Annex F to SLA 1505_003: Hosted Batch Printing service

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Annex F: Hosted Batch Printing

F1. Service Classification

This Service is classified as Hosted Batch Printing in terms of the SITA Services Catalogue and as a non-mandatory service in terms of the SITA Act.

F2. Reference(s)

1. BA number 1505_BA, signed on 07 October 2016.
2. Primary SLA document no 1505_003 dated01 April 2018.

F3. Benefit Statement

#	Aspect of business challenge	Value statement	
		Area	Statement
1	Economies of scale based on volumes (pages)	Price	Volume discount
2	Planned business	Time	3-5 years SLA for capacity planning
3	Duplication	Price	Government entities need not cater for printing equipment, personnel and human resources
4	Service delivery	Time	The speed that SITA can deliver the printing is possible through our capacities

F4. Hosted Batch Printing – Configured Service

F4.1 Service Metric:

		Configured Service		Workload		Service Components	Measurement	
Service Offering	Service Description	Basic features	Additional features required	Contracted	Cap		Metric	Unit of measure
Hosted Batch Printing	Receiving / merging / manipulating of variable data to be printed on predefined templates using high speed digital printers for distribution thereafter. The handling of agreed inbound communication channels within acceptable response times and quality levels. Implementation of the Incident/ Request Management process supporting effective monitoring and escalation as defined by the escalation procedure	1. Printing service: a. Monochrome (A4/A3) b. Backup service c. 24 x 7 (including public holidays) d. Scheduled capacity e. Secure storage	1. Pre-processing services (optional): a. Scanning b. Data Conversion c. Document composition d. Form creation e. Electronic document creation			1. Pre-processing	1. Hours for processing services: a. PERSAL Permanent runs: 72 hours b. PERSAL Supplementary runs: 48 hours c. PERSAL Temporary runs: 48 hours 2. 95% of instances (volumes and timeframe) met	1. Number of hours 2. % instances met
			2. Colour printing (limited) (A4/A3) a. Face value documents b. Prioritization c. Vaults/safekeeping	12 million A4 monochrome images within contracted timeframe	Unlimited images within contracted timeframe	2. Printing		
			3. Post-processing services (optional): a. Stapling b. Ring binding c. Glue binding d. Sorting e. Packaging f. Delivery			3. Post-processing		

Service Management

Managed Infrastructure

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with the Customer. Provision of Incident/ Request Management reports on the performance of all Technical Support environments.	g. Reconciliation of face value forms				
	2. Responsiveness and quality of Service Desk	None Available	4. Service Desk: Call Answering	1. 80% of calls handled in 20 seconds over a period of one calendar month. 2. 80% Satisfaction Levels, i.e. (Inbound calls)	Responsiveness and quality of Service Desk
	3. Incident / Request Escalations	None Available	5. Incident and Request Management: Monitoring and escalation	90% Escalations as per agreed escalation procedure	Incident / Request Escalations
	4. Availability of Incident/ Request Management Performance Reports	None Available	6. Incident Management: Reporting on performance against all Incidents and Request	1. 90% Availability of Service Management Reporting Platform	Availability of Incident/ Request Management Performance Reports

F4.2 Services Detail

Service Category	Service Sub Category	Service Component	Service Component Description	Service Measures	Definition of service measures	Service Level Metrics	Dependencies
Hosted Batch Printing	Hosted Batch Printing	1. Printing : (Monochrome Printing (A4/A3), Colour printing (limited) (A4/A3), face value documents)	Comprehensive Printing service offering ensures end-to-end delivery and back-end management of a secure printing environment and includes hardware provisioning and installation, network connectivity and access, failover capabilities, backup and restore and other professional services needed to support a dedicated printing environment.	% instances met	Volumes (amount of pages)		Timely supply of data to be printed
Hosted Batch Printing	Hosted Batch Printing	2. Pre processing: (scanning, data conversion, document composition, form creation, electronic document delivery)	Preparation of raw data into a preferred printable print stream for printing and a readable print stream for viewing.	1. Number of hours 2. % instances met	Number of pages handled and/or Number of hours	1. Hours for processing services: a. PERSAL Permanent runs: 72 hours b. PERSAL Supplementary runs: 48 hours c. PERSAL Temporary runs: 48 hours 2. 95% of instances (volumes and timeframe) met	1. Scanning: a. Condition of original document b. Timely supply of original documents to be scanned 2. Data conversion: a. Data integrity b. Timely supply of original data to be converted 3. Document composition: a. Data integrity b. Timely supply of original data to be converted c. Specifications from client 4. Forms design: a. Data integrity b. Timely supply of original data to be placed

Service Category	Service Sub Category	Service Component	Service Component Description	Service Measures	Definition of service measures	Service Level Metrics	Dependencies
							c. Specifications from client for outlay
Hosted Batch Printing	Hosted Batch Printing	3. Post Processing: (stapling, ring and glue binding, sorting, packaging, delivery, reconciliation of face value forms)	This service element includes the preparation of media for delivery. This includes all the finishing tasks to be performed on the printed media.	1. Number of hours 2. % instances met	Volumes (amount of pages) and/or Number of books bound and/or Number of hours		1. Sorting of printed media: a. Specifications from client for sorting 2. Packaging: a. Specifications from client for packaging 3. Delivery: a. Specifications from client for delivery 4. Reconciliation of face value forms: a. Correctness of face value forms delivered to SITA
Hosted Batch Printing	Hosted Batch Printing	4. Service Desk: Call Answering	The handling of agreed inbound communication channels within acceptable response times and quality levels.	Responsiveness and quality of Service Desk	Number of calls handled that have breached 20 seconds before being answered) / Total number of calls received for the calendar month (within stipulated service hours.)	1. 80% of calls handled in 20 seconds over a period of one calendar month. 2. 80% Satisfaction Levels, i.e. (Inbound calls)	Level of users participate in the survey to obtain a reasonable sample.
Hosted Batch Printing	Hosted Batch Printing	5. Incident and Request Management: Monitoring and escalation	Implementation of the Incident/ Request Management process supporting effective monitoring and escalation as defined by the escalation procedure with the Customer.	Incident / Request Escalations	% of automated escalations carried out as per agreed escalation procedure.	90% Escalations as per agreed escalation procedure	As per agreed scope of the escalation procedure enabled by the Customer and/or 3rd Parties.

