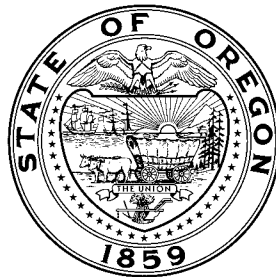


DEPARTMENT OF ADMINISTRATIVE SERVICES  
State Services Division  
**Publishing & Distribution**

# Service Level Agreement

Effective June 1, 2010 – July 1, 2011



(503) 373-1700  
Email: [PDInfo@state.or.us](mailto:PDInfo@state.or.us)

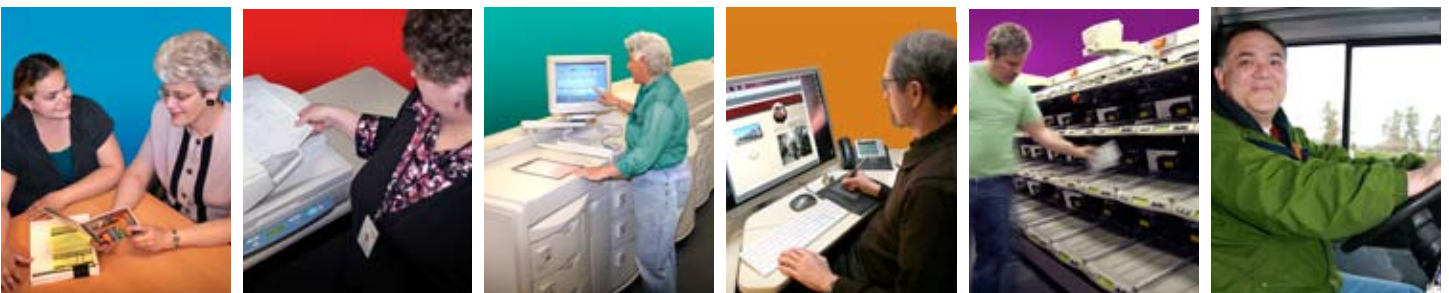


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**1 Statement of Intent**

This service level agreement (SLA) documents the characteristics of the Publishing & Distribution (P&D) print and delivery services, which are mutually understood and agreed upon between the Department of Administrative Services (DAS) through its State Services Division (SSD), P&D and the Customer. The purpose of this SLA is to ensure that the proper elements and commitments are in place to provide optimal services to the Customer. The SLA will evolve over time, with additional knowledge of the Customer requirements, as well as the introduction of new services to the Customer.

**1.1 Service Billing Rates**

Billing for services provided under this agreement will be through direct billing to the Customer and as published in the DAS Price List of Goods and Services or as quoted for large custom orders based on a chargeback cost recovery model. Rates may change biennially if the costs to deliver services change in either direction. Refer to the BAM published rates.

## **2 Scope of Agreement**

P&D will provide the services outlined in this SLA in combination with any accompanying Interagency agreements or Statements of work.

## **3 Service Availability**

P&D normal operating hours are from 8 a.m. to 5 p.m. The mainframe print unit operates 24 hours, five days a week. Other units at P&D operate swing shifts to accommodate scheduled workloads.

### ***3.1 Scheduled Events That Impact Service Availability***

Regularly scheduled events, such as Legislative printing or annual Property Tax preparation, may potentially cause slower than normal turnaround times. Allow additional lead time for your scheduled jobs during these heavy production periods. Upon request, P&D will supply Customer with calendar of regularly scheduled events.

P&D will do everything possible to minimize downtime, but unscheduled interruptions due to equipment malfunction are a possibility. P&D has built redundancy into equipment acquisition and will make every effort to schedule jobs on alternative machines when malfunctions occur. Standard system maintenance will be scheduled outside of peak periods and heavy production.

### ***3.2 Availability Exceptions***

While it is the goal of P&D to achieve optimal service levels, we cannot be responsible for deficiencies caused by inaccurate or incomplete job detail or data, or any scheduling impact caused by or associated with circumstances beyond P&D's control. Refer to Section 5 Quality Service Requirements for specific job requirements that will ensure delivery of quality services.

## **4 General Terms and Conditions**

### ***4.1 Parties***

This agreement is between the P&D and the Customer.

