



Print and Mail Services

Dataprint Information for QPA# 15183 with Post Masters

Resources for the Contract on the Print-Mail Webpage located at: <https://www.in.gov/idoa/2455.htm>

Vendor Manager: Hailey Kendall

Email: Printmailservices@idoa.IN.gov

We're entering the end of the calendar year! Many agencies have increased volume and projects meaning higher demand on the contract. So we're reminding everyone to plan in advance and be prepared for changes and test to take a little longer. We work hard to minimize the delays, but some are unavoidable.

Templates for Process Change Requests, Test Requests, and Project Requests are all available on the webpage, but just in case they are also available here:



Post Masters
Change Request.pdf



Post Masters
Customer Productio



PrintMailServices_Pr
jectRequestTempla

Copy Printmailservices@idoa.IN.gov when you submit them to the vendor.

- Include IDOA Vendor Management, Printmailservices@idoa.IN.gov, on your correspondence and in meetings with the vendor.
- Engaging IDOA early and throughout the lifecycle of the contract is highly encouraged. Preventing an issue is always the best choice. The more IDOA is aware of deadlines, requirements, ongoing work, the more they are able to manage and assist.

Mailer Breakouts:

- 1 – 4 pages in a #10 (1 ounce)
- 5 – 9 pages in a 6x9 (2 ounce)
- 6 – 13 pages in a 6x9 (3 ounce)
- 14+ pages in a flat envelope

Keep in mind if there is a return envelope or any other correspondences that typically adds a "page" to the count. 4 pages is the same as 3 pages and a Business Reply Envelope (BRE) for example.

Is my address in the right spot?

You can request templates for your mailers from Post Masters to make sure it fits in the envelope window.

Explanation of Some of the Documents Related to the Contract

Scopes of Work:

Scopes of Work (SOWs) are a part of this contract to prevent agencies from being tied to sets of requirements and not easily being able to define and make changes as needed. A Scope of Work (SOW) is a sub-agreement to be utilized for defining the work to be performed by the Contractor during the contract period (as well as adding and modifying.) A Scope of Work (SOW) is a document that describes the work involved in the definition, design, and production of the components for a project's or service's deliverables and their assembly into a satisfactory working whole. It defines the requirements, design, behavior, and/ or other characteristics of a system, component, product, result, and/or service. It defines the extent or scope of the anticipated effort and is a detailed description of the expectations of the contract.

Agencies have been provided a template that to be completed by the Agency for the purpose of formality and confirmation of the expectations of work provided by the Contractor. The final version of the document is approved by the Contractor, the Agency, IOT (when applicable) and IDOA and is made apart of the Master Agreement.

All SOWs must be written under the authority of, and consistent with, the terms and conditions of the "Prime Contract" or "Master Agreement". Scopes of Work are living documents that may change throughout the term of the contract dependent on the operations and business conditions of the agency. Original signatures by the Contractor, the State Agency designee, and Indiana Department of Administration (IDOA) will be required for all sub-agreements/SOWs. The State and Contractor recognize that additional work and agencies may be added during the contract term and any renewals. The final version of this document shall be approved by the Agency Designee, the Contractor, IOT (when applicable) and the State, as part of the Master Agreement.

The Contractor will help the User Agencies complete the SOWs and provide expert opinion, industry standards, and analyze all the various factors that go into the operations of the Agency. The Contractor will offer their expertise to ensure the State is getting the appropriate services, finding efficiencies, and saving the State money.

A feature of the Scopes of Work is that agencies can create agency specific Service Level Agreements (SLA's) that they have the option to tie credits to. The Contractor shall met or exceed the standards agreed to in the SOWs and shall report on their performance. Which can be expected and reviewed once executed.

Once an agency has executed a SOW the agency can opt to begin doing business reviews with the Contractor and IDOA. Another great check point to talk about what has gone wrong, what can be improved, what is upcoming, future risks and concerns, etc.

The Universe:

Since data print jobs are ongoing jobs it would not be feasible for them to order the job like a normal print job every day. Thus, the Universe was created to document the basic "ingredients of the jobs." Each agency provided these for their jobs and notify the vendor when there is a change. These fields are:

- Customer Number
- Business Unit
- Dept. Code
- Agency
- SLA Turnaround Time
- Job ID
- Description
- Frequency (Daily, Monthly, Quarterly, Annual)
- **Output Report Name
- #of pages
- Print Mode
- Simplex or Duplex
- Paper color
- Type: (Perforated (D/S), 3-hole, card stock/weight, stapled)
- Enclosures/Inserts
- Paper Size
- Paper weight (per page in ounces)
- Return Envelope (Or if no Return Envelope)Return Envelope Description
- Return envelope weight (per envelope in ounces)
- "Fold (Standard, Half, Tri-Fold, Z-Fold)"
- Annual Total
- Outer Envelope
- Envelope Description
- Envelope Weight (in ounces)
- National Change of Address (NCOA)
- Notes
- Insertion Method

Project Plans:

Since some jobs have more steps and details involved, especially annual jobs, a Project Plan is to be filled out and provided to the vendor. This should define the agencies expectations on dates and responsibilities, it also creates an understanding between the parties for what should be completed, by who, and when. It reestablishes what needs to be done and sets the expectations across all parties. This also creates a space to allow the parties to think through the project from start to finish. Thus, identifying milestones and potential constraints to then prepare for and resolve issues before they arise.

It establishes the cadences and expectations, so all parties are working towards the same objectives and at the right times. Details such as when the agency will send the files, what folder it will be uploaded to, if file changes are required, or if testing will be required. If there are specific exchanges that should take place files will be sent, This becomes a guide for the vendor, so they know if something is missing when to reach out and how to proceed

if a deadline is missed (for example, in the event the agency does not submit the approval on time, how the timeline should be shifted or if the parties must recomplete certain steps.)

IDOA requests and highly encourages the agency to include them in submission of these documents and meetings/ communication related to such projects, because it can help identify actions that are required and resolve issues in a more expedient manner.

Process Change Requests (PCRs) and Print Requests:

At times changes will need to occur, for example an update to a file or even creating a new file. These are documented in a PCR as they document exactly what the agency wants. In non-emergency situations the vendor must provide an estimated amount of time to complete the work (the vendor cannot bill for excess time spent on completing work they quoted on, but must complete all the work.)

Corrective Action Plans:

When an issue is identified the Contractor launches an investigation of the issue and takes steps to fix the existing issue. The Contractor performs a Root Cause Analysis to get to the base of the issue and investigate any points of failures such as what should have caught the issue, what failed, or what did not occur. Once the issue has been fully analyzed. The Contractor next identifies how to remediate these points of failures and documents it all in the Corrective Action Plan. Once completed the full plan is sent to the agency to review. The agency can then provide feedback or determine if it is acceptable. While the focus of these plans are to ensure improvement that will still fit their agency's business needs and functions and prevent issues from recurring, this is also a time that the agency can offer costs and ramifications incurred to ensure that all issues have been addressed. The Contract has a few opportunities to recoup loss and be made whole. The philosophy the Contract was written with is the understanding that the objective of a Corrective Action Plan is to prevent issues from happening again and to drive continuous improvement.

While the agency should seek remediation to issues the number one priority is to not have the issues happen again. While not always successful, it becomes very important that the agencies have the seat at the table to voice their concerns and perspectives.

These can be points of discussion and do not have to be blindly accepted. Engaging IDOA early and throughout the lifecycle of the contract is highly encouraged. Preventing an issue is always the best choice. The more IDOA is aware of deadlines, requirements, ongoing work, the more they are able to manage and assist especially if an agency has an issue or if the vendor is not receptive