Minnesota Department of Human Services
Issuance Operations Center (IOC)

EXHIBIT A - PROGRAM REQUIREMENTS

The Minnesota Department of Human Services requires high level of mission critical electrical, mechanical and security infrastructure support to ensure no production down time. Paper products and printing processing equipment must be climate controlled to ensure the temp and humidity levels are within acceptable levels 24/7.

General Design Guidelines:

A. Doors

1. All doors within the proposed space must have solid core doors unless specified in the approved plans.

2. Sliding or auto-open pallet approved doors on rooms where production or supplies are transported through.

B. Employee Workspaces (See also Exhibit A-1)
- 2 Supervisors (Lockable Door with sightline)
- 1 Touch down office for visiting MGT (Lockable door with sightline)
- 1 Touch down station for visitor
- 10 Employee
- 1 FT Contractor
- Office standard size 10'x12'
- Station size 6'x8'

C. Shared Common Areas (See also Exhibit A-1)
- One (1) Quiet Room Impromptu enclosed room for 1-2 people. Lounge seating.
- One (1) Kitchen/Break. Community Center Fridge, Microwave, Keurig, plumbed Water filter cooler, two (2) vending machines, sink, cabinets Seating for 10-20, Bulletin board
- One (1) Accessible Restroom. Adequate to include a transfer table, possibly a shower
- Thirty (30) Lockers. Personal lockers. Can be in restrooms or separate
- One (1) Mothers Room Sink, lounge chair, mini-fridge (10x`12') Lockable space

D. Server Room (See also Exhibit A-1)
- One (1) MPOP/Server room for network equipment and Production servers. Dual UPS Power connections, fiber, connected to Mnet fiber preferred.
- Four (4) to six (6) racks. Needs to meet state MPOP/APOP requirements

E. Mission Critical Electrical/ Mechanical Infrastructure:
- 400KW or larger backup generator to support all production spaces and IT equipment.
- Generator connected to 250KW UPS. UPS Furnished by DHS. See Exhibits for more info.
- HVAC for entire space must be climate controlled to meet equipment and paper supply temp and RH levels. Specifications noted on Exhibits.

F. Security
- Key card access for all secured rooms with alarms
- Solid core doors
- Sliding or auto-open pallet approved doors on rooms where production or supplies are transported thru. Ideally open plan for production areas as possible.
- Intercoms at entrances.
- 1080p Camera Surveillance throughout space. DHS to provide direction on locations
- On-site security services are required pursuant to Section VI.P. of the RFP.
- Dedicated non network PC to host the software. DHS to furnish the PC.
- Secured space for card reader panels.
- Card reader access for entry and exit out of the facility so keys are not needed to access the facility.
- Card reader access to all critical areas.
- Door control software at security desk.
- Rex switches in key areas to allow non badging egress out of controlled areas.
- Due to the nature of the business, co-location must meet IRS 1075 requirements. Production spaces, products will need to be kept separate from contracted personnel.

G. Storage (See also Exhibit A-1)
- 30-Pallet Racking. Pallet Racking requires 5'wx10'Lx 10'H per section. 1,500 SF + add for projected production increases
- One (1) Storage. Shelving/Pallet floor space. Flooring space for pallets of stock paper, recycling materials, Equipment, USPS shipping carts, Pallet jacks, Pallet Lift.
- Forty (40) Storage Cabinets. 24D x 36W x 85H 2 door storage cabinets.
- One (1) Highly Secured storage/ Vault. Highly secured room with keypad burglar alarm system, block walls or acceptable alternate, inaccessible ceiling, solid metal door.

H. Production Spaces (See also Exhibit A-1 and Exhibit A-2)
- One (1) Small Copier near offices, workstations 8'x8' Dedicated 20 amps electrical outlet, data. Supply cabinet.
- One (1) Mail Print Room. 40'x70 Produces a mass amount of mailing daily to clients and provider at Enterprise level. Not solely DHS.
- Mail Insertion Room 61'x95'. Inserts mailing into envelops and place postage. HVAC temperature/Relative Humidity Requirements are necessary.
- Mail Sorting Room 48'x92'. Takes stuffed envelops, and sorts into zip codes, and tracking HVAC temperature/Relative Humidity Requirements are necessary
- One (1) Compactor. 8'x15'.Used for Perforated paper ends-printing waste.
- One (1) Compressor 208/50amp, 5'x8'. Used for four (4) inserter machines, adjacent or in the same room. Multi-hose connection to inserters.