***Statement of Requirements & Statement of Work***

***Client Guide***

***Version 1.6***



Workplace Technology Provisioning Services

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# Introduction

## The Difference between a SOR and a SOW

SOR – A Statement of Requirements is a formal document that well-defines goods and/or services, and contains specifications contained within the SOR. A specification is a clear and accurate description of the technical requirements for a product or service. Specifications are used where well-defined products or services are to be provided and formal specifications or part numbers for the items are available.

SOW – A statement of work is a formal document that defines, in clear, understandable and quantifiable terms, the work to be performed or services to be provided. It describes tasks and deliverables, and sets forth the period of performance. It should contain only qualitative and quantitative design and performance requirements.

## Requirement Defined

Write what devices and services are required, followed by what the intent for the request is for. Use the [link](#_REQUIREMENT_1) for example.

## Background Defined

Add a list of what devices are currently in use by your organization. Provide some metrics such as; printing volumes per month, number of users, type of add-ons required, etc…

## Optional Documents to Expedite Procurement

* 9200 (or other finical document)
* Quote (if one was obtained)
* SRCL (If applicable)
* Any additional documentation (optional)

# REQUIREMENT

\*\*\*Provide details of what the requirements are for the device or fleet you will be looking to acquire.\*\*\*

* *Purchase or Lease?* 
  + *If lease - what lease length (24, 36, 48, or 60 months) and how many one year Option Periods*
  + *If Purchase – what initial quantity and how many one year Option Periods, if applicable*
* *Optional Units? (up to 100% can be requested)*
* *If purchase - Delivery all at once, phased, or As-and-When-required?*
* *If purchase - consumables component - (is this as a fixed quantity + options, or as a ceiling qty to be ordered on an as-and-when-requested bases over the life of the contract)*
* *Estimates print quantities (both B&W and Colour)*
* *SRCL included?*

EX:“<<Insert Client Name/Department Name>> has a requirement for a 36-month lease, plus two (2) one (1) year option periods, for two (2) monochrome (black and white) production rated printers and one (1) colour production printer. This Contract is for the supply, delivery, and installation of the equipment, as well as the necessary training, in French and English, to allow users to access all of the required features of the equipment.

The monthly lease must include preventative and remedial maintenance and the supply of imaging consumables and an electronic document management system (such as Fiery).

At the end of the lease, the hard disk drives must be physically removed to remain with <<Insert Client Name/Department Name>>.”

# BACKGROUND

\*\*\*Please include some details about how the devices are used and some historical printing volumes. i.e. it’s in a printshop for evidence documents or training documents etc. \*\*\*

# 1. MANDATORY TECHNICAL REQUIREMENTS

\*\*\*Provide device specifications. Below are examples that can be used and adjusted to your specific requirement. Add additional specifications as required.\*\*\*

## A1. Devices

The devices **must meet** the following mandatory technical requirements:

### General and Environmental Specifications

|  |  |
| --- | --- |
| A1.1 | Color printer (monochrome if B&W) |
| A1.2 | Printer Type   * Inkjet * Laser * LED * MFP * Plotter * Bulk Printing / Production Printing |
| A1.3 | Minimum System Memory - 2 GB RAM/320 GB HDD Standard |
| A1.4 | The printer must be capable of automatic duplex printing |
| A1.5 | The printer must fit within the following dimensions: W18.9" x D21.4" x H29.1" (480 mm x 543 mm x 740 mm) |
| A1.6 | The printer must weigh no more than 80 lbs. (36.3 kg) |
| A1.7 | The printer must be compatible with the various International Line voltage standards:   * Expected utility line voltages and frequencies are from 110V-120V AC 50Hz/60Hz to 220V-240V AC 50Hz/60Hz * Multi-voltage auto-sensing power supplies to handle these various power inputs for the printer is required |
| A1.8 | Energy Star Version 3.0 compliant & IEC62368-1 safety standards |
| A1.9 | The printer must function in areas of varying relative humidity (20% to 80% relative) |
| A1.10 | The printer must work in an operating environment between 10°C to 30°C |
| A1.11 | The printer must not be an “all-in-one” or “multifunction” device. The printer must not have any scanning capability. (Printers possessing this functionality, but that can fully disable it will be considered) |
| A1.12 | The printer must have no wireless or Bluetooth capability (ex. Bluetooth, BLE (Bluetooth low energy), Wi-Fi, etc.). Printers possessing this functionality (Printers possessing this functionality, but that can fully disable it will be considered compliant) |
| A1.13 | The printer must not retain data once powered off. It must not contain a hard drive, Solid State Drive (SSD), flash card or other form of permanent memory for data storage of print data, however it may have non-volatile memory for the explicit purpose of retaining printer settings |