Service Category	Service Sub Category	Service Component	Service Component Description	Service Measures	Definition of service measures	Service Level Metrics	Dependencies
Hosted Batch Printing	Hosted Batch Printing	6. Incident Management: Reporting on performance against all Incidents and Request	Provision of Incident/Request Management reports on the performance of all Technical Support environments.	Availability of Incident/Request Management Performance Reports	Provision of access to automated reports on a. Mean Time to Respond (MTTr) per service category. b. Mean Time to Resolve (MTTR) per service category.	1. 90% Availability of Service Management Reporting Platform	Customer and/or 3rd Parties must have internet access.

F5. Roles and responsibilities

Service Sub-Category	Responsibilities	
	SITA	**Client**
Pre Processing	1. SITA is responsible for the processing of data provided by the Client/ application owner. 2. SITA shall backup and store all master files, forms, logos and graphics. 3. SITA shall maintain adequate levels of consumables.	1. The application owner shall inform SITA in writing at least 30 working days in advance of any change regarding processing requirements of resources or of a change in service procedures. All changes shall be channelled through the SITA Service Desk. 2. The Client/ application owner shall inform SITA on the same day when delivery has been taken of the processed documents, whether any erroneous processing has occurred. 3. The application owner/Client shall inform SITA before 12:00 on Fridays if special runs are to be printed over weekends.
Printing	1. Printing and processing of data provided by the application programs of the Client/ application owner. 2. Correct execution of the tasks. 3. Inform the application owner one (1) calendar month in advance of any change or upgrade. 4. Backup and store all master files, forms, logos and graphics. 5. Maintain authorised access control. 6. Compile annual processing schedule together with all parties. 7. Maintain adequate levels of consumables. 8. SITA is responsible for preventative maintenance on the printers as part of standard operational procedures. This occurs without an impact on the Client.	1. Responsible for the integrity and correctness of the input data together with the application owner. 2. Inform SITA in writing at least 30 working days in advance of any change regarding processing requirements of resources or of a change in service procedures via the SITA Service Desk. 3. Inform SITA on the same day when delivery has been taken of the processed documents of any erroneous processing. 4. Comply with the minimum security requirements governing the service as specified in the References. 5. Inform SITA before 12:00 on Fridays if special runs are to be printed over weekends.
Post Processing	1. SITA shall maintain adequate levels of consumables 2. Ensure quality of packaging.	1. Clear post processing instructions.

F6.   Pricing

DESCRIPTION	2018/2019	2019/2020	2020/2021
Hosted Batch Printing	R 387,197.41	R 409,267.66	R 432,595.92
SUBTOTAL PER ANNUM	**R 387,197.41**	**R 409,267.66**	**R 432,595.92**
PLUS: 15% VAT	R 58,079.61	R 61,390.15	R 64,889.39
TOTAL PER ANNUM	**R 445,277.02**	**R 470,657.81**	**R 497,485.31**

Notes:
1.   Pricing reflected above is an estimate and has been based on past average monthly usage.
2.   Actual pricing for services rendered will be reflected on the monthly invoice, based on approved rates.

F7.   Penalties

No penalties will be applied as National Treasury is the application owner and controls the data and the output.

F8   Dependencies and constraints

F8.1   Dependencies:

1. Instructions received from the Client with regard to the processing of each printing task.
2. The timely provision of the exact specifications and correct implementation date of requests related to form, font and logo design or modification.
3. The written approval by the Client of the concept design of logos, font and forms, before implementation.
4. Timely and correct receipt of pre-printed materials supplied by the Client.
5. The Client's correct definition of the forms, fonts and logos in the application forms.
6. The timely provision of the exact specifications and correct implementation date of requests related to form, font and logo design or modification.
7. The written approval by application owner of the concept design of logos, font and forms, before implementation.
8. Timely and correct receipt of pre-printed materials supplied by the Client.
9. The Client's correct definition of the forms, fonts and logos in the application forms.
10. Instructions received from the Client with regard to the processing of each printing task.

F8.2   Constraints:

1. Timely and correct receipt of pre-printed materials not supplied by SITA.

F9. Certification:

We hereby certify that this Annex covers the full extent of the Hosted Batch Printing as required. We further accept the service and the price accordingly.
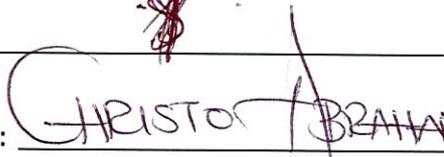
This Annex shall be effective from 1 April 2018 until 31 March 2021.

Thus done and signed at _____PRETORIA_____ on this _26_ day of ____July____ 20_18_

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Full names: ___SHARON THOMAS -___
On behalf of Department of Justice and Constitutional Development
And duly authorised thereto

Thus done and signed at ___BASMUSKLOOT___ on this _24_ day of___July___ 20_18_

_____

Full names: ___CHRISTO ABRAHAMS___
On behalf of State Information Technology Agency (SOC) Ltd
And duly authorised thereto