### ***4.2 Dependence on Other Organizations***

P&D is dependent on other internal organizations within the Department of Administrative Services (i.e., State Data Center, Enterprise Network Services, Technology Support Center, etc.) and external suppliers (i.e., IKON, Pitney Bowes, IBM, etc.) in providing support services to the Customer. P&D will manage the interface with such suppliers as it relates to the provision of services under this agreement.

The list of organizations and vendors that P&D is dependent on may change during the term of this agreement.

## **5 Quality Service Requirements**

The following is a list of control requirements necessary to print and deliver jobs correctly.

## **5.1 Mainframe Jobs**

All mainframe jobs must include a banner page with print, delivery and security level information.

### **5.1.1 Detail on banner pages:**

Banner Pages must include the following Job Order Information.

- Job Number
- Security Level
  - [Assets Classification Policy.pdf](#)
- Contact Person
- Address location where the job is to be delivered or notation that job is to be held for pick up.
- If delivery is expected:
  - Recipient Name
- Street Address, City and zip

Additional instructions, such as insert and mail information, can be e-mailed to: [Mainframe.Print@das.state.or.us](mailto:Mainframe.Print@das.state.or.us) Always include the job name, the job number and the stock type (continuous or cut sheet, form number, etc).

### **5.1.2 Document Counts and Control Numbers**

For Mainframe Print

- Provide Document Counts
- Include Control Numbers on each document

Document counts and sequential control numbers must be provided with each Mainframe print stream. These numbers will ensure that envelopes are not double-stuffed or missed during the insert process. This is especially important in the case of documents bearing sensitive or confidential information. By providing P&D with job information that includes document counts and document control numbers, every run can be audited to greatly reduce the chance of an envelope being stuffed twice or missed completely.

### **5.1.3 Testing**

All forms testing (advance function printing and cut sheet) will be performed between 7:30 a.m. and 3:00 p.m. Pacific Standard Time.

Before the test is submitted, send e-mail notification of test runs to [Mainframe.Print@das.state.or.us](mailto:Mainframe.Print@das.state.or.us) and [PDSystem.Support@das.state.or.us](mailto:PDSystem.Support@das.state.or.us).

Test runs that are received will get printed and delivered per instructions on the banner page, unless P&D is notified in advance and given instructions to the contrary.

## **5.2 Digital Print Jobs**

All digital print work orders must be filled out completely.

### **5.2.1 On-line Order Form**

The P&D on-line order form on P&D's web-site is to be used for all digital print jobs. Customer must consult with a Customer Relations Management representative (CRM) to plan and schedule complicated print and mail projects. Mock-ups or samples are required for complex, high-risk jobs. If you have any questions, please contact a CRM to assist you. Call 503-373-1700 or e-mail at [PD.Info@das.state.or.us](mailto:PD.Info@das.state.or.us).

### **5.2.2 Stored Inserts or Forms instructions**

It is important that all stored inserts or forms are imprinted with:

- Form Number
- Revision Date

P&D records this information as a Material Costing Code (MCC) and it is tracked according to instructions.

### **5.2.3 Stored Envelope Tracking & Storage**

Stored envelopes must be imprinted with:

- Form/Envelope Number
- Revision Date

Form numbers and revision dates ensure the use of the correct envelope.

### **5.2.4 Pre-printed Paper Stock**

Pre-printed paper stock will be kept on-site no more than 90 days prior to the job run. After completion of the run, these materials will be returned to Customer, unless instruction for destruction is included in the detail. Paper stock without instructions will be returned to the Customer through the shuttle.

### **5.2.5 Special Print or Mail Materials**

Customers should keep special print or mail materials at their location and send them to P&D prior to use. Boxes of materials delivered directly to P&D must be clearly labeled with the job number to which they are associated. Any remaining materials will be returned to the Customer following the completed work.

Note: envelopes and inserts will be stored no more than 90 days prior to the job's run. Following the run, P&D will return all unused envelopes. Envelopes without specific instructions, including print job number, associated inserts, etc., will be returned to the Customer through the shuttle.

### **5.2.6 Control and Sequential Numbers:**

For Variable Data Print:

- Include Control Numbers on each document

These numbers will ensure that envelopes are not double-stuffed or missed during the insert process. This is especially important in the case of documents bearing sensitive or confidential information. By providing P&D with job information that includes document control and sequential numbers, every run can be audited to greatly reduce the chance of an envelope being stuffed twice or missed completely.