### Printer Specifications

|  |  |
| --- | --- |
| A1.14 | Minimum print speed of 85 page per minute A4 and 45 page per minute A3 |
| A1.15 | Minimum 1,200 x 1,200 dpi / 1 bit |
| A1.16 | The printers must print using CMYK pigment inks. (No non-pigment or exclusively dye-based inks may be used by the printer.) |
| A1.17 | The printer must have a USB 2.0 port or newer and be backwards compatible to USB 1.1 |
| A1.18 | The printer must have hard rubber rollers to ease the feeding of the labels through the printer mechanisms |
| A1.19 | The paper tray width adjustment must be constructed of two adjustable and mechanically interconnected guides that move in synchronicity to ensure that the paper remains centered in the tray and relative to the feeding mechanism regardless of its width. The tray cannot employ a single movable guide or any system where paper is guided on one side by a permanently fixed guide |
| A1.20 | The printer must have a removable power cord |
| A1.21 | Saddle-Stitch Unit with accessories. Capable of:   * In-line full bleed saddle stitch booklet creation * Minimum 140 page document/ 35 sheet staple capacity * Creaser unit to prevent toner cracking * Square edge book spine * Trimming Unit for full bleed output |
| A1.22 | Staple Finisher with a minimum 100 Sheet Staple Capacity |

### Paper Handling

|  |  |
| --- | --- |
| A1.23 | The printer must at a minimum be compatible with the following paper sizes:   * Letter (8.5’’ x 11’’); * A4; * Legal (8.5’’ x 14’’); and * Custom paper stock in the following format: * 215.9mm wide x 279.4mm long - outer dimensions of sheet; * Thickness: 104-120 µm (average112 µm); * Weight: 85-95 gsm(average 90gsm); * Custom paper size 10.5 x 24.13cm |
| A1.24 | The printer must at a minimum be compatible with the following label sizes:   * Custom pressure sensitive labels of three sizes manufactured from the same paper stock: * 215.9mm wide x 279.4mm long - outer dimensions of label size 1; * 127mm wide x 266mm long - outer dimensions of label size 2; * 85mm width x 215.9mm long - outer dimensions of label size 3; * Face stock thickness (for all three): 155-195µm (average 176µm); * Backer thickness (for all three): 73-89µm (average 82µm); * Full stock thickness (for all three): 228-284µm (average 258µm) |
| A1.25 | The printer must at minimum be compatible with the paper weight and thickness of 20 and 30lb Bond paper, with a semi-gloss finish on print side |

### System Specifications

|  |  |
| --- | --- |
| A1.26 | The printer must integrate with Windows 10 v1909 and subsequent versions |
| A1.27 | The client must be able to change and save the printer’s default settings |
| A1.28 | The printer must be able to properly reproduce characters that use Windows code-page 1252 encoding scheme |
| A1.29 | The printer requires a RIP (Raster Image Processor) such as Fiery |
| A1.30 | Software and drivers must be available/provided on USB drive upon request |
| A1.31 | The printer must Support PostScript and PDF printer language |
| A1.32 | The printer must be able to correctly reproduce TrueType fonts supplied with the supported versions of Microsoft Windows |

## Software Requirements

The following requirements must be met for each device:

|  |  |
| --- | --- |
| A1.33 | Operating System Must be - Windows 10 or above compatible. |
| A1.34 | Electronic document management system (such as Fiery), which must include the following capabilities at minimum:   * Colour accuracy; * Job management; * Variable data input; * Simplifies media selection; * Job storage (archiving repeat jobs), and * Machine calibration. |
| A1.35 | All software required to operate equipment. |
| A1.36 | All software installations and upgrades required for the operation equipment must be performed by the Contractor and must be coordinated with the Project Authority. |
| A1.37 | All software must be provided on the basis of a perpetual lease for the duration of the Contract. |
| A1.38 | Firmware updates, software re-installation, and configuration must be included at no additional cost. |

## Documentation

|  |  |
| --- | --- |
| A1.39 | Bilingual (English and French) documentation must be provided. This must include one (1) electronic copy loaded on a USB key in Adobe Acrobat (PDF) format of all installation (if requested), setup management, configuration, and user documentation, including instructions for clearing (zeroing), resetting, or removing internal memory, if applicable, for the printer |

\*\*\* Below are examples of other requirements for consideration that may apply and can be used and adjusted to your specific requirement. Add additional requirements/work as required.\*\*\*

# 2. DELIVERY AND INSTALLATION

The following requirements must be met:

|  |  |
| --- | --- |
| 2.1 | Unless otherwise specified in the contract, the Contractor must provide the printer and applicable hardware/software by January 1st , 2023 - OR - The Contractor will provide the printer and applicable hardware/software within 30 Federal Government Working Days (FGWDs) of contract award. |
| 2.2 | Unpacking and installation support must provided within 2 FGWDs upon arrival to the delivery point |
| 2.3 | The Contractor must unpack, assemble and install the proposed equipment. If applicable, this must include, but not be limited to the provision of required moving and installation resources such as packing material, cranes, personnel, and floor protection panels |
| 2.4 | The Contractor must supply all associated materials required in order to complete installation at each site; including all the required power connectors, cables and any other accessories required |
| 2.5 | In collaboration with the Project Authority individually, the Contractor must submit within ten (10) business days after contract award, an installation/implementation plan that addresses all aspects necessary for a complete and successful installation and approved by the Technical Authorities |
| 2.6 | Provision of reference manual in hard copy or electronic format and quick reference cards in the English and French language at the start of the lease period |
| 2.7 | Inspection and Acceptance: Hardware and it’s supply, delivery, configuration, installation, integration and implementation including the maintenance services, software support services; Imaging consumables and associated documentation is subject to inspection and acceptance by the Technical Authorities |

