organization, navigation, and report generation and search tools.

The Service Portal must include the following features and functionalities:

a) enough Service Portal Accounts for the user population of the Identified User;

b) an English and a French interface that allows a User to select the English or the French interface upon logon to the Service Portal;

c) orientation and introduction pages with Contractor contact information as specified by Canada;

d) online context-sensitive help function;

e) landing pages that enable Canada to access information and navigate efficiently. For example, it must include a landing page that includes separate sections for Events, Incident, and Service Request Tickets that are in an active state. The landing page must summarize the active tickets by categories as specified by Canada. The categories must allow Canada to drill down to individual tickets by use of hyperlinks. Selection of a specific category must result in a list of any tickets currently in progress. Canada must then be able to hyperlink to the individual tickets. The ticket listings must provide

enough information for Users to be able to determine effectively which ticket they are searching for or wish to access. Another example where the requirements would be similar is the landing page associated with Service Provisioning.

f) if the Contractor's system is capable, allow on-line self-registration of Users that includes*:
   i) entering User profile information including challenge/response questions;
   ii) see a checklist that presents the rules the password must comply with, and check these rules positively as they are satisfied as the User chooses or changes their password;
   iii) on-line registration request review and approval by Users designated by Canada;
   iv) selection of access profile; and
   v) automated email registering User with the Service Portal Account username and password following approval of the registration.

g) role-based access controls that define the rights (i.e., read/view, write/modify, delete, download) that a User has when accessing Service Portal pages;

h) attribute-based access controls that restricts users to the data of the Identified User they belong to;

i) an Access Profile for User accounts so that the User inherits the role-based access controls defined for the Access Profile;

j) a "least privilege policy" for all Service Portal accounts as follows:
   i) the access control mechanisms must be configured to implement least privilege, allowing only authorized accesses for Users (and processes acting on their behalf) that are necessary to accomplish assigned tasks;
   ii) non-privileged Service Portal Accounts must be created for read-only access;
   iii) authorization to privileged Service Portal Accounts must be restricted to designated Service Portal Administrators; and
   iv) allow the delegation of Service Portal Administrators and sub-delegation by existing Service Portal Administrators.

k) allow registered Users to perform the following functions:
   i) reset their password; and
   ii) view last logon date and time to the Service Portal Account.

l) assisted data entry for Users where:
   i) input fields with pre-defined values are populated using lists, drop-down lists, checkboxes and radio buttons in plain language;
   ii) input fields with embedded meaning (i.e., multiple data elements concatenated within the same input field) are populated using a combination of lists, drop-down lists, checkboxes and radio buttons in plain language for predefined values and textboxes for User provided values; and

iii) input fields are verified for format and validity, including cross-field validation, with detailed error messages in plain language that indicate to the User what is incorrect and what rule(s) failed.

m) management of Service Portal Accounts that allows Users designated by Canada's administrators to:

i) create, modify, delete, re-activate/de-activate Service Portal Accounts;

ii) create, modify, delete access profiles;

iii) authorize self-registration requests for Users;

iv) query, sort and view User profiles based on any field in a User profile; and

v) download query results with a file naming convention specified by Canada and COTS file format.

n) access to documents that includes:

i) downloading documents with a file naming convention and COTS file format specified by Canada;

ii) searching and sorting documents based on any date range, status (e.g., new, authorized, in progress, completed), and type;

iii) opening documents in the application in which they were created such as Microsoft Word;

iv) posting documents and records in such a way that they cannot be altered; and

v) printing documents in a consistent and readable format.

* If the Contractor's Service Portal system is incapable of all or part of on-line self-registration then the Contractor must provide the applicable registration features and functionality in a manual process.

o) access to standard reports that include:

i) specifying selection criteria for the available report fields;

ii) sorting of report (tabular) results by any field or multiple fields; and,

iii) download reports with a file naming convention and CTS file format specified by Canada, including at minimum PDF, HTML and CSV.

The content accessible through the Service Portal must be fully indexed and searchable by Canada. Search entry fields must accept partial entries that can speed up the search function by generating a list of resulting records that contain the data entered in the search field. Searches that result in lists of records must include hyperlinks that enable drill-down to each specific record.

The Contractor must allow Canada to transfer Service Portal Data specified by Canada using a file-naming convention and a COTS file format specified by Canada.

The Contractor must summarize Service Portal Data as approved by Canada.

The Contractor must use controlled change management process for Service Portal changes and releases, and for any change to systems and services accessed by the Service Portal.

The Contractor must obtain the written consent of Canada prior to deletion of any Service Portal Data from the Service Portal.

(432) The Contractor must implement back-up and recovery for Service Portal Data that insures non-recoverable data loss does not exceed 30 calendar days from the initial time frame of the data loss.

3.7.5 Service Levels and Targets

The Contractor for each client's DISO Managed Print Services must meet the following service levels found in Section 2 Common Requirements - Service Levels and Targets and Section 3: Client DISO MPS – Service Levels and Targets:

a) SLT-CR-01 – Service Portal Availability;
b) SLT-CR-02 – Help Desk Response Time;
c) SLT-CR-03 – Invoice Accuracy;
d) SLT-CR-04 – Maximum Time to Restore Service;
e) SLT-CR-05 – Faulty Device Replacement;
f) SLT-CR-06 - Consumables Delivery;
g) SLT-CR-07 – Hot Swap Service; and,
h) SLT-CR-08 – On Time Delivery.

In addition to Section 2: Common Requirements - Service Levels and Targets, the Contractor must also provide the following service levels and targets for each Client DISO MPS:

a) SLT-DM-01 – Fleet Availability
b) SLT-DM-02 – Maximum Time to Restore Service – Enhanced (if applicable)
c) SLT-DM-03 – Proactive Consumable Delivery Rate
d) SLT-DM-04 – Cost Control (VPI KPI)

3.7.5.1 DISO MPS - Enhanced Plan

The Enhanced Service Level Plan is only for Hardware under a DISO Managed Print Service.

If Canada specifies, within a Client DISO MPS SOW and the Client specifies the order of such in a Call-up for the Enhanced Service Level Plan then the Contractor must meet the Service Level Targets for the Enhanced Service Level Plan as specified.

Canada will specifically identify to the Contractor the users that are entitled to the Enhanced Service Level Plan.

3.7.6 DISO MPS - Service Level Structure

3.7.6.1 Enhanced Service Level Plan

The Contractor must meet the Service Level Targets for the Enhanced Service Level Plan as specified.

The Enhanced Service Level Plan applies to all Hardware indicated within a Client DISO MPS Call-Up. .

3.7.6.2 Service Level Targets by Zone

The Contractor must meet the Service Level Targets for the Geographical Zones.

The Contractor must refer to sub-section Common Requirements - Common Requirements - Geographical Coverage for the method to identify the proper Geographical Zone.

Where Canada requested IMACR services to move a Hardware device, the identification of the Geographical Zone will be based on the delivery address of the latest IMACR request.

3.7.7 DISO - Service Level Targets, Definitions and Calculations

The Contractor must calculate the Service Level Targets as specified in this sub-section.

3.7.7.1 SLT-DM-01 DISO MPS Fleet Availability

Name	SLT-DM-01 - Fleet Availability
Definition	Percentage of time the Hardware devices of a Service Delivery Point (SDP) had no Outage in a 3-month rolling average.
Method	1. The evaluation period is based on the FGWD's Principal Period of Maintenance. 2. Where the Service Delivery Point operates hours over the Principal Period of Maintenance the Fleet Availability requirement will be addressed in the specific Client DISO MPS SOW. 3. The SLT must be calculated as follows: a. For SDP's with: i. Normal Principal Period of Maintenance - Number of available hours = FGWD's in each of the three months multiplied by the daily Principal Period of Maintenance (8 hrs) multiplied by the pro-rated number of devices. ii. Extended Principal Period of Maintenance – Number of available hours = FGWD's in each of the three months multiplied by the total extended Principal Period of Maintenance (e.g. 8 + 4 = 12) hours. ((actual cumulative availability of all devices in minutes over the evaluation period) / (contracted cumulative availability of all devices in minutes over the evaluation period)) * 100
Collection Frequency	Manual or Systems: Break-fix event logging; outage and resolution event logging; or from MPS Overlay system reporting.
Reporting Frequency	Monthly

3.7.7.2 SLT-DM-02 Maximum Time to Restore Service – Enhanced

Name	SLT-DM-02 Maximum Time to Restore Service - Enhanced
Definition	Maximum time to restore the service for a Hardware device outage event.
Method	1. The evaluation period is based on the FGWD's Principal Period of Maintenance it does not include the period of time (over-night, weekend or statutory holiday) from the end of the current FGWD Principal Period of Maintenance to the start of the next FGWD Principal Period of Maintenance in the location where the outage event has occurred. 2. The SLT must be calculated as follows: (total number of reported events (incidents) where service is restored within the contracted time for restoration to a normal state) / (total number of service events (incidents) requiring restoration to a normal state) x 100 3. The outage time used in the calculation of SLT begins from the time (start time) that the event for the Hardware device is detected by the Contractor, or is reported to the Contractor by Canada, whichever occurs first. The outage time used in the calculation ends when the Hardware device is fully restored, as and when confirmed by Canada. 4. If the Hardware device experiences an outage within 3 FGWDs of a previous outage with the same root cause then the initial ticket must be re-opened and the outage time continues to accumulate against the start time of the initial outage event.
Collection Frequency	Manual or Systems: Break-fix event logging; outage and resolution event logging; or from MPS Overlay system reporting.
Reporting Frequency	Monthly

3.7.7.3 SLT-DM-03 Proactive Consumable Delivery Rate

Name	SLT-DM-03 Proactive Consumable Delivery Rate
Definition	Percentage of Consumables deliveries that are done automatically without a user request.
Method	1. The SLT must be calculated as follows: a. # of Consumables deliveries resulting from automated system generated requests) / (Total number of Consumables deliveries made) * 100 2. Consumable requests raised manually during system failures that are not under the control by the Contractor are not included in this calculation.
Collection Frequency	Contractor shipped date and shipping method reporting.
Reporting Frequency	Monthly

3.7.7.4 SLT-DM-04 Cost Control

Name	SLT-DM-04 Cost Control
Definition	Measure of actual total FMR contract costs as invoiced for the evaluation period, benchmarked against the total budgeted FMR contract costs for the evaluation period.
Method	(invoiced total FMR cost for the evaluation period) / (contractually (including exceptions) budgeted FMR cost for the evaluation period) x 100
Collection Frequency	Periodic (monthly)
Reporting Frequency	Monthly

3.7.7.5 DISO MPS - Service Level Target Values

ID	Service Level Target	DISO MPS Requirements	Service Level Plan	Zone A	Zone B	Zone C	Zone D
SLT-DM-01	Fleet Availability (%)	DISO MPS Only	Standard	99%	98%	95%	90%
SLT-DM-02	Maximum Time to restore service to normal state (in hours)	DISO MPS (via specific service call-up)	Enhanced	4 hrs	N/A		
SLT-DM-03	Proactive Consumable Delivery Rate	DISO MPS	Standard	95% All Zones.			
SLT-DM-04	Cost Control	DISO MPS	Standard	100% All Zones.			

3.8 Client DISO MPS – Liquidated Damages

WTD – Printing Products liquidated damages for Client DISO MPS – Service Levels and Targets are addressed within the WTD Printing Products RFSO for Service Implementation and In-Service performance failures.

CSPS DISO MPS – Service Levels and Targets liquidated damages service credits and discounts will address but are not limited to:

a. Service Portal and Service Desk Availability and Systems Failures;
b. Implementation, Delivery, Partial Delivery, Maintenance Services and Reporting Failures;
c. Service Management Failures; and
d. Security Requirement Failures.

3.8.1 Service Monitoring Reporting and Documentation

The Contractor must provide the standard reports specified in this section on the Service Portal.

The reports unless otherwise indicated must be available at a minimum on a monthly basis.

The reports must be downloadable in several formats including PDF, HTML and CSV.

The Contractor must obtain Canada's approval before implementation on the Service Portal.

The Contractor must provide Canada with access to the data sources for reports on the Service Portal.

SSC and specific client reporting requirements will be finalized in the SDP Design Plan and implemented during the Service Migration Readiness stage.

SSC and client reporting and documentation requirements will be reviewed on a periodic basis for additions, deletions and modifications.

3.8.1.1 Asset Register Report

The Asset Register Report must provide current line by line detail for all Managed Hardware Devices actively registered for the Identified User.

The report must include, but not be limited to, current detail for each Hardware device including additional features such as Staple, fax, pull print etc., by serial number, including location, customer asset tag, model type, IP address, hostname, lifetime page counts, cost center, accepted status, install date, term start and end dates.

The report must provide at minimum filtering criteria by location, cost center, start and end date.

3.8.1.2 Device Changes (IMACR) Report

The Device Changes (IMACR) Report provides detail of all occurrences that caused a change to the Identified User fleet including Installs, Moves, Adds, Changes, Removals, and Swaps of Hardware Devices, over a selected date range.

The report must include, but not be limited to, information about changes to a device's network identifiers, features, asset tag, location, and more, and is sortable by even type and/or date.

Notwithstanding the client requirement to report client IMACR's the Contractor must report in a within 2 FGWD's any device that fails to report its presence on the network within MPS.

The user can select to filter by IMACR event type, and/or date range.

3.8.1.3 Missing Meter Reads Report

The Missing Meter Reads Report shows devices that have not reported a page count meter read since 'X' number of days.

The user can select to filter by meter type (automated, manual, or all) and by the number of days a device has not reported.

3.8.1.4 Consumables Orders Report

The Consumables Orders Report provides detail of all Consumables supplies orders recorded for a selected date range, whether manually placed or automated.

The report must include, but not be limited to, order creation, shipment, and delivery dates, status, device model, part number, description, tracking number, location, quantity and order type.

