

Commonwealth Office of Technology
2014 Rated Service Description
(currently being revised for 2015)

Printed Pages	Rate
<p>CP10 Per 100 pages printed \$6.00</p> <p>A page is defined as 66 lines (with or without print) on a single side of paper as generated by the z/OS Mainframe.</p> <p>COT Operations Services Branch is currently capable of printing Hard Copy Output originating from either the z/OS Mainframe system or a networked desktop or server.</p> <p>Network printing is currently limited to Server-driven application data. Please contact the Commonwealth Service Desk at (502) 564-7576 for clarification if needed.</p> <p>Agency z/OS Mainframe output is routed to Operations "BARR" system and printed at the Operations Center, located in the CHR Building.</p> <p>COT currently utilizes the Xerox Highlight Color Systems for our printing needs. These devices are capable of print speeds from (155-180) pages per minute (8.5" X 11" pages) and accept a variety of stock papers and sizes, including most special forms and labels. These systems also allow for spot color to be added to a document at no additional charge.</p>	

<p>CP10 Includes the following HARDWARE/SUPPLIES</p> <ul style="list-style-type: none"> 20 lb Letter (8.5 X 11) paper stock 20 lb Legal (8.5 X 14) paper stock 20 lb Letter (8.5 X 11) 3-hole punched paper stock Black, Blue, Green, and Red Toner (Ink) Colors Stapling (Contact COT Operations to discuss limitations) Rubber bands/Boxes (Contact COT Operations to discuss limitations) <p>Additional paper stocks are available upon request. However, COT reserves the right to require an agency to provide the requested paper-stock if the cost per page exceeds the stated COT rate. Agencies may request a determination from the Operations Services organization by contacting the Commonwealth Service Desk at (502) 564-7576.</p>
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<p>CP10 Includes the following SOFTWARE</p> <p>None</p>
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<p>CP10 Includes the following SERVICES</p> <p>After Hours Support: COT staff on-site 24 X 7 X 365 to accommodate customer print and delivery deadlines. After Hours calls may be initiated by calling COT Operations Services at (502) 564-7946.</p> <p>Forms Creation: Creation of user-requested "static" electronic forms for use in printing z/OS Mainframe data.</p> <p>Highlighting: Red, Blue, or Green highlighting (other custom generated colors available from vendor, additional charges may apply).</p> <p>Network Capability: allows capture and print of large-volume network-based jobs.</p> <p>Output-Management Consultation: for hardcopy output options, including conversion to electronic storage mediums, postal requirements and highlighting needs. Guidance in evaluating the extensive offerings from the Division of Printing Services is also provided.</p> <p>Limited "Finishing" options: including basic rubber banding, boxing, and stapling. Decollating, bursting, shipping and handling, etc. are not currently offered under the COT rate. However, converting existing forms to Laser-cut-sheets often reduces or eliminates many finishing requirements.</p> <p>Output Delivery: Upon pre-authorization, COT staff will distribute hard copy materials to Postal Services, as well as pre-determined, agreed-upon agency locations on the following schedule: Mon-Fri, 7:30am, 8:30am, 9:30am and 1:30pm. Deliveries outside this schedule may be accommodated.</p>

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CP10 To Initiate Service or Report a Problem with this service

Please contact the Commonwealth Service Desk:

- 24x7 Phone support: 502-564-7576 · Toll free support number: 800-372-7434
- Via e-mail CommonwealthServiceDesk@ky.gov

You will also need to complete and submit the COT-F180 form to the Commonwealth Service Desk when you request to initiate this service. The COT-F180 form can be found here:

<http://technology.ky.gov/Pages/cotForms.aspx>

CP10 Additional Service Clarifications

The type of print which typically would utilize the CP10 Rated Service would be data generated from online systems, batch programs, or other applications.

Envelope printing as well as other high graphic, full color output typically utilized in pamphlets, brochures, books and manuals are not conducive to this service.

Related Services - Other Printing Options available through COT: In addition to the CP10 rated service discussed above, COT also offers offset printing and copying services. COT's Division of Printing Services is a full-service, self-supporting print shop that provides printing and duplicating services to all state government agencies. The Division provides a complete electronic pre-press with high-resolution output to plate or digital print and also offers bindery and finishing services. All printing requests to the Division of Printing Services are initiated by completing the following forms: COT-F028, Quick Copy Center Transmittal Form, or the COT-F029, Order for Printing. These forms and other information can be found at:

<http://technology.ky.gov/Pages/cotForms.aspx>

or you can contact them directly at (502) 564-2670.