

**Transition Bridge Period Scope of Work
For Xerox
April 3, 2012**

The following minimum services must be provided during the transition bridge period of May 1 – June 30, 2012:

Crisis Management

- Xerox will perform as required.

Server and Network Security

- Security for connections between ADC / SDC and Mailgard, located in Warminster PA will be the responsibility of the Network Service Provider until 7/1/2012
- Security and intrusion detection for Xerox owned servers located at the ADC will be provided by the Data Center Service Provider until 7/1/2012.

Print-Mail

- **Print-Mail activities will be provided directly from Xerox from May 1 – June 30.**
- **Service Provider will utilize and support, at a minimum, the following Products and Standards in use by DIR Customers:**
 1. Paper Format: (e.g., 8 ½ x 11, security papers, continuous forms, roll, preprinted special forms, card stock, 90 lb. stock, laser labels, perforated paper, labels)
 2. Envelopes: (e.g., Office, Multi-statements, Security, #10 business reply, 9 ½ x 6 window, envelopes sized 4 1/8 x 9 ½ , 4 5/16 x 10 1/8 and 9 ½ x 6)
 3. Equipment: Continuous Form Printer (roll and box fed), Printers (e.g., Xerox)
 4. Applications/Products: (e.g., Letters, Invoices, Billing Statements, CD, Report, checks, warrants, Identification Cards, Sysout).
 5. Files: (e.g., TXT with variable data, AFP, Print Spool).
 6. Transmission: (e.g., CD, Cartridge, Email, IP connected, Internet (FTP, HTTP, HTTPS)).
 7. Expedition: Making the documents available for pick up at the document control centers; delivering the documents where defined; delivering the documents for US Post Office or courier pickup; delivering documents to the US Post Office.
 8. Print: (e.g., black and white, red).
 9. Finisher: (e.g., Auto envelope 8 ½ x 11, letter folded and half folded by mailing systems and inserted in envelopes sized 4 1/8 x 9 ½ , 4 5/16 x 10 1/8 and 9 ½ x 6)

10. Security: Document physical and logical security. This does not include network and data center security.
11. Secure Documents: (e.g., ID cards stock, medical ID cards, checks, warrants, Reports including bank statements, pharmacy reports, and other sensitive reports).
12. Equipment Maintenance: Vendor certified technician available as needed.
13. Controls: (e.g., dash code, barcodes, both one-dimensional and two dimensional; mail match codes, OCR-A font).
14. DRP: Disaster Recovery Plan developed in coordination with DIR and DIR Customers.
15. Stock: Service Provider is responsible for all handling, management and reporting of standard and custom stock in their possession.

- **Administrative Functions**

1. Participating in the Change Management Process for all changes that affect the Print operations.
2. Planning, implementing, and recording changes made to the Print operations environment and procedures.
3. Managing all Third Party Vendors associated with the Services.
4. Regular backup of printer specific softcopy material, including laser forms, fonts, and signatures for disaster recovery purposes.
5. Reviewing and testing the existing Print and Outbound Mail disaster recovery plans and capabilities once within one (1) year following the Commencement Date and annually thereafter. Providing a disaster recovery recommendation to DIR for consideration.
6. Documenting job procedures for Print operations.
7. Maintaining audit logs.
8. Ordering and maintaining inventory for all paper forms and supplies needed to accomplish the Services.
9. Tracking and reporting paper and forms usage and volumes for DIR Customers.
10. Providing test support for new or changed applications stock (e.g., warrants or paper ID card stock) for compatibility with standards and technical environment.
11. Scheduling preventive maintenance on all Equipment based on reviews, analysis of Equipment performance records, and original Equipment manufacturer recommendations.

12. Advising DIR on Equipment and technology investments related to Print Services.

- **Compliance**

1. Operating in accordance with the applicable federal and state regulations (consistent with the Parties' obligations regarding same as set forth in the Master Services Agreement),. Service Provider shall provide remediation as required.

2. Providing secure location for document storage.

3. Following all US Postal regulations and be in compliance as outlined in the most current edition of the Domestic Mail Manual (DMM). The Service Provider will advise DIR and/or designee of any changes in the DMM that will impact Mail Services monetarily or logistically. The Service Provider must check for DMM updates on a monthly basis. The Service Provider shall possess the necessary licenses from the US Postal Service. Process categories may include the following items:

- Postal bar coding
- Readable addresses
- Tray makeup
- Postal code sort
- Tray labeling
- Reporting

- **Presort**

1. Ensuring that a USPS certified software package, such as Code-1 or equivalent, has been used to validate addresses in order to obtain maximum postage rate discounts on mail in the appropriate state. This package must be available for use by applications that create mailing addresses for printed output being directed to the USPS.

2. In accordance with the procedures defined in the Policies and Procedures Manual, performing any necessary presorting to optimize postal discounts.

3. Utilizing the services of presort Service Providers where necessary to achieve postal discounts.

- **Production Control**

1. Providing production turnaround and mailing of all documents, including but not limited to warrants, paper ID cards and letters received during each process period in accordance with the Policies and Procedures Manual.

- **Quality Control**

1. Utilizing an active quality control process throughout the entire production flow to ensure a high level of quality output and the ability to provide daily and monthly reports.