The user can select to filter by date range.

3.8.1.5 Hardware Orders Report

The Hardware Orders Report provides detail of all Hardware orders recorded.

The report must include, but not be limited to, order creation, shipment, and delivery dates, status, hardware model number and detail, part number, description, tracking number, location, quantity and type.

The user can select to filter by date range.

3.8.1.6 Pages Billed Report

The Pages Billed Report provides line-by-line detail of pages billed, by device serial number.

The report must include, but not be limited to reporting impression billing units for:

i) Color output
ii) Monochrome output
iii) Letter output
iv) Legal output
v) Tabloid (11x17) output
vi) Simplex output
vii) Duplex output
viii) Mixed Duplex output (1-impression monochrome and 1 impression colour) if applicable.

The user can select to filter by date range.

3.8.1.7 Scanning Report

The Scanning Report provides pages scanned, sent to file, sent to HDD, sent to e-mail, by device serial number.

The report must include, but not be limited to, scans sent to file (HDD), sent to application, sent to e-mail.

The user can select to filter by date range.

3.8.1.8 Hardware Installation Requests Report

The Hardware Installation Requests Report provides details for all hardware installation requests and the details associated with the installs.

The report must include, but not be limited to, order creation, shipment, and delivery date, location, contact, quantity, type, model, additional features and or professional services order numbers, purchase order number, shipping method, product description and customer reference number.

The user can select to filter by date range.

3.8.1.9 Service Detail Report

The Service Detail Report provides line by line detail for break/fix service requests and actions, by asset.

The report must include, but not be limited to, request creation and completion date, status, parts shipped, device type and details, location, service.

The user can select to filter by date range.

3.8.1.10 MCS Professional Services Report

The MCS Professional Services Report provides line by line detail for MCS service requests and initiatives.

The report must include, but not be limited to, request creation and completion date, status, statement of work, location, solution.

The user can select to filter by date range.

3.8.1.11 Monthly Performance Report

The Monthly Performance Report must present a summary of the Contractor's performance in delivering the services and meeting Service Level Targets (SLTs). It also includes a summary of Service Desk Response, Service Requests, and Service Events.

The Monthly Performance Report must only present and report on the requirements listed. Security Events and their details should not be reported in the Monthly Performance Report, nor should it be reported on the Service Portal. Security Event and Incident Reporting is addresses in Appendix G: Security Requirements.

The Monthly Performance Report must include:

a) an Executive Overview describing the total number of events in the form of Service Requests, Service Events and the total number of SLT exceptions for the monthly period;

b) list of all Service Events for the monthly period organized by type, priority, and SLT, identifying Event Ticket numbers and escalation levels invoked;

c) list of issues by devices sorted by most frequently observed problems;

d) list of devices sorted by highest accumulated down time;

e) list of SLT exceptions for the monthly period identifying the SLT for each exception and the amount by which the SLT was missed (applies to all types of SLT exceptions whether or not there is an associated Event Ticket);

f) SLT report card for the past 12 months summarizing the number of Service Events by type and SLT, and identifying the number of Service Event resolutions that met and failed to meet SLTs;

g) description of the recommendations, corrective actions and timeframes to implement any required changes to resolve chronic Problems or service degradation and/or prevent future SLT exceptions;

h) description of Service Events and issues related to the Contractor's services such as the Service Portal and its associated systems, tools and applications (e.g., CMDB, reporting, etc.), including the corrective actions and timeframes to resolve them;

i) Service Desk Response for the past 12 months, organized by month, including:

   i) total calls to the Service Desk; and

   ii) calls answered/abandoned/not-answered within the SLT.

j) Service Requests completed for the period including identification of date executed, planned and actual outage times.

3.8.1.12 Utilization Reports

This user-definable ad-hoc report must provide Canada with access to device utilization records including, but not limited to, Hardware device, user and Hardware device functions.

The report generator must provide:

a) ability to search, sort and view device utilization records based on any field and date range; and

b) ability to download search results using a file naming convention specified by Canada and in a COTS file format.

3.8.1.13 Billing Reports

This user-definable ad-hoc report must provide Canada with access to Billing Detail Files.

The report generator must provide:

a) ability to search, sort and view Billing Records based on any field and date range;

b) ability to view adjustments to Billing Records at the Service Catalogue Item level; and

c) ability to download search results using a file naming convention specified by Canada and in a COTS file format.

3.8.1.14 Invoicing Reports

This user-definable ad-hoc report must provide Canada with access to Invoice Files.

The report generator must provide Canada's authorized Users access to invoices and allow the Users to:

a) search, sort, and view invoices based on any field (and multiple fields) and date range;

b) reconcile an invoice to a Service Order;

c) view adjustments to invoices; and

d) download search results using a file naming convention specified by Canada and COTS file format.

3.8.1.15 Ad-Hoc Reports

The Contractor must provide ad-hoc reports as requested by the Client within 10 FGWD of the request for the ad-hoc report.

3.8.2 Data Collection

The Contractor must automatically gather print related data, for the measurement and management of the Hardware devices in the Identified User print environment.

Where a Hardware device print related data cannot be automatically gathered or a Hardware device cannot be physically accessed for reasons beyond the control of the Contractor, assistance from Canada will be provided to collect Hardware device information. The frequency of manual data collection by Canada must be at maximum monthly.

Hardware device subject to data collection by Canada must be identified by the Contractor during the Service Delivery Point Design.

3.8.3 Consumables Management

The Contractor must provide a proactive Consumables Management service to prevent Hardware device outages due to consumable exhaustion.

The Contractor Consumables Management service must meet the following service levels:

a) SLT-DM-03 Proactive Consumables Delivery

The Contractor must proactively and automatically deliver consumables to Service Delivery Points so they do not run out of stock.

The characteristics of the service must include, but not be limited to:

a) identification of the delivery / storage location(s) for consumables within the Service Delivery Point – Assessment and Analysis Design Plan for each Service Delivery Point in collaboration with Canada;

b) establishment of optimal stock levels for each storage location to support respective Service Delivery Points' replenishment requirements;

c) timely consumable delivery to Service Delivery Point(s); and,

d) proactive monitoring of the consumption of consumables and replenishment of required stock levels accordingly.

3.8.4 Service Delivery Point Reassessment

The Contractor must perform a Service Delivery Point Reassessment in compliance with the requirements in SDP Assessment, Analysis and Design and update the Service Delivery Point Design:

a) when requested by Canada;

b) when the Contractor detects, through monitoring, that a Service Delivery Point is steadily outside the planned usage from the original Service Delivery Point Design; or,

c) when the Contractor becomes aware that there are material changes in the Service Delivery Point Specific Requirements.

The work must be initiated within 10 FGWDs of Canada's approval.

3.8.5 Client Satisfaction User Surveys

The Contractor must conduct client satisfaction surveys of users of the MPS at the frequency specified by Canada.

The survey must include aspects of the output environment including performance, functionality ease of use, and others as suggested by the Contractor and required by the Client. The Survey material is subject to Canada's approval before it is published on the service portal or released to users.

Canada may at its discretion conduct client satisfaction user surveys.

3.8.6 Quarterly Business Reviews

In addition to the ITSM Operational meetings the Contractor must facilitate and conduct a Quarterly Business Review meeting within 30 days of the quarter end.

The Quarterly Business Review Meetings objective is to:

a) discuss issues that the Identified User may be experiencing where the Contractor can provide additional value over and above the hardware and software solutions;

b) discuss service operations issues;

c) discuss opportunities to improve the service and the vendor relationship;

d) present recommendations and obtain Canada's approval.

The meeting must include, at minimum, the presentation of the following reports:

a) Service Achievement Report;

b) Optimization Review Reports;

c) Technology Roadmap;

3.8.6.1 Service Achievement Report

The report must present a summary of the Contractor's performance in delivering the services and meeting Service Level Targets (SLTs). It also includes a summary of Service Desk Response, Service Requests and Security Incidents.

The report must include:

a) an Executive Overview describing the total number of Incidents and the total number of SLT exceptions for the reporting period;

b) list of all Incidents for the reporting period organized by type, priority, and SLT, identifying Incident Ticket numbers and escalation levels invoked;

c) list of SLT exceptions for the reporting period identifying the SLT for each exception and the amount by which the SLT was missed (applies to all types of SLT exceptions whether or not there is an associated Incident Ticket);

d) SLT report card for the past 12 months summarizing the number of Incidents by type and SLT, and identifying the number of Incident resolutions that met and failed to meet SLTs;

e) description of the recommendations, corrective actions and timeframes to implement any required changes to resolve chronic problems or service degradation and/or prevent future SLT exceptions;

f) description of Incidents and issues related to the Contractor's services such as the Service Portal and its associated systems, tools and applications (e.g., CMDB, reporting, etc.), including the corrective actions and timeframes to resolve them;

g) Service Desk Response for the past 12 months, organized by month, including:

   i) total calls to the Service Desk; and

   ii) calls answered/abandoned/not-answered within the SLT.

h) Service Requests (installs, moves, additions, changes and decommissioning) completed for the period including identification of date executed, planned and actual outage times;

i) Service Requests pending execution including identification of status, planned date for execution, the impact and the planned outage times; and,

j) Security Reports refer to Appendix G: Security Requirements.

3.8.6.2 Optimization Review Report

The report must present a summary of the Contractor's findings in performing optimization assessment of the Service Delivery Points.

The report must include:

a) current and last period User to Device Ratios compared to Target User to Device Ratios;

b) impression volumes for the past 12 months summarizing the number of impressions by colour, monochrome and paper size;

c) exception list of Service Delivery Points exceeding the planned usage of the Service Deliver Point Design by more than 20%;

d) exception list of Service Delivery Points under the planned usage of the Service Delivery Point Design by more than 20%;

e) exception list of Service Delivery Points above the planned usage of the Service Delivery Point Design by more than 20%

f) proposed plan to implement recommended adjustments to optimize and balance the Service Delivery Points exceptions;

g) observed trends in evolution and changes to Service Delivery Points Specific Requirements and their impacts on the service;

h) current period and period over period budget to actuals (e.g. savings, over-runs);

i) status of the implementation of approved adjustments to Service Delivery Points Design.

The Contractor must start implementing the recommendations within 10 FGWDs of Canada's approval in compliance with the proposed plan or as otherwise agreed by Canada.

3.8.6.3 Technology Roadmap

The report must present a Technology Roadmap for the Hardware devices and the associated technical solutions, and Managed Content Services solutions.

The report must include:

a) review of achievements since the previous Technology Roadmap;

b) assessment of changes to requirements that need to be addressed with technology;

c) analysis of industry trends and their influence on the Technology Roadmap;

d) recommended changes to service technical solutions to continue to meet GC requirements and achieve or exceed intended service outcomes;

e) planned substitution of Hardware devices from the Hardware Catalogue that are at end of life with new models;

f) planned patches or upgrades of software to hardware, systems or solutions;

g) an impact and risk analysis of the recommended changes;

h) a proposed plan to implement the recommendations.

The Contractor must start implementing the recommendations within 10 FGWDs of Canada's approval in compliance with the proposed plan or as otherwise agreed by Canada.

3.8.7 Annual Business Review

The Contractor must facilitate and conduct an Annual Business Review meeting within 30 FGWDs of the end of the previous 12 months based on the anniversary of the service acceptance.

The Contractor must present an annual summary report for print volume reconciliation, colour and mono, and advice on the overall "health" of the Managed Print Services inclusive of Print

Management Software and or Managed Content Services where applicable. The Contractor must present the Annual Business Review Report to Canada operational and executive resources each year and provide information and discussion elements on the following topics at a minimum:

a) Oversight for the ongoing development and evolution of the Printing Products Services;

b) Advise on implications of new and potential technology trends;

c) Industry based Continuous Improvement, Innovation and Best Practices;

d) Security trends inclusive of threats, detection, mitigation and technology solutions;

e) Recommendations for advancement of the existing services;

f) Financial cost reduction success of the program against pre-set objectives and against industry benchmarking statistics;

g) Device rationalization/consolidation success against pre-set objectives and against industry benchmark "User to Device" ratios.

The Annual Business Review must include the presentation of the Annual Continuous Improvement Report.

3.8.7.1 Annual Continuous Improvement Report

The report must present an annual measurement of year-over-year achievable results for cost reductions, improved services, security and a greener print environment.

The report must include:

a) measured cost reductions;

b) measured service improvements;

c) measured security threats and mitigations;

d) measured printing volumes reductions; and,

e) calculated environmental impact reductions.

3.9 DISO – MPS Vendor Performance Initiative

The Contractor must provide, at no cost to Canada, the collection, compilation, consolidation and reporting of the Managed Print Services Key Performance Indicators (KPI's) data and information that supports the VPI. The Managed Print Services VPI data and information must be made available via the Contractor's Service Portal and includes reporting from the Contractor's Service Desk Ticketing system. The Contractor must also provide reports in template format as defined by SSC that support the VPI. All data must be transferable to SSC at any time during or at the end of the RFSO, the data must be in a machine-readable format, and at a minimum in "csv" format.

3.9.1 Managed Print Services Key Performance Indicators

In addition to the Common Requirements VPI KPI's that are applicable to Managed Print Services (MSP) the additional Managed Print Services KPI's are quantitative measures within the Quality, Schedule and Cost Indices.

3.9.1.1 Managed Print Services Quality Index KPI's

In addition to the Quality indices from the Common Requirements that are applicable to MPS (Time to Restore to a Normal State (Standard Services Hours), Service Desk Response Time and Service Desk Hold Time) the specific Managed Print Services Quality Indices consist of the Fleet Availability KPI, and the Time to Restore to a Normal State (Enhanced Service Hours) KPI. The Fleet Availability KPI is a measure of the time the Hardware devices had no partial or full outage during a 3-month rolling window. The Time to Restore to a Normal State (Enhanced Service Hours) KPI is a measure of the maximum time allowed to restore a faulty device to its normal state. The parameters, evaluation and calculation measures for the Fleet Availability KPI and Time to Restore to a Normal State (Enhanced Service Hours) KPI are explained in Appendix E: Vendor Performance Incentive – Framework and Processes.

