

# Commonwealth Office of Technology

## Rated Service Description

| Printed Pages | Rate |
|---------------|------|
|---------------|------|

|                                   |               |
|-----------------------------------|---------------|
| <b>CP10 Per 100 pages printed</b> | <b>\$6.00</b> |
|-----------------------------------|---------------|

A page is defined as 66 lines (with or without print) on a single side of paper as generated by the z/OS Mainframe. (Does not apply to network printing).

COT Production Services Branch is currently capable of printing Hard Copy Output originating from either the z/OS Mainframe system or a networked desktop or server.

Please contact the Commonwealth Service Desk at (502) 564-7576 for clarification if needed.

Agency z/OS Mainframe output is routed to Production Services "BARR" system and printed at the Production Services Print shop, located in the CHR Building.

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 a single highlight (Red or Blue) color to be added to a document at no additional charge.

### CP10 Includes the following **HARDWARE/SUPPLIES**

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, and Red Toner (Ink) Colors

Stapling (Contact COT Operations to discuss limitations)

Rubber bands/Boxes (Contact COT Operations to discuss limitations)

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 Production Services management by:

Email – [COTBatchFormsSupport@ky.gov](mailto:COTBatchFormsSupport@ky.gov)

Telephone – (502) 564-7946

### CP10 Includes the following **SERVICES**

**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 Production Services at (502) 564-7946.

**Forms Creation:** Creation of user-requested "static" electronic forms for use in printing z/OS Mainframe data.

**Highlighting:** Red or Blue highlighting.

**Network Capability:** allows capture and print of large-volume network-based jobs.

**Output Delivery:** COT staff will distribute hard copy materials to Postal Services or agency mailstop locations on the following schedule: Mon-Fri, 7:30am, 8:30am, 9:30am and 1:30pm. Deliveries outside this schedule may be accommodated.

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### **CP10 To Initiate Service or Report a Problem with this service.**

Please contact the Production Services Branch:

- 24x7 Phone support: 502-564-7946
- Via e-mail: [COTBatchFormsSupport@ky.gov](mailto:COTBatchFormsSupport@ky.gov)

**Forms COT-F035 and/or COT-F070 will need to be completed after initial consultation. These forms will be provided to customer by Production Services staff.**

### **CP10 Additional Service Clarifications**

None.