2. Troubleshooting and resolving all quality issues in a timely manner.
3. Entering production and quality data into databases for tracking and reporting to DIR and DIR Customers.
4. Filing and storing daily quality checklists for all production areas for a period as required by regulations after date of occurrence for DIR auditing purposes.
5. Making reports available to DIR, DIR Customers or DIR Auditors for scheduled and unscheduled quality audits.
6. Analyzing and reporting data for process improvements, forecasting, quality assurance, and root cause detection.
7. Managing quality assurance functions, as needed, for all changes and enhancements to the Outbound Mail processes.
8. Verifying print quality and completeness of the file. DIR acknowledges that Service Provider does not verify the content or quality of the data.
9. Performing quality control checks of output from the Equipment to meet requirements (e.g., address readable in window, insert folded material properly, postmark readable, and correct sheet(s) insertion).
10. Administering and performing all quality control checks in accordance with the Policies and Procedures Manual.

- **Operations**

1. Collaborating with DIR Customers in providing a secure environment.
2. Participating in regularly scheduled DIR Customer review meetings.
3. Managing work flow.
4. Ordering and maintaining inventory for all envelopes, inserts and stuffers needed to accomplish the Services.
5. Processing manual or automated exceptions.
6. Preparing output for distribution and routing.
7. Routing output for manual assembly, automated mailing, and/or distribution.
8. Operating automated mailing devices and inserters.
9. Where required by DIR, providing or coordinating services (e.g., courier, common carrier) for delivery of output media to designated locations.

10. Providing accurate, timely processing, and mailing in accordance with the Policies and Procedures Manual.
11. Performing manual inserting operations for all required documents (e.g., oversized, booklets, stuffers and reports).
12. Providing set up, scheduling and operation of automated report distribution software.
13. Analyzing hardcopy reports and making recommendations to DIR and DIR Customers for conversion to softcopy distribution.

- **Equipment (including Automated Mailing/Inserters, Envelope Labelers, Folders, etc.)**

1. Identifying problems with inserting Equipment and Software. Interfacing with technical support as required.
2. Managing Third Party Vendors for Equipment and associated Software repairs to provide sufficient capacity to accomplish the production demand.
3. Scheduling preventive maintenance on Equipment based upon reviews, analysis of Equipment performance records, and original equipment manufacturer recommendations.

- **Resolving Problems**

1. Managing output and reporting of technical problems to support.
2. Identifying missing information, investigating and re-ordering print.
3. Managing the remake process for damaged/mutilated documents.
4. Identifying discrepancies and taking necessary corrective action.
5. Requesting assistance as required from information sources.

- **Manual and Production Output Processing**

1. Coordinating, collating, inserting, verifying materials against reports, sorting, auditing, and cross-checking of outputs.
2. Preparing output (e.g., tray/bucket envelopes) for distribution and routing.

- **Account Management**

1. Interfacing with DIR regarding costing and chargeback as it relates to validated cost centers.
2. Coordinating and monitoring start-up and changes to production activities.

3. Participating in testing, implementation, and post-implementation reviews for new and major revisions to all job functions.
4. Creating and publishing Outbound Mail production schedule.
5. Coordinating and interacting with DIR Customer management.

- **Administrative Support Services**

1. Implementing approved processes in the Outbound Mail operation in accordance with the Policies and Procedures Manual.
2. Documenting job procedures for Outbound Mail operations in the Policies and Procedures Manual.
3. Performing audits of Outbound Mail processes.
4. Recording and maintaining schedule tracking details and production volumes to allow for daily reporting as necessary.
5. Completing chargeback tasks and reporting per schedule.
6. Managing postage meters for Outbound Mail functions.
7. Providing for direct billing of postage for designated federal programs.
8. Preparing and distributing custom postage reports.
9. Managing Third Party Vendors who provide functions related to the Services.
10. Maintaining sufficient Outbound Mail supplies inventory.
11. Producing and distributing requested reports, including the ability to provide analytical reports to support the administrative, operational, or technical requirements.
12. Answering and fulfilling requests with respect to Calls.
13. Advising DIR on Equipment and technology investments related to Outbound Mail Services.
14. Providing subject matter expertise regarding assembly and Outbound Mail procedures.
15. Providing functional subject matter expertise on business applications.
16. Gathering, maintaining, and reporting key metrics in compliance with Exhibit 3 (Service Levels).
17. Maintaining sufficient capacity and staffing to meet business needs. Service Provider will guarantee that a minimum number of qualified Service Provider personnel will be involved in the production support process to eliminate risk to DIR and DIR Customers, including risks that may result from incorrectly executed production-related activities.

18. Proactively monitoring, ordering, maintaining, and storing appropriate level of support materials and office supplies, on the production floor and readily accessible, as needed to accomplish the Services.

19. Providing test support for new or changed applications, stock, and procedures for compatibility with standards and technical environment.

20. Identifying and implementing Equipment solutions to improve cost, productivity, and quality and coordinating via the change process.

21. Managing In-Scope projects that support the business needs or improve the environment.

"22. Perform Courier services as needed to support Mail Services -

a) deliver Print that takes place at the (ADC Only) where there is a requirement to deliver print production to Austin agencies

b) provide courier services where required for mailing both to the Post Office and PSI."

23. Pre-sort services are provided by PSI. PSI provides this service to sort through 3 & 5 digit zip codes with results in lower postage rates.