3.9.1.2 Managed Print Services Schedule Index KPI

The Common Requirements Timely Completion KPI is applicable to Managed Print Services. The parameters, evaluation and calculation measures for the MPS Timely Completion KPI is explained in Appendix E: Vendor Performance Incentive – Framework and Processes.

3.9.1.3 Managed Print Services Cost Index KPI

In addition to the Cost Indices form the Common Requirements that are applicable to MPS Invoice Accuracy) the specific Managed Print Services Cost Index consists of the Cost Control KPI. The Cost Control KPI is a measure of the Contractor's proposed price compared to the actual invoicing for the MPS. The Cost Control KPI parameters, evaluation and calculation measures are explained in Appendix E: Vendor Performance Incentive – Framework and Processes.

3.9.1.4 Managed Print Services Management Index KPI's

The Common Requirements Management Index KPI is applicable to Managed Print Services. The Management Index does not have a quantitative KPI measure, the index is measured on a qualitative basis by exception. Management by exception is measured by the material impact of events under a vendor's control. The Management Index KPI parameters, evaluation and calculation measures is explained in Appendix E: Vendor Performance Initiative Key Performance Incentive – Framework and Processes.

3.10 DISO – Managed Content Services Professional Services

Canada anticipates the future need for Professional Services in the area of Managed Content Services (MCS) and Optional Onsite Services. Canada characterizes MCS into three classifications:

a) IT Aspects of Printing:
   i) Print Server Consolidation
   ii) Pull Printing and Security Solutions
   iii) Enterprise Business System Integration (ERP / CRM etc.)
   iv) Mobile and BYOD Print/Scan Enablement

v) Thin Client Print/Scan Enablement

b) Business Process Automation:
   i) Horizontal Workflow Automation and Integration
   ii) Vertical Workflow Automation and Integration
   iii) Workflow Integration to Enterprise Business Systems

c) Business Process Optimization:
   i) Business Process Re-engineering

When requested in a Call-up, the Contractor must provide Professional Services that meet or exceed all the requirements in this section and meet and exceed all the requirements specified in the Call-up using the catalogue items found in Appendix D: Catalogues

The Contractor professional services must provide assistance for transition to Managed Content Services on an as-and-when-requested basis.

This service must focus on the IT Aspects of Printing, and Business Process Automation / Optimization.

The IT Aspects of Printing should emphasize:

a) applying industry best practices;
b) model solutions including:
   i) documenting the current solution;
   ii) analysing the current solutions inherent strengths and weaknesses;
   iii) documenting potential improvements;
c) modelling potential solutions;
d) identifying the required technology to enable the new solution;
e) providing an organizational impact assessment; and
f) providing an implementation plan.

For print server consolidation, security and pull print solutions, enterprise business system integration, mobile and BYOB solutions and thin client solutions when requested and as required.

The Business Process Automation / Optimization should analyse paper-based workflows and recommending streamlined electronic workflow alternatives with an emphasis on:

a) applying industry best practices to convert paper-based workflows to MCS solutions;
b) model existing workflows including:
   i) documenting the process and the business rules of each step;
   ii) analysing the added value of each step;
   iii) documenting potential improvements;
c) modelling a recommended streamlined electronic workflow;
d) identifying the required technology to implement the workflow;
e) providing an organizational impact assessment; and

f) providing an implementation plan.

The Contractor professional services resources must meet or exceed the qualifications requirements in the following sub-sections as approved by Canada.

3.10.1 MCS Solution Architect

3.10.1.1 Qualifications

The MCS Solution Architect, must meet the following qualification requirements:

a) minimum of 5 years' experience in outsourced business services;

b) technical and solution experience in IT services industry;

c) experience in solution architecting, service delivery management or other IT related business functions; and,

d) continuous professional development through annual technical or professional training.

3.10.1.2 Responsibilities

The MCS Solution Architect responsibilities include but are not limited to:

a) contributing to the primary analysis report and gather business requirements necessary to design a solution that meets the business needs;

b) developing and documenting a detailed statement of requirements for the recommended solution in the preliminary analysis report;

c) performing business analyses of functional requirements to identify information, procedures, and decision flows;

d) evaluating existing procedures and methods, identifying and documenting items such as database content, structure, application subsystems, and developing data dictionary;

e) defining and documenting interfaces of manual to automated operations within application subsystems, to external systems, and between new and existing systems;

f) identifying candidate business processes for re-design, identifying impact on processes, prototyping potential solutions, providing trade-off information and suggesting a recommended course of action;

g) working in compliance with the selected departmental methodologies;

h) developing policies and rules that allow an organization to carry out its mandate and functional responsibilities, and that govern the organization's actual and planned capabilities in terms of computers, data, information, human resources, communication facilities, software and management responsibilities;

i) developing the specifications for where, how and why the various organizational components fit together as they do, and how they support the organization's mandate; and,

j) executing the work so that it remains in compliance with Government of Canada security requirements.

3.10.2 MCS System Analyst / MCS System Engineer

3.10.2.1 Qualifications

The MCS System Analyst / MCS System Engineer must meet the following qualification requirements:

a) minimum 5 years' industry experience with Managed Content Services;

b) extensive technical knowledge in Managed Content Services, including the IT aspects of printing, and capturing and optimizing workflow integrations;

c) significant work experience with standard/non-standard networks and network operating systems; and,

d) knowledge of present-day communications devices and protocols, servers and desktop technologies.

3.10.2.2 Responsibilities

The MCS System Analyst / MCS System Engineer responsibilities include but are not limited to:

a) reviewing existing work processes and organizational structure;

b) analyzing business functional requirements to identify information, procedures and decision flows;

c) identifying candidate business processes for re-design, identifying impact on processes, prototyping potential solutions, providing trade-off information and suggesting a recommended course of action;

d) working in compliance with the selected departmental methodologies;

e) providing expert advice in defining new requirements and opportunities for applying efficient and effective solutions;

f) identifying and providing preliminary costs of potential options;

g) providing expert advice in developing and integrating process and information models between processes to eliminate information and process redundancies;

h) identifying and recommending new processes and organizational structures;

i) provide expert advice on and/or assisting in implementing new processes and organizational changes;

j) documenting workflows;

k) using business, workflow and organizational modeling software tools;

l) testing of proposed solutions/workflows as well as integrations and other improvements as necessary; and,

m) initiating and driving user acceptance tests for the final solution implementation.

3.10.3 MCS Configuration Technician

3.10.3.1 Qualifications

The MCS Configuration Technician, must meet the following qualification requirements:

a) minimum 3 years' industry experience with Managed Content Services;

b) extensive technical knowledge to diagnose and work with Managed Content Services' issues;

c) demonstrated experience in installing, configuring and troubleshooting Managed Content Services; and,

d) demonstrated work experience with standard/non-standard networks and their respective operating systems.

3.10.3.2 Responsibilities

The MCS Configuration Technician responsibilities include but are not limited to:

a) providing systems administration and systems operations support, including setting up user access, user profiles, backup and recovery, day-to-day computer systems operations;

b) performing software upgrades, and apply patches;

c) providing customer interface to ensure requested changes are implemented;

d) monitoring computer workload trends and making adjustments to ensure optimum utilization of computer resources;

e) performing diagnosis and consultation to address network and documenting workflow issues;

f) contributing to user acceptance tests;

g) developing and documenting training materials for users; and,

h) supporting training activities as required.

3.10.4 MCS Developer

3.10.4.1 Qualifications

The MCS Developer must meet the following qualification requirements:

a) minimum 3 years' industry experience with Managed Content Services;

b) extensive technical knowledge to configure and/or, develop software components related to Managed Content Services

c) Expertise in data modeling and enterprise application integration

d) demonstrated experience in programming in at least one of the following programming language:

   i) C#.Net;,

   ii) JavaScript:

   iii) SQL Server; or

   iv) specific and applicable programming as determined by Canada at the time of the Call-up.

e) demonstrated experience in software design.

3.10.4.2 Responsibilities

The MCS Developer responsibilities include but are not limited to:

a) developing and preparing diagrammatic plans for solution of business, scientific and technical problems by means of computer systems of significant size and complexity;

b) analyzing the problems outlined by the systems analysts/designers in terms of such factors as style and extent of information to be transferred to and from storage units, variety of items to be processed, extent of sorting, and format of final printed results;

c) selecting and incorporating available software programs in the solution;

d) designing detailed programs, flow charts, and diagrams indicating mathematical computation and sequence of machine operations necessary to copy and process data and print the results;

e) translating detailed flow charts into coded machine instructions and confer with technical personnel in planning programs;

f) verifying the accuracy and completeness of programs by preparing sample data, and testing them by means of system acceptance test runs made by operating personnel;

g) correcting program errors by revising instructions or altering the sequence of operations;

h) writing code that is easy to understand, manage, monitor and support by using modern open source technologies; and,

i) documenting test instructions, assemble specifications, flow charts, diagrams, layouts, programming and operating instructions of applications for later modification or reference.

3.10.5 Optional – MPS On-Site Assistance - Professional Services

The MPS On-Site Assistance, responsibilities include but are not limited to:

a) providing On-Site Assistance to the specified Service Delivery Points;

b) distributing Consumables to the Hardware;

c) removing and replacing depleted Consumables before the Hardware is completely out;

d) removing Consumables and all paper from decommissioned Hardware;

e) preparing removed Consumables for recycling in compliance with the established Contractor's recycling process;

f) fixing paper jams at each Hardware;

g) re-filling (toping up) paper trays before empty paper alerts are issued;

h) reading and reporting page counters to the Contractor where the information cannot be electronically collected, at least once a month;

i) acting as the site contact person for the Contractor on-site services;

j) maintaining Hardware signage / labels in good condition;

k) providing training to End Users;

l) ordering Consumables from the Contractor; and,

m) ordering paper from source(s) as specified by Canada.

The specific Client MPS "On-Site Assistance" requirements for response time, coverage hours etc. and financial terms will be indicated in each individual Client DISO MPS SOW and Financial Evaluation respectively.

3.11 DISO - MPS Software Catalogue

When requested in a Call-up, the Contractor must provide print management software with device management, print fleet management and pull print features and functionality. The print management software licenses should meet or exceed all the requirements in this section and meet and exceed all the requirements specified in the Call-up using the catalogue items found in Appendix D: Catalogues

3.11.1 Server Hosting Environment

The Contractors' print management solutions must be able to operate on a Microsoft Windows Server 2012 hosting environment and above.

3.11.2 Print Device Management Features

The Contractor must provide an enterprise grade and scalable print device management software that is capable of proactively tracking and monitoring a large print device fleet (thousands of devices). The print device management software must be installed on GC premises.

The device management software must have the following capabilities/features:

a) roles-based access control, allowing administrators to grant access to users based on individual roles and responsibilities (ex. Asset Manager, Service Desk, etc.);

b) web-based user interface;

c) asset management capabilities including:
   i) auto-discovery of printing devices directly attached to the network or connected via USB on a network attached computing device;
   ii) importation of existing list of printing devices;
   iii) auditing of devices to gather information, such as installed features, options, page counts and other statistics;
   iv) tracking assets throughout their lifecycle;
   v) automatic monitoring for configuration changes; and,
   vi) inventory reports in PDF or CSV format;

d) Hardware device configuration capabilities including:
   i) ability to configure remotely a single device or group of devices with specific settings;
   ii) verification of conformance of current device configuration against the target standard configuration; and,
   iii) ability to perform firmware updates;

e) detection and reporting of the current status of printing devices;

f) ability to catch device events and report them;

g) proactive monitoring for low Consumables and error conditions; and,

h) troubleshooting of problems.

3.11.3 Print Fleet Management and Pull Print Features

The Contractor must provide an enterprise grade and scalable Print Fleet Management and Pull Print software that enables users to send print jobs and to pull down that print job at any Pull-Print enabled device at their discretion.

The Print Fleet Management and Pull Print solution must have the following capabilities/features:

a) the management of the printing fleet to gain full visibility of all networked device's current state health, functionality and processes via advanced tracking and historical reporting;

b) the setting, enforcement, end-user real time notification, and administrator reporting of print policies based on economic, environmental, service quality and security requirements;

c) the implementation of pull print management, authentication and security features to optimize device utility from an economic, environmental, service quality and security perspective;

d) Print Server consolidation across Canada's IT infrastructure;

e) mobile device printing to enable employees to print natively from their mobile devices;

f) thin client printing to enable employees to print from thin client devices;

g) management, tracking and reporting of business automation processes (e.g. scan to file, e-mail, application; and enterprise application integration (e.g. ERP/CRM workflow etc.)); and,

h) management, tracking and reporting of business optimization processes.

i) release of print job at point of printing upon user authentication;

j) secure communications between the print spool and the printing device in compliance with the Security requirements set forth in the Contract;

k) compatibility with multiple printer hardware manufacturer;

l) ability to implement printing policies including Identified user scripting to allow for Client specific policy development selection of pre-scripted best practice print policy based on economic, environmental, service quality and security features and functionality;

m) segmented policy settings for end-users, devices, departments, enterprise etc.;

n) automatic and prompted policy enforcement of filters and restrictions;

o) authentication of End Users by using the current Identified User authentication solution as specified in the Call-up until an enterprise Identity Credential Access Management is available;

p) manual purge of pending print jobs by the end users;

q) automatic purge of unreleased jobs from the Print Spool and/or from any non-volatile memory of the Print Device under a schedule specified by Canada;

r) report unreleased print jobs or jobs that are deleted before printing;

s) track and allocate costs back to a cost centre as configured by Canada;

t) detailed reporting of output and costs by user and printing device;

u) support the release of print jobs from a mobile device like smartphone and a tablet;

v) support delegation of administration rights;

w) provide confirmation of print job cost, account balances and cost allocation;

x) provide options to display popups to prompt users on situations such as not printing jobs duplex, attempting to print emails, or suggestion to print grayscale instead of color;

y) provide print routing and optional print routing based on printer availability, functionality, capability;

z) provide option to delete any print job in the queue;

aa) ability to work without print servers so that print jobs are sent directly from the user computing device to the printing device;

bb) ability to operate with minimal network traffic, even in remote offices;

cc) allow users to perform self-enrollment of their card at the printing device, by swiping and entering their user id and password; and,

dd) support the creation of alias identities where selected End Users can release print jobs of another user (i.e. executive assistant can release print jobs of Senior Executives);

APPENDIX A: DEFINITIONS

NMSO Definitions have been moved to the RFSO Annex H

APPENDIX B: ACRONYMS

NMSO Acronyms have been moved to the RFSO Annex H

APPENDIX C: Service Delivery Zones

The table below provides the Forward Sortation Area (FSA) Service Delivery Zones. SSC will accept all Canada Post issued FSA codes and SSC has provided service delivery zone classifications (A, B, C and D).