# 3. MAINTENANCE AND WARRANTY REQUIREMENTS

## Purchase:

The following requirements must be met:

|  |  |
| --- | --- |
| 3.1 | The printer must have at least a one year return-to-depot hardware warranty or The printer must include five (5) year onsite maintenance and support. |
| 3.2 | The warranty must include labour and replacement of unserviceable parts as required |
| 3.3 | The Contractor must be able to provide replacement printers and/or parts for a period of five years following the contract award |
| 3.4 | *(If onsite warranty)* In the event of non-availability of parts, the Contractor must provide an identical loan unit within 2 FGWDs. |
| 3.5 | *(If onsite warranty)* Preventative maintenance shall be performed as per the frequency prescribed by the manufacturer per copying/printing volumes or greater frequency as needed. |

## Lease:

The following requirements must be met:

|  |  |
| --- | --- |
| 3.1 | The Contractor must provide onsite technical support and repair services for the duration of the contract, during the principal period of maintenance (PPM). PPM is defined as follows:   * Monday to Friday 0800-1600 (time zone) excluding holidays and weekend. |
| 3.2 | Bilingual Online/Phone support included in the FMR. |
| 3.3 | Maintenance covering all parts, labour, preventive and remedial maintenance, and imaging consumables must be included as part of the CPC program. |
| 3.4 | At the end of the lease period, prior to uninstalling/removing the device, the Contractor must remove the hard drive on site and hand it to the relevant Project and/or Technical Authorities. |

# 4. PRODUCT END OF LIFE REQUIREMENTS.

The following requirements must be met:

|  |  |
| --- | --- |
| 4.1 | The Contractor must give a least 18 months advance notice if the printer is being discontinued |
| 4.2 | The model proposed must be supported and produced by the manufacturer. Obsolete models that are proposed will not be considered. |

## TRAINING

The following requirements must:

|  |  |
| --- | --- |
| 4.3 | One (1) four (4) hour (minimum) on-site instructor/technician led training session for use of the high-capacity printers, or any replacement device, must be provided. The training must contain at minimum:   * basic operating procedures; and * basic hardware and software troubleshooting procedures. |
| 4.4 | Operator training must be provided within one week of installation; any delays must be approved by the Project Authorities. |

ENVIRONMENTAL REQUIREMENTS (Note: for use when installation is included)

The following requirements must be met:

|  |  |
| --- | --- |
| 4.5 | The Contractor must promote recycling through and established and ongoing recycling program as per the following:   * The Contractor must take back all of the packaging which cannot be recycled at the delivery point at the time of hardware installation. * The Contractor must reuse, recycle or dispose of all packaging materials removed from the delivered hardware in an environmentally sensitive manner. |

CONSUMABLE REQUIREMENTS ***(Note: primarily for leases, unless consumables are specifically requested with purchase)***

The following requirements must be met for each device:

|  |  |
| --- | --- |
| 4.6 | All consumables such as toner, drum cartridges and fuser modules will be provided to the delivery point on an “as and when” requested basis. Should the consumable not considered user replaceable, then it’s replacement must be included as part of the maintenance of the device. |
| 4.7 | A return label must be provided to Canada to allow the return of used toner cartridges or other parts for recycling. |
| 4.8 | Consumables provided by the Contractor must be new OEM licensed first use consumables and must meet the quality standards and published manufacturer’s yields. |
| 4.9 | The Contractor must provide a phone number, website, and/or email address for the *client department* to make arrangements for service and for the acquisition of consumables. |
| 4.10 | The Contractor will provide ordered consumables within 4 Federal Government Working Days. |
| 4.11 | The Contractor must ensure that the smallest unit container of imaging consumables supplies are labeled to show the Contractor’s name, the batch number and any other information which may be required in order to identify related problems and to ensure expedient resolution of quality complaints. |
| 4.12 | Consumables Container Recycling Program:   * The Contractor must promote recycling through an established and ongoing consumables container recycling program in collaboration with Canada. * Where Consumables containers cannot be recycled through local recycling programs, the Contractor must provide its own Consumables recycling program by either:   1. providing prepaid, postage-return packaging with the Consumable when it is originally delivered, or available for download from the applicable web site; and   2. picking up and re-cycling used Consumables containers at no additional cost to Canada |