### **5.2.7 Address Files**

P&D requires clean address files that have:

- First Name
- Last Name
- Agency/Company (Optional)
- 1st: Address
- 2nd: Address (Optional)
- City, State, and ZIP

Note: If there is other information in the address stream, provide specific instruction. Without this instruction, P&D will ignore the additional data.

Supply P&D with an example of the address layout.

### **5.2.8 File Storage**

Customers own and control their data. P&D cannot archive, store, backup, or accept responsibility for Customer files. If requested, however, P&D will hold files for a limited period of time (60 days or less), burn a CD or place file(s) on a server for pick-up. In all cases, Customer must retain a copy of the final print file.

## **5.3 Discount Postage**

Occasionally production requirements are such that many high-volume jobs are scheduled to be mailed on the same day. While P&D makes every effort to meet all requested mail dates at discounted postage rates, it is possible that sheer volume on mail-sortation machine requires certain mailings be posted at full rate.

## 6 Turnaround Expectations

Orders received prior to 2:00 PM (print-ready PDF or hard copy).

Under 5,000 black <sup>1</sup> impressions <sup>2</sup>	24 hours	No bindery <sup>3</sup> or mailing <sup>4</sup>
5,000 to 19,000 black <sup>1</sup> impressions <sup>2</sup>	2 days	No bindery <sup>3</sup> or mailing <sup>4</sup>
20,000 to 49,999 black <sup>1</sup> impressions <sup>2</sup>	3 days	No bindery <sup>3</sup> or mailing <sup>4</sup>
50,000 or more black <sup>1</sup> impressions <sup>2</sup>	3+ days	Please contact your Customer Relationship Management representative

<sup>1</sup> Color impressions may require more time.

<sup>2</sup> Number of Originals x Quantity = Impressions

<sup>3</sup> Examples include: folding, cutting, off-line finishing, padding, handwork, scoring, perforating and shrink-wrapping. Most bindery functions require at least one additional day per function.

<sup>4</sup> Most mailings up to 10,000 pieces, require one additional day. If you are mailing over 10,000 pieces, call (503) 373-1700 and ask for customer service.

NOTE: Special order stocks will require additional production time.

If you have any questions, please call (503) 373-1700 and ask for customer service  
Contact the CRM for job turnaround expectations at 503-373-1700 or  
[Order.Info@das.state.or.us](mailto:Order.Info@das.state.or.us).

## 7 Security Statement

P&D has developed internal operating policies and procedures for the purpose of safeguarding the public trust by assuring the accuracy, integrity, security, privacy, confidentiality and appropriate availability of information processed within our facility. This includes physical security with a complete digital internal and external security infrared camera system (CCTV) to deter and detect incidents. The P&D building is also (keycard) access controlled with restrictions for different work groups and no public access.

Sensitive and negotiable documents are secured internally in separate areas armed and monitored by CCTV. These items are also controlled in secure cages when moved internally for production work prior to shipping and mailing. Sensitive and negotiable documents which may be damaged in printing or processing are secured in Confidential Lock Bins and shredded on a monthly basis, on-site.

P&D has policies in place to comply with Senate Bill 583 – Identity Theft Protection and all P&D employees have signed a confidentiality and secrecy clause document. Audits and equipment inspections are conducted weekly. Document inventories are conducted monthly. These measures are overseen by two security managers.

ATTACHMENT 1  
P&D Service Level Agreement

CRITICAL CONTACTS

PUBLISHING & DISTRIBUTION

NAME	RESPONSIBILITY	PHONE	EMAIL
Linda Ingham	Customer Service	503-373-1770	<a href="mailto:Linda.ingham@state.or.us">Linda.ingham@state.or.us</a>
Cindy Garcia	Customer Service	503-373-1736	<a href="mailto:Cindy.garcia@state.or.us">Cindy.garcia@state.or.us</a>
Ricardo Segura	Mainframe	503-373-1230	<a href="mailto:Ricardo.segura@state.or.us">Ricardo.segura@state.or.us</a>
Lobby	Reception	503-373-1700	
Mainframe	Mainframe print	503-373-1705	<a href="mailto:Mainframe.print@state.or.us">Mainframe.print@state.or.us</a>
General E-mail	General Questions		<a href="mailto:PDInfo@state.or.us">PDInfo@state.or.us</a>
Lobby	Reception	503-373-1700	

P&D current contact information can be found online at:

<http://www.oregon.gov/DAS/SSD/PD/contacts.shtml>