Province	Forward Sortation Area	Zone
NF	A0A	Zone C
NF	A0B	Zone B
NF	A0C	Zone B
NF	A0E	Zone C
NF	A0G	Zone B
NF	A0H	Zone C
NF	A0J	Zone B
NF	A0K	Zone D
NF	A0L	Zone B
NF	A0M	Zone C
NF	A0N	Zone C
NF	A0P	Zone D
NF	A0R	Zone D
NF	A1A	Zone A
NF	A1B	Zone A
NF	A1C	Zone B
NF	A1E	Zone A
NF	A1G	Zone A
NF	A1H	Zone A
NF	A1K	Zone A
NF	A1L	Zone A
NF	A1M	Zone A
NF	A1N	Zone A
NF	A1S	Zone A
NF	A1V	Zone B
NF	A1W	Zone A
NF	A1X	Zone A
NF	A1Y	Zone B
NF	A2A	Zone B
NF	A2B	Zone B
NF	A2H	Zone B
NF	A2N	Zone B
NF	A2V	Zone C
NF	A5A	Zone B
NF	A8A	Zone C
NF	B0A	Zone B
NS	B0C	Zone B
NS	B0E	Zone B
NS	B0H	Zone B
NS	B0J	Zone B
NS	B0K	Zone B
NS	B0L	Zone B
NS	B0M	Zone B
NS	B0N	Zone B
NS	B0P	Zone B
NS	B0R	Zone B
NS	B0S	Zone C
NS	B0T	Zone C
NS	B0V	Zone C
NS	B0W	Zone C
NS	B1A	Zone B
NS	B1B	Zone B
NS	B1C	Zone B
NS	B1E	Zone B
NS	B1G	Zone B
NS	B1H	Zone B
NS	B1J	Zone B
NS	B1K	Zone B
NS	B1L	Zone B
NS	B1M	Zone B
NS	B1N	Zone B
NS	B1P	Zone B
NS	B1R	Zone B
NS	B1S	Zone B
NS	B1T	Zone B
NS	B1V	Zone B
NS	B1W	Zone B
NS	B1X	Zone B
NS	B1Y	Zone B
NS	B2A	Zone B
NS	B2C	Zone B
NS	B2E	Zone B
NS	B2G	Zone B
NS	B2H	Zone B
NS	B2J	Zone B
NS	B2N	Zone B
NS	B2R	Zone A
NS	B2S	Zone B
NS	B2T	Zone A
NS	B2V	Zone A
NS	B2W	Zone A
NS	B2X	Zone A
NS	B2Y	Zone A
NS	B2Z	Zone A
NS	B3A	Zone A
NS	B3B	Zone A
NS	B3E	Zone A
NS	B3G	Zone A
NS	B3H	Zone A
NS	B3J	Zone A
NS	B3K	Zone A
NS	B3L	Zone A
NS	B3M	Zone A
NS	B3N	Zone A
NS	B3P	Zone A
NS	B3R	Zone A
NS	B3S	Zone A
NS	B3T	Zone A
NS	B3V	Zone A
NS	B3Z	Zone A
NS	B4A	Zone A
NS	B4B	Zone A
NS	B4C	Zone A
NS	B4E	Zone A
NS	B4G	Zone A
NS	B4H	Zone B
NS	B4N	Zone B
NS	B4P	Zone B
NS	B4R	Zone B
NS	B4V	Zone B
NS	B5A	Zone C
NS	B6L	Zone B
NS	B9A	Zone B
PE	C0A	Zone B
PE	C0B	Zone B
PE	C1A	Zone A
PE	C1B	Zone A
PE	C1C	Zone A
PE	C1E	Zone A
PE	C1N	Zone B

NB	E0J	Zone B	NB	E4J	Zone B	NB	E7C	Zone B
NB	E1A	Zone A	NB	E4K	Zone B	NB	E7E	Zone B
NB	E1B	Zone A	NB	E4L	Zone B	NB	E7G	Zone B
NB	E1C	Zone A	NB	E4M	Zone B	NB	E7H	Zone B
NB	E1E	Zone A	NB	E4N	Zone B	NB	E7J	Zone B
NB	E1G	Zone A	NB	E4P	Zone B	NB	E7K	Zone B
NB	E1H	Zone A	NB	E4R	Zone B	NB	E7L	Zone B
NB	E1J	Zone A	NB	E4S	Zone B	NB	E7M	Zone B
NB	E1N	Zone B	NB	E4T	Zone B	NB	E7N	Zone B
NB	E1V	Zone C	NB	E4V	Zone B	NB	E7P	Zone B
NB	E1W	Zone C	NB	E4W	Zone B	NB	E8A	Zone B
NB	E1X	Zone C	NB	E4X	Zone B	NB	E8B	Zone B
NB	E2A	Zone C	NB	E4Y	Zone B	NB	E8C	Zone B
NB	E2E	Zone A	NB	E4Z	Zone B	NB	E8E	Zone C
NB	E2G	Zone B	NB	E5A	Zone B	NB	E8G	Zone C
NB	E2H	Zone A	NB	E5B	Zone B	NB	E8J	Zone C
NB	E2J	Zone A	NB	E5C	Zone B	NB	E8K	Zone C
NB	E2K	Zone A	NB	E5E	Zone D	NB	E8L	Zone C
NB	E2L	Zone A	NB	E5G	Zone D	NB	E8M	Zone C
NB	E2M	Zone A	NB	E5H	Zone B	NB	E8N	Zone C
NB	E2N	Zone A	NB	E5J	Zone B	NB	E8P	Zone C
NB	E2P	Zone A	NB	E5K	Zone B	NB	E8R	Zone C
NB	E2R	Zone A	NB	E5L	Zone B	NB	E8S	Zone C
NB	E2S	Zone A	NB	E5M	Zone B	NB	E8T	Zone C
NB	E2V	Zone A	NB	E5N	Zone B	NB	E9A	Zone B
NB	E3A	Zone A	NB	E5P	Zone B	NB	E9B	Zone B
NB	E3B	Zone A	NB	E5R	Zone B	NB	E9C	Zone B
NB	E3C	Zone A	NB	E5S	Zone B	NB	E9E	Zone C
NB	E3E	Zone A	NB	E5T	Zone B	NB	E9G	Zone C
NB	E3G	Zone B	NB	E5V	Zone D	NB	E9H	Zone C
NB	E3L	Zone B	NB	E6A	Zone B	QC	G0A	Zone B
NB	E3N	Zone C	NB	E6B	Zone B	QC	G0B	Zone C
NB	E3V	Zone B	NB	E6C	Zone B	QC	G0C	Zone B
NB	E3Y	Zone B	NB	E6E	Zone B	QC	G0E	Zone B
NB	E3Z	Zone B	NB	E6G	Zone B	QC	G0G	Zone C
NB	E4A	Zone B	NB	E6H	Zone B	QC	G0H	Zone C
NB	E4B	Zone B	NB	E6J	Zone B	QC	G0J	Zone B
NB	E4C	Zone B	NB	E6K	Zone B	QC	G0K	Zone B
NB	E4E	Zone B	NB	E6L	Zone B	QC	G0L	Zone B
NB	E4G	Zone B	NB	E7A	Zone B	QC	G0M	Zone B
NB	E4H	Zone B	NB	E7B	Zone B	QC	G0N	Zone B

QC	G0P	Zone B	QC	G3E	Zone A	QC	G6R	Zone B
QC	G0R	Zone B	QC	G3G	Zone A	QC	G6S	Zone B
QC	G0S	Zone B	QC	G3H	Zone A	QC	G6T	Zone B
QC	G0T	Zone B	QC	G3J	Zone A	QC	G6V	Zone A
QC	G0V	Zone B	QC	G3K	Zone A	QC	G6W	Zone A
QC	G0W	Zone C	QC	G3L	Zone B	QC	G6X	Zone A
QC	G0X	Zone B	QC	G3M	Zone A	QC	G6Y	Zone A
QC	G0Y	Zone B	QC	G3N	Zone A	QC	G6Z	Zone A
QC	G0Z	Zone B	QC	G3Z	Zone B	QC	G7A	Zone A
QC	G1A	Zone A	QC	G4A	Zone B	QC	G7B	Zone B
QC	G1B	Zone A	QC	G4R	Zone C	QC	G7G	Zone B
QC	G1C	Zone A	QC	G4S	Zone C	QC	G7H	Zone B
QC	G1E	Zone A	QC	G4T	Zone C	QC	G7J	Zone B
QC	G1G	Zone A	QC	G4V	Zone C	QC	G7K	Zone B
QC	G1H	Zone A	QC	G4W	Zone B	QC	G7N	Zone B
QC	G1J	Zone A	QC	G4X	Zone B	QC	G7P	Zone B
QC	G1K	Zone A	QC	G4Z	Zone B	QC	G7S	Zone B
QC	G1L	Zone A	QC	G5A	Zone B	QC	G7T	Zone B
QC	G1M	Zone A	QC	G5B	Zone C	QC	G7X	Zone B
QC	G1N	Zone A	QC	G5C	Zone B	QC	G7Y	Zone B
QC	G1P	Zone A	QC	G5H	Zone B	QC	G7Z	Zone B
QC	G1R	Zone A	QC	G5J	Zone B	QC	G8A	Zone B
QC	G1S	Zone A	QC	G5L	Zone B	QC	G8B	Zone B
QC	G1T	Zone A	QC	G5M	Zone B	QC	G8C	Zone B
QC	G1V	Zone A	QC	G5N	Zone B	QC	G8E	Zone B
QC	G1W	Zone A	QC	G5R	Zone B	QC	G8G	Zone B
QC	G1X	Zone A	QC	G5T	Zone B	QC	G8H	Zone B
QC	G1Y	Zone A	QC	G5V	Zone B	QC	G8J	Zone B
QC	G2A	Zone A	QC	G5X	Zone B	QC	G8K	Zone B
QC	G2B	Zone A	QC	G5Y	Zone B	QC	G8L	Zone B
QC	G2C	Zone A	QC	G5Z	Zone B	QC	G8M	Zone B
QC	G2E	Zone A	QC	G6A	Zone B	QC	G8N	Zone B
QC	G2G	Zone A	QC	G6B	Zone B	QC	G8P	Zone C
QC	G2J	Zone A	QC	G6C	Zone A	QC	G8T	Zone A
QC	G2K	Zone A	QC	G6E	Zone B	QC	G8V	Zone A
QC	G2L	Zone A	QC	G6G	Zone B	QC	G8W	Zone A
QC	G2M	Zone A	QC	G6H	Zone B	QC	G8Y	Zone A
QC	G2N	Zone A	QC	G6J	Zone A	QC	G8Z	Zone A
QC	G3A	Zone A	QC	G6K	Zone A	QC	G9A	Zone A
QC	G3B	Zone A	QC	G6L	Zone B	QC	G9B	Zone A
QC	G3C	Zone A	QC	G6P	Zone B	QC	G9C	Zone A

QC	G9H	Zone A	QC	H2T	Zone A	QC	H4V	Zone A
QC	G9N	Zone A	QC	H2V	Zone A	QC	H4W	Zone A
QC	G9P	Zone A	QC	H2W	Zone A	QC	H4X	Zone A
QC	G9R	Zone A	QC	H2X	Zone A	QC	H4Y	Zone A
QC	G9T	Zone A	QC	H2Y	Zone A	QC	H4Z	Zone A
QC	G9X	Zone B	QC	H2Z	Zone A	QC	H5A	Zone A
QC	H0M	Zone C	QC	H3A	Zone A	QC	H5B	Zone A
QC	H1A	Zone A	QC	H3B	Zone A	QC	H7A	Zone A
QC	H1B	Zone A	QC	H3C	Zone A	QC	H7B	Zone A
QC	H1C	Zone A	QC	H3E	Zone A	QC	H7C	Zone A
QC	H1E	Zone A	QC	H3G	Zone A	QC	H7E	Zone A
QC	H1G	Zone A	QC	H3H	Zone A	QC	H7G	Zone A
QC	H1H	Zone A	QC	H3J	Zone A	QC	H7H	Zone A
QC	H1J	Zone A	QC	H3K	Zone A	QC	H7J	Zone A
QC	H1K	Zone A	QC	H3L	Zone A	QC	H7K	Zone A
QC	H1L	Zone A	QC	H3M	Zone A	QC	H7L	Zone A
QC	H1M	Zone A	QC	H3N	Zone A	QC	H7M	Zone A
QC	H1N	Zone A	QC	H3P	Zone A	QC	H7N	Zone A
QC	H1P	Zone A	QC	H3R	Zone A	QC	H7P	Zone A
QC	H1R	Zone A	QC	H3S	Zone A	QC	H7R	Zone A
QC	H1S	Zone A	QC	H3T	Zone A	QC	H7S	Zone A
QC	H1T	Zone A	QC	H3V	Zone A	QC	H7T	Zone A
QC	H1V	Zone A	QC	H3W	Zone A	QC	H7V	Zone A
QC	H1W	Zone A	QC	H3X	Zone A	QC	H7W	Zone A
QC	H1X	Zone A	QC	H3Y	Zone A	QC	H7X	Zone A
QC	H1Y	Zone A	QC	H3Z	Zone A	QC	H7Y	Zone A
QC	H1Z	Zone A	QC	H4A	Zone A	QC	H8N	Zone A
QC	H2A	Zone A	QC	H4B	Zone A	QC	H8P	Zone A
QC	H2B	Zone A	QC	H4C	Zone A	QC	H8R	Zone A
QC	H2C	Zone A	QC	H4E	Zone A	QC	H8S	Zone A
QC	H2E	Zone A	QC	H4G	Zone A	QC	H8T	Zone A
QC	H2G	Zone A	QC	H4H	Zone A	QC	H8Y	Zone A
QC	H2H	Zone A	QC	H4J	Zone A	QC	H8Z	Zone A
QC	H2J	Zone A	QC	H4K	Zone A	QC	H9A	Zone A
QC	H2K	Zone A	QC	H4L	Zone A	QC	H9B	Zone A
QC	H2L	Zone A	QC	H4M	Zone A	QC	H9C	Zone A
QC	H2M	Zone A	QC	H4N	Zone A	QC	H9E	Zone A
QC	H2N	Zone A	QC	H4P	Zone A	QC	H9G	Zone A
QC	H2P	Zone A	QC	H4R	Zone A	QC	H9H	Zone A
QC	H2R	Zone A	QC	H4S	Zone A	QC	H9J	Zone A
QC	H2S	Zone A	QC	H4T	Zone A	QC	H9K	Zone A

QC	H9P	Zone A	QC	J2B	Zone A	QC	J4S	Zone A
QC	H9R	Zone A	QC	J2C	Zone A	QC	J4T	Zone A
QC	H9S	Zone A	QC	J2E	Zone A	QC	J4V	Zone A
QC	H9W	Zone A	QC	J2G	Zone A	QC	J4W	Zone A
QC	H9X	Zone A	QC	J2H	Zone A	QC	J4X	Zone A
QC	J0A	Zone B	QC	J2J	Zone A	QC	J4Y	Zone A
QC	J0B	Zone B	QC	J2K	Zone A	QC	J4Z	Zone A
QC	J0C	Zone B	QC	J2L	Zone A	QC	J5A	Zone A
QC	J0E	Zone B	QC	J2M	Zone A	QC	J5B	Zone A
QC	J0G	Zone B	QC	J2N	Zone A	QC	J5C	Zone A
QC	J0H	Zone B	QC	J2R	Zone A	QC	J5J	Zone A
QC	J0J	Zone B	QC	J2S	Zone A	QC	J5K	Zone A
QC	J0K	Zone B	QC	J2T	Zone A	QC	J5L	Zone A
QC	J0L	Zone B	QC	J2W	Zone A	QC	J5M	Zone A
QC	J0M	Zone D	QC	J2X	Zone A	QC	J5R	Zone A
QC	J0N	Zone A	QC	J2Y	Zone A	QC	J5T	Zone A
QC	J0P	Zone A	QC	J3A	Zone A	QC	J5V	Zone A
QC	J0R	Zone B	QC	J3B	Zone A	QC	J5W	Zone A
QC	J0S	Zone B	QC	J3E	Zone A	QC	J5X	Zone A
QC	J0T	Zone B	QC	J3G	Zone A	QC	J5Y	Zone A
QC	J0V	Zone B	QC	J3H	Zone A	QC	J5Z	Zone A
QC	J0W	Zone B	QC	J3L	Zone A	QC	J6A	Zone A
QC	J0X	Zone B	QC	J3M	Zone A	QC	J6E	Zone A
QC	J0Y	Zone C	QC	J3N	Zone A	QC	J6J	Zone A
QC	J0Z	Zone B	QC	J3P	Zone B	QC	J6K	Zone A
QC	J1A	Zone B	QC	J3R	Zone B	QC	J6N	Zone A
QC	J1C	Zone A	QC	J3T	Zone A	QC	J6R	Zone A
QC	J1E	Zone A	QC	J3V	Zone A	QC	J6S	Zone A
QC	J1G	Zone A	QC	J3X	Zone A	QC	J6T	Zone A
QC	J1H	Zone A	QC	J3Y	Zone A	QC	J6V	Zone A
QC	J1J	Zone A	QC	J3Z	Zone A	QC	J6W	Zone A
QC	J1K	Zone A	QC	J4B	Zone A	QC	J6X	Zone A
QC	J1L	Zone A	QC	J4G	Zone A	QC	J6Y	Zone A
QC	J1M	Zone A	QC	J4H	Zone A	QC	J6Z	Zone A
QC	J1N	Zone A	QC	J4J	Zone A	QC	J7A	Zone A
QC	J1R	Zone A	QC	J4K	Zone A	QC	J7B	Zone A
QC	J1S	Zone B	QC	J4L	Zone A	QC	J7C	Zone A
QC	J1T	Zone B	QC	J4M	Zone A	QC	J7E	Zone A
QC	J1X	Zone A	QC	J4N	Zone A	QC	J7G	Zone A
QC	J1Z	Zone A	QC	J4P	Zone A	QC	J7H	Zone A
QC	J2A	Zone A	QC	J4R	Zone A	QC	J7J	Zone A

QC	J7K	Zone A	ON	K0B	Zone B	ON	K2S	Zone A
QC	J7L	Zone A	ON	K0C	Zone B	ON	K2T	Zone A
QC	J7M	Zone A	ON	K0E	Zone B	ON	K2V	Zone A
QC	J7N	Zone A	ON	K0G	Zone B	ON	K2W	Zone A
QC	J7P	Zone A	ON	K0H	Zone B	ON	K4A	Zone A
QC	J7R	Zone A	ON	K0J	Zone C	ON	K4B	Zone A
QC	J7T	Zone A	ON	K0K	Zone B	ON	K4C	Zone A
QC	J7V	Zone A	ON	K0L	Zone B	ON	K4K	Zone B
QC	J7W	Zone A	ON	K0M	Zone C	ON	K4M	Zone A
QC	J7X	Zone A	ON	K1A	Zone A	ON	K4P	Zone A
QC	J7Y	Zone A	ON	K1B	Zone A	ON	K4R	Zone B
QC	J7Z	Zone A	ON	K1C	Zone A	ON	K6A	Zone B
QC	J8A	Zone B	ON	K1E	Zone A	ON	K6H	Zone A
QC	J8B	Zone B	ON	K1G	Zone A	ON	K6J	Zone A
QC	J8C	Zone B	ON	K1H	Zone A	ON	K6K	Zone A
QC	J8E	Zone B	ON	K1J	Zone A	ON	K6T	Zone A
QC	J8G	Zone B	ON	K1K	Zone A	ON	K6V	Zone A
QC	J8H	Zone B	ON	K1L	Zone A	ON	K7A	Zone B
QC	J8L	Zone B	ON	K1M	Zone A	ON	K7C	Zone B
QC	J8M	Zone B	ON	K1N	Zone A	ON	K7G	Zone B
QC	J8N	Zone B	ON	K1P	Zone A	ON	K7H	Zone B
QC	J8P	Zone A	ON	K1R	Zone A	ON	K7K	Zone A
QC	J8R	Zone A	ON	K1S	Zone A	ON	K7L	Zone A
QC	J8T	Zone A	ON	K1T	Zone A	ON	K7M	Zone A
QC	J8V	Zone A	ON	K1V	Zone A	ON	K7N	Zone A
QC	J8X	Zone A	ON	K1W	Zone A	ON	K7P	Zone A
QC	J8Y	Zone A	ON	K1X	Zone A	ON	K7R	Zone B
QC	J8Z	Zone A	ON	K1Y	Zone A	ON	K7S	Zone B
QC	J9A	Zone A	ON	K1Z	Zone A	ON	K7V	Zone B
QC	J9B	Zone B	ON	K2A	Zone A	ON	K8A	Zone B
QC	J9E	Zone B	ON	K2B	Zone A	ON	K8B	Zone B
QC	J9H	Zone A	ON	K2C	Zone A	ON	K8H	Zone B
QC	J9J	Zone A	ON	K2E	Zone A	ON	K8N	Zone A
QC	J9L	Zone B	ON	K2G	Zone A	ON	K8P	Zone A
QC	J9P	Zone C	ON	K2H	Zone A	ON	K8R	Zone A
QC	J9T	Zone C	ON	K2J	Zone A	ON	K8V	Zone B
QC	J9V	Zone B	ON	K2K	Zone A	ON	K9A	Zone A
QC	J9X	Zone B	ON	K2L	Zone A	ON	K9H	Zone A
QC	J9Y	Zone B	ON	K2M	Zone A	ON	K9J	Zone A
QC	J9Z	Zone B	ON	K2P	Zone A	ON	K9K	Zone A
ON	K0A	Zone B	ON	K2R	Zone A	ON	K9L	Zone A

ON	K9V	Zone B	ON	L2N	Zone A	ON	L5C	Zone A
ON	L0A	Zone A	ON	L2P	Zone A	ON	L5E	Zone A
ON	L0B	Zone A	ON	L2R	Zone A	ON	L5G	Zone A
ON	L0C	Zone B	ON	L2S	Zone A	ON	L5H	Zone A
ON	L0E	Zone B	ON	L2T	Zone A	ON	L5J	Zone A
ON	L0G	Zone A	ON	L2V	Zone A	ON	L5K	Zone A
ON	L0H	Zone A	ON	L2W	Zone A	ON	L5L	Zone A
ON	L0J	Zone A	ON	L3B	Zone A	ON	L5M	Zone A
ON	L0K	Zone B	ON	L3C	Zone A	ON	L5N	Zone A
ON	L0L	Zone A	ON	L3K	Zone A	ON	L5P	Zone A
ON	L0M	Zone A	ON	L3M	Zone A	ON	L5R	Zone A
ON	L0N	Zone A	ON	L3P	Zone A	ON	L5S	Zone A
ON	L0P	Zone A	ON	L3R	Zone A	ON	L5T	Zone A
ON	L0R	Zone A	ON	L3S	Zone A	ON	L5V	Zone A
ON	L0S	Zone A	ON	L3T	Zone A	ON	L5W	Zone A
ON	L1A	Zone A	ON	L3V	Zone A	ON	L6A	Zone A
ON	L1B	Zone A	ON	L3X	Zone A	ON	L6B	Zone A
ON	L1C	Zone A	ON	L3Y	Zone A	ON	L6C	Zone A
ON	L1E	Zone A	ON	L3Z	Zone A	ON	L6E	Zone A
ON	L1G	Zone A	ON	L4A	Zone A	ON	L6G	Zone A
ON	L1H	Zone A	ON	L4B	Zone A	ON	L6H	Zone A
ON	L1J	Zone A	ON	L4C	Zone A	ON	L6J	Zone A
ON	L1K	Zone A	ON	L4E	Zone A	ON	L6K	Zone A
ON	L1L	Zone A	ON	L4G	Zone A	ON	L6L	Zone A
ON	L1M	Zone A	ON	L4H	Zone A	ON	L6M	Zone A
ON	L1N	Zone A	ON	L4J	Zone A	ON	L6P	Zone A
ON	L1P	Zone A	ON	L4K	Zone A	ON	L6R	Zone A
ON	L1R	Zone A	ON	L4L	Zone A	ON	L6S	Zone A
ON	L1S	Zone A	ON	L4M	Zone A	ON	L6T	Zone A
ON	L1T	Zone A	ON	L4N	Zone A	ON	L6V	Zone A
ON	L1V	Zone A	ON	L4P	Zone A	ON	L6W	Zone A
ON	L1W	Zone A	ON	L4R	Zone A	ON	L6X	Zone A
ON	L1X	Zone A	ON	L4S	Zone A	ON	L6Y	Zone A
ON	L1Y	Zone A	ON	L4T	Zone A	ON	L6Z	Zone A
ON	L1Z	Zone A	ON	L4V	Zone A	ON	L7A	Zone A
ON	L2A	Zone A	ON	L4W	Zone A	ON	L7B	Zone A
ON	L2E	Zone A	ON	L4X	Zone A	ON	L7C	Zone A
ON	L2G	Zone A	ON	L4Y	Zone A	ON	L7E	Zone A
ON	L2H	Zone A	ON	L4Z	Zone A	ON	L7G	Zone A
ON	L2J	Zone A	ON	L5A	Zone A	ON	L7J	Zone A
ON	L2M	Zone A	ON	L5B	Zone A	ON	L7K	Zone A

ON	L7L	Zone A
ON	L7M	Zone A
ON	L7N	Zone A
ON	L7P	Zone A
ON	L7R	Zone A
ON	L7S	Zone A
ON	L7T	Zone A
ON	L8B	Zone A
ON	L8E	Zone A
ON	L8G	Zone A
ON	L8H	Zone A
ON	L8J	Zone A
ON	L8K	Zone A
ON	L8L	Zone A
ON	L8M	Zone A
ON	L8N	Zone A
ON	L8P	Zone A
ON	L8R	Zone A
ON	L8S	Zone A
ON	L8T	Zone A
ON	L8V	Zone A
ON	L8W	Zone A
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ON	L9B	Zone A
ON	L9C	Zone A
ON	L9E	Zone A
ON	L9G	Zone A
ON	L9H	Zone A
ON	L9K	Zone A
ON	L9L	Zone A
ON	L9M	Zone B
ON	L9N	Zone A
ON	L9P	Zone A
ON	L9R	Zone A
ON	L9S	Zone A
ON	L9T	Zone A
ON	L9V	Zone A
ON	L9W	Zone A
ON	L9X	Zone A
ON	L9Y	Zone A
ON	L9Z	Zone A
ON	M1B	Zone A
ON	M1C	Zone A
ON	M1E	Zone A
ON	M1G	Zone A
ON	M1H	Zone A
ON	M1J	Zone A
ON	M1K	Zone A
ON	M1L	Zone A
ON	M1M	Zone A
ON	M1N	Zone A
ON	M1P	Zone A
ON	M1R	Zone A
ON	M1S	Zone A
ON	M1T	Zone A
ON	M1V	Zone A
ON	M1W	Zone A
ON	M1X	Zone A
ON	M2H	Zone A
ON	M2J	Zone A
ON	M2K	Zone A
ON	M2L	Zone A
ON	M2M	Zone A
ON	M2N	Zone A
ON	M2P	Zone A
ON	M2R	Zone A
ON	M3A	Zone A
ON	M3B	Zone A
ON	M3C	Zone A
ON	M3H	Zone A
ON	M3J	Zone A
ON	M3K	Zone A
ON	M3L	Zone A
ON	M3M	Zone A
ON	M3N	Zone A
ON	M4A	Zone A
ON	M4B	Zone A
ON	M4C	Zone A
ON	M4E	Zone A
ON	M4G	Zone A
ON	M4H	Zone A
ON	M4J	Zone A
ON	M4K	Zone A
ON	M4L	Zone A
ON	M4M	Zone A
ON	M4N	Zone A
ON	M4P	Zone A
ON	M4R	Zone A
ON	M4S	Zone A
ON	M4T	Zone A
ON	M4V	Zone A
ON	M4W	Zone A
ON	M4X	Zone A
ON	M4Y	Zone A
ON	M5A	Zone A
ON	M5B	Zone A
ON	M5C	Zone A
ON	M5E	Zone A
ON	M5G	Zone A
ON	M5H	Zone A
ON	M5J	Zone A
ON	M5K	Zone A
ON	M5L	Zone A
ON	M5M	Zone A
ON	M5N	Zone A
ON	M5P	Zone A
ON	M5R	Zone A
ON	M5S	Zone A
ON	M5T	Zone A
ON	M5V	Zone A
ON	M5W	Zone A
ON	M5X	Zone A
ON	M6A	Zone A
ON	M6B	Zone A
ON	M6C	Zone A
ON	M6E	Zone A
ON	M6G	Zone A
ON	M6H	Zone A
ON	M6J	Zone A
ON	M6K	Zone A
ON	M6L	Zone A
ON	M6M	Zone A

ON	M6N	Zone A	ON	N1M	Zone A	ON	N4T	Zone A
ON	M6P	Zone A	ON	N1N	Zone A	ON	N4V	Zone A
ON	M6R	Zone A	ON	N1P	Zone A	ON	N4W	Zone B
ON	M6S	Zone A	ON	N1R	Zone A	ON	N4X	Zone A
ON	M7A	Zone A	ON	N1S	Zone A	ON	N4Z	Zone A
ON	M7Y	Zone A	ON	N1T	Zone A	ON	N5A	Zone A
ON	M8V	Zone A	ON	N2A	Zone A	ON	N5C	Zone A
ON	M8W	Zone A	ON	N2B	Zone A	ON	N5H	Zone A
ON	M8X	Zone A	ON	N2C	Zone A	ON	N5L	Zone A
ON	M8Y	Zone A	ON	N2E	Zone A	ON	N5P	Zone A
ON	M8Z	Zone A	ON	N2G	Zone A	ON	N5R	Zone A
ON	M9A	Zone A	ON	N2H	Zone A	ON	N5V	Zone A
ON	M9B	Zone A	ON	N2J	Zone A	ON	N5W	Zone A
ON	M9C	Zone A	ON	N2K	Zone A	ON	N5X	Zone A
ON	M9L	Zone A	ON	N2L	Zone A	ON	N5Y	Zone A
ON	M9M	Zone A	ON	N2M	Zone A	ON	N5Z	Zone A
ON	M9N	Zone A	ON	N2N	Zone A	ON	N6A	Zone A
ON	M9P	Zone A	ON	N2P	Zone A	ON	N6B	Zone A
ON	M9R	Zone A	ON	N2R	Zone A	ON	N6C	Zone A
ON	M9V	Zone A	ON	N2T	Zone A	ON	N6E	Zone A
ON	M9W	Zone A	ON	N2V	Zone A	ON	N6G	Zone A
ON	N0A	Zone A	ON	N2Z	Zone B	ON	N6H	Zone A
ON	N0B	Zone A	ON	N3A	Zone A	ON	N6J	Zone A
ON	N0C	Zone B	ON	N3B	Zone A	ON	N6K	Zone A
ON	N0E	Zone A	ON	N3C	Zone A	ON	N6L	Zone A
ON	N0G	Zone B	ON	N3E	Zone A	ON	N6M	Zone A
ON	N0H	Zone B	ON	N3H	Zone A	ON	N6N	Zone A
ON	N0J	Zone A	ON	N3L	Zone A	ON	N6P	Zone A
ON	N0K	Zone A	ON	N3P	Zone A	ON	N7A	Zone A
ON	N0L	Zone A	ON	N3R	Zone A	ON	N7G	Zone A
ON	N0M	Zone A	ON	N3S	Zone A	ON	N7L	Zone A
ON	N0N	Zone A	ON	N3T	Zone A	ON	N7M	Zone A
ON	N0P	Zone A	ON	N3V	Zone A	ON	N7S	Zone A
ON	N0R	Zone A	ON	N3W	Zone A	ON	N7T	Zone A
ON	N1A	Zone A	ON	N3Y	Zone A	ON	N7V	Zone A
ON	N1C	Zone A	ON	N4B	Zone A	ON	N7W	Zone A
ON	N1E	Zone A	ON	N4G	Zone A	ON	N7X	Zone A
ON	N1G	Zone A	ON	N4K	Zone A	ON	N8A	Zone A
ON	N1H	Zone A	ON	N4L	Zone B	ON	N8H	Zone A
ON	N1K	Zone A	ON	N4N	Zone B	ON	N8M	Zone A
ON	N1L	Zone A	ON	N4S	Zone A	ON	N8N	Zone A

ON	N8P	Zone A	ON	P1L	Zone B	MB	R0J	Zone B
ON	N8R	Zone A	ON	P1P	Zone B	MB	R0K	Zone B
ON	N8S	Zone A	ON	P2A	Zone B	MB	R0L	Zone B
ON	N8T	Zone A	ON	P2B	Zone B	MB	R0M	Zone B
ON	N8V	Zone A	ON	P2N	Zone B	MB	R1A	Zone A
ON	N8W	Zone A	ON	P3A	Zone A	MB	R1B	Zone A
ON	N8X	Zone A	ON	P3B	Zone A	MB	R1N	Zone B
ON	N8Y	Zone A	ON	P3C	Zone A	MB	R2C	Zone A
ON	N9A	Zone A	ON	P3E	Zone A	MB	R2E	Zone A
ON	N9B	Zone A	ON	P3G	Zone A	MB	R2G	Zone A
ON	N9C	Zone A	ON	P3L	Zone A	MB	R2H	Zone A
ON	N9E	Zone A	ON	P3N	Zone A	MB	R2J	Zone A
ON	N9G	Zone A	ON	P3P	Zone A	MB	R2K	Zone A
ON	N9H	Zone A	ON	P3Y	Zone A	MB	R2L	Zone A
ON	N9J	Zone A	ON	P4N	Zone B	MB	R2M	Zone A
ON	N9K	Zone A	ON	P4P	Zone B	MB	R2N	Zone A
ON	N9V	Zone A	ON	P4R	Zone B	MB	R2P	Zone A
ON	N9Y	Zone A	ON	P5A	Zone B	MB	R2R	Zone A
ON	P0A	Zone B	ON	P5E	Zone A	MB	R2V	Zone A
ON	P0B	Zone B	ON	P5N	Zone C	MB	R2W	Zone A
ON	P0C	Zone B	ON	P6A	Zone A	MB	R2X	Zone A
ON	P0E	Zone B	ON	P6B	Zone A	MB	R2Y	Zone A
ON	P0G	Zone B	ON	P6C	Zone A	MB	R3A	Zone A
ON	P0H	Zone B	ON	P7A	Zone A	MB	R3B	Zone A
ON	P0J	Zone B	ON	P7B	Zone A	MB	R3C	Zone A
ON	P0K	Zone B	ON	P7C	Zone A	MB	R3E	Zone A
ON	P0L	Zone D	ON	P7E	Zone A	MB	R3G	Zone A
ON	P0M	Zone C	ON	P7G	Zone A	MB	R3H	Zone A
ON	P0N	Zone B	ON	P7J	Zone A	MB	R3J	Zone A
ON	P0P	Zone C	ON	P7K	Zone A	MB	R3K	Zone A
ON	P0R	Zone C	ON	P7L	Zone A	MB	R3L	Zone A
ON	P0S	Zone C	ON	P8N	Zone C	MB	R3M	Zone A
ON	P0T	Zone C	ON	P8T	Zone C	MB	R3N	Zone A
ON	P0V	Zone D	ON	P9A	Zone C	MB	R3P	Zone A
ON	P0W	Zone C	ON	P9N	Zone C	MB	R3R	Zone A
ON	P0X	Zone C	MB	R0A	Zone B	MB	R3S	Zone A
ON	P0Y	Zone C	MB	R0B	Zone D	MB	R3T	Zone A
ON	P1A	Zone A	MB	R0C	Zone B	MB	R3V	Zone A
ON	P1B	Zone A	MB	R0E	Zone B	MB	R3W	Zone A
ON	P1C	Zone A	MB	R0G	Zone B	MB	R3X	Zone A
ON	P1H	Zone B	MB	R0H	Zone B	MB	R3Y	Zone A

MB	R4A	Zone A	SK	S4Y	Zone A	AB	T1K	Zone B
MB	R4H	Zone A	SK	S4Z	Zone A	AB	T1L	Zone B
MB	R4J	Zone B	SK	S6H	Zone B	AB	T1M	Zone B
MB	R4K	Zone B	SK	S6J	Zone B	AB	T1P	Zone B
MB	R4L	Zone B	SK	S6K	Zone B	AB	T1R	Zone B
MB	R5A	Zone A	SK	S6V	Zone B	AB	T1S	Zone B
MB	R5G	Zone B	SK	S6W	Zone B	AB	T1V	Zone B
MB	R5H	Zone B	SK	S6X	Zone B	AB	T1W	Zone B
MB	R6M	Zone B	SK	S7H	Zone A	AB	T1X	Zone A
MB	R6W	Zone B	SK	S7J	Zone A	AB	T1Y	Zone A
MB	R7A	Zone B	SK	S7K	Zone A	AB	T1Z	Zone A
MB	R7B	Zone B	SK	S7L	Zone A	AB	T2A	Zone A
MB	R7C	Zone B	SK	S7M	Zone A	AB	T2B	Zone A
MB	R7N	Zone B	SK	S7N	Zone A	AB	T2C	Zone A
MB	R8A	Zone C	SK	S7P	Zone A	AB	T2E	Zone A
MB	R8N	Zone C	SK	S7R	Zone A	AB	T2G	Zone A
MB	R9A	Zone C	SK	S7S	Zone A	AB	T2H	Zone A
SK	S0A	Zone D	SK	S7T	Zone A	AB	T2J	Zone A
SK	S0C	Zone C	SK	S7V	Zone A	AB	T2K	Zone A
SK	S0E	Zone C	SK	S9A	Zone C	AB	T2L	Zone A
SK	S0G	Zone B	SK	S9H	Zone C	AB	T2M	Zone A
SK	S0H	Zone B	SK	S9V	Zone B	AB	T2N	Zone A
SK	S0J	Zone D	SK	S9X	Zone C	AB	T2P	Zone A
SK	S0K	Zone B	AB	T0A	Zone B	AB	T2R	Zone A
SK	S0L	Zone B	AB	T0B	Zone B	AB	T2S	Zone A
SK	S0M	Zone C	AB	T0C	Zone B	AB	T2T	Zone A
SK	S0N	Zone C	AB	T0E	Zone B	AB	T2V	Zone A
SK	S0P	Zone C	AB	T0G	Zone B	AB	T2W	Zone A
SK	S2V	Zone B	AB	T0H	Zone C	AB	T2X	Zone A
SK	S3N	Zone C	AB	T0J	Zone B	AB	T2Y	Zone A
SK	S4A	Zone C	AB	T0K	Zone B	AB	T2Z	Zone A
SK	S4H	Zone B	AB	T0L	Zone B	AB	T3A	Zone A
SK	S4L	Zone A	AB	T0M	Zone B	AB	T3B	Zone A
SK	S4N	Zone A	AB	T0P	Zone C	AB	T3C	Zone A
SK	S4P	Zone A	AB	T0V	Zone C	AB	T3E	Zone A
SK	S4R	Zone A	AB	T1A	Zone B	AB	T3G	Zone A
SK	S4S	Zone A	AB	T1B	Zone B	AB	T3H	Zone A
SK	S4T	Zone A	AB	T1C	Zone B	AB	T3J	Zone A
SK	S4V	Zone A	AB	T1G	Zone B	AB	T3K	Zone A
SK	S4W	Zone A	AB	T1H	Zone B	AB	T3L	Zone A
SK	S4X	Zone A	AB	T1J	Zone B	AB	T3M	Zone A

AB	T3N	Zone A	AB	T6B	Zone A	AB	T9E	Zone A
AB	T3P	Zone A	AB	T6C	Zone A	AB	T9G	Zone A
AB	T3R	Zone A	AB	T6E	Zone A	AB	T9H	Zone C
AB	T3S	Zone A	AB	T6G	Zone A	AB	T9J	Zone C
AB	T3Z	Zone A	AB	T6H	Zone A	AB	T9K	Zone C
AB	T4A	Zone A	AB	T6J	Zone A	AB	T9M	Zone B
AB	T4B	Zone A	AB	T6K	Zone A	AB	T9N	Zone B
AB	T4C	Zone A	AB	T6L	Zone A	AB	T9S	Zone B
AB	T4E	Zone B	AB	T6M	Zone A	AB	T9V	Zone B
AB	T4G	Zone B	AB	T6N	Zone A	AB	T9W	Zone B
AB	T4H	Zone B	AB	T6P	Zone A	AB	T9X	Zone B
AB	T4J	Zone B	AB	T6R	Zone A	BC	V0A	Zone C
AB	T4L	Zone B	AB	T6S	Zone A	BC	V0B	Zone C
AB	T4N	Zone B	AB	T6T	Zone A	BC	V0C	Zone D
AB	T4P	Zone B	AB	T6V	Zone A	BC	V0E	Zone C
AB	T4R	Zone B	AB	T6W	Zone A	BC	V0G	Zone C
AB	T4S	Zone B	AB	T6X	Zone A	BC	V0H	Zone C
AB	T4T	Zone B	AB	T7A	Zone B	BC	V0J	Zone D
AB	T4V	Zone B	AB	T7E	Zone B	BC	V0K	Zone C
AB	T4X	Zone A	AB	T7N	Zone B	BC	V0L	Zone D
AB	T5A	Zone A	AB	T7P	Zone B	BC	V0M	Zone C
AB	T5B	Zone A	AB	T7S	Zone B	BC	V0N	Zone C
AB	T5C	Zone A	AB	T7V	Zone B	BC	V0P	Zone C
AB	T5E	Zone A	AB	T7X	Zone A	BC	V0R	Zone C
AB	T5G	Zone A	AB	T7Y	Zone A	BC	V0S	Zone C
AB	T5H	Zone A	AB	T7Z	Zone B	BC	V0T	Zone D
AB	T5J	Zone A	AB	T8A	Zone A	BC	V0V	Zone C
AB	T5K	Zone A	AB	T8B	Zone A	BC	V0W	Zone C
AB	T5L	Zone A	AB	T8C	Zone A	BC	V0X	Zone C
AB	T5M	Zone A	AB	T8E	Zone A	BC	V1A	Zone B
AB	T5N	Zone A	AB	T8G	Zone A	BC	V1B	Zone B
AB	T5P	Zone A	AB	T8H	Zone A	BC	V1C	Zone B
AB	T5R	Zone A	AB	T8L	Zone B	BC	V1E	Zone B
AB	T5S	Zone A	AB	T8N	Zone A	BC	V1G	Zone C
AB	T5T	Zone A	AB	T8R	Zone B	BC	V1H	Zone B
AB	T5V	Zone A	AB	T8S	Zone C	BC	V1J	Zone C
AB	T5W	Zone A	AB	T8V	Zone A	BC	V1K	Zone B
AB	T5X	Zone A	AB	T8W	Zone A	BC	V1L	Zone B
AB	T5Y	Zone B	AB	T8X	Zone A	BC	V1M	Zone A
AB	T5Z	Zone A	AB	T9A	Zone B	BC	V1N	Zone B
AB	T6A	Zone A	AB	T9C	Zone B	BC	V1P	Zone B

BC	V1R	Zone B	BC	V3T	Zone A	BC	V5Y	Zone A
BC	V1S	Zone B	BC	V3V	Zone A	BC	V5Z	Zone A
BC	V1T	Zone B	BC	V3W	Zone A	BC	V6A	Zone A
BC	V1V	Zone B	BC	V3X	Zone A	BC	V6B	Zone A
BC	V1W	Zone B	BC	V3Y	Zone A	BC	V6C	Zone A
BC	V1X	Zone B	BC	V3Z	Zone A	BC	V6E	Zone A
BC	V1Y	Zone B	BC	V4A	Zone A	BC	V6G	Zone A
BC	V1Z	Zone B	BC	V4B	Zone A	BC	V6H	Zone A
BC	V2A	Zone B	BC	V4C	Zone A	BC	V6J	Zone A
BC	V2B	Zone B	BC	V4E	Zone A	BC	V6K	Zone A
BC	V2C	Zone B	BC	V4G	Zone A	BC	V6L	Zone A
BC	V2E	Zone B	BC	V4K	Zone A	BC	V6M	Zone A
BC	V2G	Zone B	BC	V4L	Zone A	BC	V6N	Zone A
BC	V2H	Zone B	BC	V4M	Zone A	BC	V6P	Zone A
BC	V2J	Zone B	BC	V4N	Zone A	BC	V6R	Zone A
BC	V2K	Zone B	BC	V4P	Zone A	BC	V6S	Zone A
BC	V2L	Zone B	BC	V4R	Zone A	BC	V6T	Zone A
BC	V2M	Zone B	BC	V4S	Zone B	BC	V6V	Zone A
BC	V2N	Zone B	BC	V4T	Zone B	BC	V6W	Zone A
BC	V2P	Zone B	BC	V4V	Zone B	BC	V6X	Zone A
BC	V2R	Zone B	BC	V4W	Zone A	BC	V6Y	Zone A
BC	V2S	Zone B	BC	V4X	Zone B	BC	V6Z	Zone A
BC	V2T	Zone B	BC	V4Z	Zone B	BC	V7A	Zone A
BC	V2V	Zone B	BC	V5A	Zone A	BC	V7B	Zone A
BC	V2W	Zone A	BC	V5B	Zone A	BC	V7C	Zone A
BC	V2X	Zone A	BC	V5C	Zone A	BC	V7E	Zone A
BC	V2Y	Zone A	BC	V5E	Zone A	BC	V7G	Zone A
BC	V2Z	Zone A	BC	V5G	Zone A	BC	V7H	Zone A
BC	V3A	Zone A	BC	V5H	Zone A	BC	V7J	Zone A
BC	V3B	Zone A	BC	V5J	Zone A	BC	V7K	Zone A
BC	V3C	Zone A	BC	V5K	Zone A	BC	V7L	Zone A
BC	V3E	Zone A	BC	V5L	Zone A	BC	V7M	Zone A
BC	V3G	Zone B	BC	V5M	Zone A	BC	V7N	Zone A
BC	V3H	Zone A	BC	V5N	Zone A	BC	V7P	Zone A
BC	V3J	Zone A	BC	V5P	Zone A	BC	V7R	Zone A
BC	V3K	Zone A	BC	V5R	Zone A	BC	V7S	Zone A
BC	V3L	Zone A	BC	V5S	Zone A	BC	V7T	Zone A
BC	V3M	Zone A	BC	V5T	Zone A	BC	V7V	Zone A
BC	V3N	Zone A	BC	V5V	Zone A	BC	V7W	Zone A
BC	V3R	Zone A	BC	V5W	Zone A	BC	V7X	Zone A
BC	V3S	Zone A	BC	V5X	Zone A	BC	V7Y	Zone A

BC	V8A	Zone C	NU	X0C	Zone D
BC	V8B	Zone B	NT	X0E	Zone D
BC	V8C	Zone C	NT	X0G	Zone C
BC	V8G	Zone C	NT	X1A	Zone C
BC	V8J	Zone C	YK	Y0A	Zone D
BC	V8K	Zone C	YK	Y0B	Zone D
BC	V8L	Zone A	YK	Y1A	Zone B
BC	V8M	Zone A			
BC	V8N	Zone A			
BC	V8P	Zone A			
BC	V8R	Zone A			
BC	V8S	Zone A			
BC	V8T	Zone A			
BC	V8V	Zone A			
BC	V8W	Zone A			
BC	V8X	Zone A			
BC	V8Y	Zone A			
BC	V8Z	Zone A			
BC	V9A	Zone A			
BC	V9B	Zone A			
BC	V9C	Zone A			
BC	V9E	Zone A			
BC	V9F	Zone B			
BC	V9G	Zone B			
BC	V9H	Zone B			
BC	V9J	Zone B			
BC	V9K	Zone B			
BC	V9L	Zone B			
BC	V9M	Zone B			
BC	V9N	Zone B			
BC	V9P	Zone B			
BC	V9R	Zone B			
BC	V9S	Zone B			
BC	V9T	Zone B			
BC	V9V	Zone B			
BC	V9W	Zone B			
BC	V9X	Zone B			
BC	V9Y	Zone B			
BC	V9Z	Zone B			
NU	X0A	Zone D			
NU	X0B	Zone D			

APPENDIX D: Catalogues

Table D-1 – NMSO and DISO Single Function and Multi-Function Device Catalogue:

Single and Multi-Function Print Device Catalogue Requirements																
					Catalogue Titles			Minimum Device Specifications								
													Additional Features			
	Device Type	Tone	Output Size	Device Base Title	NMSO Device Title	DISO Device Title	Rental Device Title	Speed (PPM)	# of Trays including Bypass	Total Sheet Capacity	Originals Doc. Feeder	Output Catch Tray Capacity	Stapling	Fax	Pull Print	First Copy Out (seconds)
Personal Devices: 1 User MIPD: 400	SFD	Mono	A4	PSM4	PSM4-C	PSM4-D-0	N/A	30	2	250	✗	100	✗	✗	✗	15
	MFD	Mono	A4	PMM4	PMM4-C0	PMM4-D0-0	N/A	20	2	250	25	100	✗	○	✗	15
	MFD	Colour	A4	PMC4	PMC4-C0	PMC4-D0-0	N/A	20	2	250	25	100	✗	○	✗	15
Small Workgroup: 2-10 Users MIPD: 800 - 4,000 Average: 6 Users & 2,400 MIPD	SFD	Mono	A4	SSM4	SSM4-C0	SSM4-D0-0	SSM4-R0	40	3	750	✗	100	✗	✗	○	15
	SFD	Colour	A3	SSC3	SSC3-C0	SSC3-D0-0	SSC3-R0	30	3	750	✗	100	✗	✗	○	15
	MFD	Colour	A4	SMC4	SMC4-C00	SMC4-D00-0	SMC4-R00	30	3	750	50	100	✗	○	○	15
	MFD	Colour	A3	SMC3	SMC3-C00	SMC3-D00-0	SMC3-R00	30	4	1,000	50	250	✗	○	○	15
Medium Workgroup 11 to 25 Users MIPD: 4,400 - 10,000 Average: 20 Users & 8,000 MIPD	SFD	Colour	A4	MSC4	MSC4-C0	MSC4-D0-0	MSC4-R0	40	3	1,000	✗	150	✗	✗	○	15
	MFD	Mono	A4	MMM4	MMM4-C00	MMM4-D00-0	MMM4-R00	40	3	1,000	50	150	✗	○	○	10
	MFD	Mono	A3	MMM3	MMM3-C000	MMM3-D000-0	MMM3-R000	40	4	1,500	50	250	S	○	○	10
	MFD	Colour	A4	MMC4	MMC4-C00	MMC4-D00-0	MMC4-R00	40	3	1,000	50	150	✗	○	○	10
	MFD	Colour	A3	MMC3	MMC3-C000	MMC3-D000-0	MMC3-R000	40	4	1,500	50	250	S	○	○	10
Large Workgroup 25+ Users MIPD: 10,000+ Average: 30 Users & 12,000 MIPD	SFD	Mono	A4	LSM4	LSM4-C0	LSM4-D0-0	LSM4-R0	60	3	1,000	✗	250	✗	✗	○	10
	MFD	Mono	A4	LMM4	LMM4-C000	LMM4-D000-0	LMM4-R000	50	3	2,000	75	250	S	○	○	10
	MFD	Mono	A3	LMM3	LMM3-C000	LMM3-D000-0	LMM3-R000	50	4	2,000	75	250	S	○	○	10
	MFD	Colour	A4	LMC4	LMC4-C000	LMC4-D000-0	LMC4-R000	50	3	2,000	75	250	S	○	○	10
	MFD	Colour	A3	LMC3	LMC3-C000	LMC3-D000-0	LMC3-R000	50	4	2,000	75	250	S	○	○	10

Table D-1a – NMSO and DISO Single Function and Multi-Function Device Catalogue Legend:

NOTES / ABBREVIATIONS	
Manual feed	All printing devices in Personal categories must have a minimum of 20 sheets capacity for manual feed. All other printing devices must have a minimum of 50 sheets capacity for manual feed.
Duplex Print	All printing devices must be capable of performing duplex printing.
MIPD	Monthly Impressions Per Device
O	Optional feature which can be ordered in addtion to base configuration
✘	Not a required Feature/Option
S	Optional Single-Position Stapling Finishing Feature (50 sheet minimum)
Speed (PPM)	Speed Capacity in pages per minute (PPM) as defined by ISO/IEC 24734:2014. It represents the minimum rated print speed required for the monochrome devices categories and the minimum rated speed of full color pages for the color devices cetegories.
Pull Print	Includes all hardware components installed on the printer at the time of delivery to the client which provides for Pull Print functionality including but not limited to proximity cards (internal/external) readers for user authentication (minimum HID Multiclass SE equivalency), and screens, keyboards etc. that are required for the authentication process.
First Copy Out	The time elapsed (in seconds) when a print command is sent from a computer and the first page is fully printed on printer's output tray (with the printer on standby mode initially).
IPDS	All medium and large workgroup devices, when specified by a Department / Agency must support hardware based bi-directional IPDS (IBM - Intelligent Printer Data Stream) to work with mainframe systems.
MFD	Multi-function Device
SFD	Single Function Device
Mono	Monochrome
Title - LMM4	1st Character – P, S, M, L, refers to workgroups: Personal, Small, Medium and Large
	2nd Character – S, M, refers to Device Type: Single Function Device, Multi-function Device
	3rd Character – M, C, refers to Tone: Monochrome, Colour
	4th Character – 3, 4, refers to Output Size: A3, A4
Feature Identifiers: LMM3-C0000, LMM3-D0000-0, and LMM3-R0000	"-C…" = Catalogue, "-D…" = DISO, and "-R.." = Rental Successive "000" represent placeholders for applicable features. "0" is the null position for a feature not ordered. Each feature's alpha code - All-Inclusive Catalogue LMM3-CSFP represents Staple, Fax and Pull Print

MPS Identifier: LMM3-D0000-0	LMM3-D0000"-0"represents MPS Monthly Overlay. "-0" is the null position, "-M" represents MPS requirement MPS is not available for "-C" Catalogue or "-R" Rentals.
LMM4 - LMC4	Specific to device types LMM4 and LMC4 (Large Workgroup, MFD, Colour and Monochrome A4) only, Canada will accept A3 equivalent devices (i.e. sample devices as LMM3 and LMC3) the meet the specifications.
Scanner Speeds	Scanner speed ratings are based on scanning in landscape mode.
Manufacturer Toner	Print Manufacturer certified toner is recommended for warranty compliance.

The MPS monthly overlay is not available for call-up on Catalogue or Rental orders. The MPS monthly overlay is only offered by the Contractor hold the Department – Agency DISO. In cases where Government Furnished Equipment (GFE) requires the MPS monthly overlay the call-up coding presented to the DISO holder will consists of the following:

Equivalent Device Category – SSM4

Device Vendor in Parentheses – (Company ABC)

DISO and Features Identifier – DSHFP

MPS Identifier – M

For the example provided the device call-up is: SSM4 (ABC) – DSHFP – M.

The following table provides additional detail for the print device and services coding nomenclature:

Print Device and Services Catalogue Coding Nomenclature					
Naming Nomenclature	**Code**	**For -x"0000" "SHFP" (x = C, D, R)**	**Code**	**For –x0000-"0" "M" (x = C, D, R)**	**Code**
NMSO Catalogue	"-C"	**First "0" value**	"S"000 = Staple	**Value "-0" =**	No MPS
CSPS DISO Catalogue	"-D"	**Second "0" value**	0"H"00 = Hole Punch	**Value "-M" =**	MPS
Rental Catalogue	"-R"	**Third "0" value**	00"F"0 = Fax		
		Fourth "0" value	000"P"= Pull Print		

Table D-2 – NMSO and DISO Scanners Catalogue:

Scanner Catalogue Requirements							
				Minimum Device Specifications			
Classification	**Device Base Title**	**NMSO Device Title**	**DISO Device Title**	Duplex Scanning	A3 Scan Capability	Speed (PPM)	Automatic Document Feeder
Flatbed	SC-C4030	SC-C4030-C00	SC-C4030-D00	●	✖	30	50
Departmental-1	SC-C4040	SC-C4040-C00	SC-C4040-D00	●	✖	40	50
Departmental-2	SC-C3080	SC-C3080-C00	SC-C3080-D00	●	●	80	200
High Volume	SC-C3100	SC-C3100-C00	SC-C3100-D00	●	●	100	200

Table D-2a – NMSO and DISO Scan Device Catalogue Offering Legend

NOTES / ABBREVIATIONS
All Scanner categories must: • Deliver an optical resolution of 600 DPI with double-feed detection and auto-deskew capability • Support both gray-scale and color scanning (Bitonal, 8-bit grayscale, 24-bit colour) • Support TWAIN or ISIS drivers and USB 2.0 or better connections • Double-feed Detection • Simplex and duplex modes, dual sensors • Meets all Minimum Specifications • Bilingual Interface • User Manual(s) • Paper Weight 50-200 g/m2 and paper size 3”x3” up to 8.5”x14” (11”X17” for A3 devices) • Document Misfeed Detection • Canadian Electrical Code part 1 • Limits for radio noise emissions • Automatic Document Feeder • Bundled Software • Automatic De-skew • Automatic Blank Page Detection and Deletion • Packaging Recycling Program • ENERGY STAR Registration • RoHS (Restriction of Hazardous Substances) • WEEE (Waste Electrical & Electronic Equipment Directive) • Supported Interfaces • Desktop OS Supported (Windows 7, 8 &10) • Server OS Support (Windows Server 2008, 2012 & 2016)

●	Mandatory Feature (Available on device by default)
✘	Not a required Feature/Option

Speed (PPM)	Scanner speed ratings must be able to scan at the required minimum speed in Portrait mode for A4 devices and in Landscape mode for A3 devices.
Feature Identifiers: **SC-C4040-C00** **SC-C4040-D00**	"-CC…" = Catalogue and "-D.." = DISO Succesive "00" represent applicable featue placeholders. "0" = null position for a feature not ordered. Each feature's alpha value code - All-inclusive Catalogue SC-C4040-CWP represents Warranty (Advanced Exchange) and Preventative Maintenance Kit.
Feature Identifiers: **WEPM-C4040-C00** **WEPM-C4040-D00**	"WEPM" replaces "SC" to indicate it is not the scan device, WEPM indicates: WE = Advance Exchange Warranty PM = Preventative Maintenance Kit
Feature Identifiers: **WEPM-C4040-C00** **WEPM-C4040-D00**	"-C00" = Catalogue and "-D00" = DISO Successive "00" represent applicable feature placeholders. "0" = null position for a feature not ordered. WEPM-C4040-CWP represents the ordering of both a Warranty and Preventative Maintenance Kit WEPM-C4040-CW0 represents the ordering of an Advance Exchange only WEPM-C4040-C0P represents the ordering of a Preventative Maintenance Kit only
MPS	Managed Print Services Overlay is not available for standalone scan devices.
Rental	Rental option is not available for standalone scan devices.

The Advance Exchange (WE) and Preventative Maintenance Kit (PMK) must be available for call-up with the acquisition of a scan device. The WE and PMK must also be available for call-up as individual orders without a device. The call-up coding presented for the WE and PMK will consist of the following:

The Advance Exchange (WE) and Preventative Maintenance Kit (PMK) must be available for call-up with the acquisition of a scan device. The WE and PMK must also be available for call-up as individual orders without a device. The call-up coding presented for the WE and PMK will consist of the following:

Table D-3 – NMSO and DISO Scan Device Catalogue Offering for Preventive Maintenance Kit and Warranty Extension:

NMSO AND DISO SCAN DEVICE CATALOGUE PREVENTATIVE MAINTENANCE KIT AND WARRANTY EXTENSION CODING			
Classification	Base Title	Catalogue Title	DISO Title
Flatbed	SC-C4030	WEPM-C4030-C00	WEPM -C4030-D00
Departmental-1	SC-C4040	WEPM -C4040-C00	WEPM -C4040-D00
Departmental-2	SC-C3080	WEPM -C3080-C00	WEPM -C3080-D00
High Volume	SC-C3100	WEPM -C3100-C00	WEPM -C3100-D00

The following legend for the Scan Device Preventative Maintenance Kit and Warranty Extension Coding explain the coding that appears in Table 5:

Table D-3a – NMSO and DISO Scan Device Catalogue Preventative Maintenance Kit and Warranty Extension Coding Legend:

NMSO AND DISO SCAN DEVICE CATALOGUE PMK AND WE OFFERING NOTES	
Feature Identifiers: **WEPM-C4030-C00** **WEPM-C4030-D00**	"WEPM" replaces "SC" to indicate it is not the scan device, WEPM indicates: WE = Advance Exchange PM = Preventative Maintenance Kit
Feature Identifiers: **WEPM-C4040-C00** **WEPM-C4040-D00**	"-C00" = Catalogue and "-D00" = DISO Successive "00" represent applicable feature placeholders. "0" = null position for a feature not ordered. WEPM-C4040-CWP represents the ordering of both a Warranty and Preventative Maintenance Kit WEPM-C4040-CW0 represents the ordering of an Advance Exchange only WEPM-C4040-C0P represents the ordering of a Preventative Maintenance Kit only

Table D-4 – NMSO and DISO IMACR Rate Card Catalogue Items

NMSO and DISO Install, Move, Add, Change, Remove (IMACR) Catalogue				
Catalogue Title	**DISO Title**	**Scenario (Applicability)**	**Particulars**	
N/A	N/A	Catalogue / DISO Devices and DISO MPS for Purchase or Lease: Install (Remove).	Install / (Remove) Network Configuration and Integration - 2 hours per device cumulative for all sequential building device installs / removals (e.g. 5 device installs in a building = 10 hrs of Network Configuration over sequential days before add-on rate applies)	
NCHR-C	NCHR-D	Catalogue / DISO Devices and DISO MPS for Purchase or Lease: Install (Remove), Move, Add and Changes.	Network Configuration and Integration Add-On Hourly Rate	For Installs (Removes): hours post the initial 2 hour network configuration and integration allotment per device. For Moves, Adds and Changes: minimum 2 hours and invoiced for device(s) Network Configuration and integration time only.
BSHR-C	BSHR-D		Single Building Stairs Add-On Hourly Rate	Minimum 2 Hours Invoiced as device(s) move time only.
IBFR-C	IBFR-D	Rates are applicable for Catalogue and DISO Devices that are purchased or leased when a move, add or change is requested by the Government of Canada. Rates are not applicable to vendor initiated moves, adds, changes for MPS engagements. Rates are applicable to Government of Canada initiated Moves, Adds, Changes for MPS Engagements.	Intra-Building Flat Rate	Initial Device Price ($)
				Subsequent Price Per Device ($) (Unlimited)
ICFR-C	ICFR-D		Intra-City Flat Rate (75 Km or less Radius from Pick-up point)	Initial Device Price ($)
				Subsequent Price Per Device ($) (Unlimited)
OCFM-C	OCFM-D		Inter-City Flat Rate (>75Km Radius from Pick-up Point)	Initial Device Price ($)
				Subsequent Price Per Device ($) (Unlimited)
				Mileage Rate (Pick-up Point to Destination)
SRQR-C	SRQR-D		All Locations	Specialized Requirement (Installation, Rigging Etc.)

The IMACR services coding nomenclature consists of the following:

IMACR Services Catalogue Coding Nomenclature			
Naming Nomenclature	**Code**	**Naming Nomenclature**	**Code**
NMSO Catalogue	"-C"	**CSPS DISO Catalogue**	"-D"
Service	**Code**	**Service**	**Code**
Network Configuration Add-On Hourly Rate	NCHR	**Single Building Stairs Add-On Hourly Rate**	BSHR
Intra-Building Flat Rate	IBFR	**Intra-City Flat Rate**	ICFR
Inter-City Flat Rate & Mileage (Outside City and Quoted Mileage Rate)	OCFM	**Specialized Requirement (Quoted Rate)**	SRQR

Table D-5 – DISO Catalogue MCS Professional Services Items

DISO Catalogue MCS Labour Category	
MCS Labour Category	**DISO Title**
MCS Solution Architect	**MCSA-D**
MCS System Analyst / MCS System Engineer	**MCSE-D**
MCS Configuration Technician	**MCST-D**
MCS Developer	**MCSD-D**

Table D-6 – DISO Catalogue MPS Labour Rate – On-Site Assistance

MPS Labour Category	
MPS Labour Category	DISO MPS Title
Managed Print Service – DISO On-Site Assistance	MPS -DOSA

Table D-7 – DISO MPS Catalogue - Print Management Software

Print Management Software requirements will be tailored for each particular Department – Agency's needs.

DISO MPS Catalogue Print Management Software	
Print Management Software Categories	Category Title Codes
A license for a single Hardware Device	DEVICE
A single client access license	CAL
A single server license	SERVER
A single user license	USER
An entity license that covers the whole identified User.	ENTITY
Other licensing model based on a quote from the Contractor for specifications provided by the Identified User.	OTHER

Appendix E: Vendor Performance Incentive – Framework and Processes.

See attached file.

Appendix F: SSC Incident Priority Matrix

SSC's baseline Incident Priority Matrix consists of the following:

SSC Baseline Incident Priority Matrix Table		SEVERITY: Determinate of Response and Restoration Urgency		
		HIGH: Critical Time Sensitivity	**MEDIUM: Normal Operations (Governed by SLT)**	**LOW: Non-Urgent**
IMPACT:	**HIGH:** Large number of staff and/or mission critical systems are affected and/or unable to function.	Priority Level 1	Priority Level 2	Priority Level 3
	Incident Status Reporting Interval:	**Daily by FGWD**	**Daily by FGWD**	**Weekly by FGWD's**
	Un-resolved Incident Escalation Trigger:	Applicable Non-compliant SLT's	Applicable Non-compliant SLT's	Applicable Non-compliant SLT's
	MEDIUM: Moderate number of staff and/or mission critical systems are affected and/or unable to function.	Priority Level 2	Priority Level 3	Priority Level 4
	Incident Status Reporting Interval:	**Daily by FGWD**	**Weekly by FGWD's**	**Weekly by FGWD's**
	Un-resolved Incident Escalation Trigger:	Applicable Non-compliant SLT's	Applicable Non-compliant SLT's	Applicable Non-compliant SLT's
	LOW: Minimal number of staff and/or mission critical systems are affected and/or able to deliver acceptable service function but requires additional efforts and/or workarounds.	Priority Level 3	Priority Level 4	Priority Level 5
	Incident Status Reporting Interval:	**Weekly by FGWD's**	**Weekly by FGWD's**	**Weekly by FGWD's**
	Un-resolved Incident Escalation Trigger:	Applicable Non-compliant SLT's	Applicable Non-compliant SLT's	Applicable Non-compliant SLT's

Appendix G: Security Requirements

See attached file.