



August 30, 2019

This is Amendment No.1. The specifications in our invitation for bids on Program 0096s, scheduled for opening at 11am on September 5, 2019, are amended as follows:

On page 1 of 54 in the specifications:

**Delete**

**TERM OF CONTRACT:** The term of this contract is for the period beginning from Date of Award and ending August 31, 2021, plus up to four (4) optional 12-month extension period(s) that may be added in accordance with the "OPTION TO EXTEND THE TERM OF THE CONTRACT" clause in SECTION 1 of this contract.

**Contractor interfacing with SSA's National File Transfer Management System (FTMS) for electronic transmission of files from SSA to the production facility will take place from Date of Award through January 31, 2020. Transmission of live production files will commence on February 1, 2020.**

**Insert**

**TERM OF CONTRACT:** The term of this contract is for the period beginning from December 1, 2019 and ending November 30, 2020, plus up to four (4) optional 12-month extension period(s) that may be added in accordance with the "OPTION TO EXTEND THE TERM OF THE CONTRACT" clause in SECTION 1 of this contract.

**Contractor interfacing with SSA's National File Transfer Management System (FTMS) for electronic transmission of files from SSA to the production facility will take place from December 1, 2019 through April 30, 2020. Transmission of live production files will commence on May 1, 2020.**

On page 4 of 54 in the specifications:

**Delete the first 3 paragraphs**

For the purpose of this clause, performance under this contract will be divided into successive periods. The first period will extend from Date of Award to August 31, 2021, and the second and any succeeding period(s) will extend for 12 months from the end of the last preceding period, except that the length of the final period may vary. The first day of the second and any succeeding period(s) will be the effective date of the Economic Price Adjustment for that period.

Pricing adjustments in accordance with this clause will be based on changes in the seasonally adjusted "Consumer Price Index For All Urban Consumers - Commodities Less Food" (Index) published monthly in the CPI Detailed Report by the U.S. Department of Labor, Bureau of Labor Statistics.

The economic price adjustment will be the percentage difference between Index averages as specified in this paragraph. An index called the variable index will be calculated by averaging the monthly Indexes from the 12-month interval ending three (3) months prior to the beginning of the period being considered for adjustment. This average is then compared to the average of the monthly Indexes for the 12-month interval ending May 31, 2019 called the base index. The percentage change (plus or minus) of the variable index from the base index will be the economic price adjustment for the period being considered for adjustment.

**Insert**

For the purpose of this clause, performance under this contract will be divided into successive periods. The first period will extend from December 1, 2019 to November 30, 2020, and the second and any succeeding period(s) will extend for 12 months from the end of the last preceding period, except that the length of the final period may vary. The first day of the second and any succeeding period(s) will be the effective date of the Economic Price Adjustment for that period.

Pricing adjustments in accordance with this clause will be based on changes in the seasonally adjusted "Consumer Price Index For All Urban Consumers - Commodities Less Food" (Index) published monthly in the CPI Detailed Report by the U.S. Department of Labor, Bureau of Labor Statistics.

The economic price adjustment will be the percentage difference between Index averages as specified in this paragraph. An index called the variable index will be calculated by averaging the monthly Indexes from the 12-month interval ending three (3) months prior to the beginning of the period being considered for adjustment. This average is then compared to the average of the monthly Indexes for the 12-month interval ending August 31, 2019 called the base index. The percentage change (plus or minus) of the variable index from the base index will be the economic price adjustment for the period being considered for adjustment.

On page 20 of 54 in the specifications:

**Under ORDERING**

**Delete**

Items to be furnished under the contract shall be ordered by the issuance of weekly print orders supplemented by daily electronic task orders. Orders may be issued under the contract from Date of Award through August 31, 2021, plus for such additional period(s) as the contract is extended. All print orders and task orders issued hereunder are subject to the terms and conditions of the contract. The contract must control in the event of conflict with any print order or task order. Task orders will be "issued" daily for purposes of the contract and shall detail the daily volume of notices required. A Print Order (GPO Form 2511) will be used for billing purposes, will be issued weekly, and will cover all daily task orders issued that week. A task order or print order shall be issued upon notification by the Government when it is electronically transmitted or otherwise physically furnished to the contractor in conformance with the schedule.

**Insert**

Items to be furnished under the contract shall be ordered by the issuance of weekly print orders supplemented by daily electronic task orders. Orders may be issued under the contract from December 1, 2019 through November 30, 2020, plus for such additional period(s) as the contract is extended. All print orders and task orders issued hereunder are subject to the terms and conditions of the contract. The contract must control in the event of conflict with any print order or task order. Task orders will be "issued" daily for purposes of the contract and shall detail the daily volume of notices required. A Print Order (GPO Form 2511) will be used for billing purposes, will be issued weekly, and will cover all daily task orders issued that week. A task order or print order shall be issued upon notification by the Government when it is electronically transmitted or otherwise physically furnished to the contractor in conformance with the schedule.

On page 50 of 54 in the specifications:

**Under Section 3. DETERMINATION OF AWARD**

**Delete**

**NOTE: The estimates below represent 12 months of production. However, due to the preproduction requirements, the first year of the contract (the base term) will have only approximately seven (7) months of live production.**

**Insert**

**NOTE: The estimates below represent 12 months of production. However, due to the preproduction requirements, the first year of the contract (the base term) will have only approximately six (6) months of live production.**

On page 52 of 54 in the specifications:

**Under Section V. Paper**

**Delete**

(b) Mail-Out Envelope (4-1/18 x 9-1/2"): White Writing Envelope (24-lb.);

**Insert**

(b) Mail-Out Envelope (4-1/8 x 9-1/2"): White Writing Envelope (24-lb.);

**Further change is hereby made to globally change any reference for "Live production begins February 1, 2020 to May 1, 2020".**

All other specifications remain the same.

If amendment is not acknowledged on bid, direct acknowledgement to:

U.S. Government Publishing Office  
Bid Section, Room C848, Stop CSPS  
732 North Capitol Street NW  
Washington, DC 20401-0001

Amended bid or acknowledgement must be submitted using the method(s) specified in the solicitation for bid submission. Telephone or e-mail submission is not acceptable.

**BIDDER MUST ACKNOWLEDGE RECEIPT OF THIS AMENDMENT PRIOR TO BID OPENING.** Failure to acknowledge receipt of amendment, by amendment number, prior to bid-opening time, may be reason for bid being declared nonresponsive.

Sincerely,



REBECCA R. SWAN  
Contracting Officer

U.S. GOVERNMENT PUBLISHING OFFICE  
Washington, DC

GENERAL TERMS, CONDITIONS, AND SPECIFICATIONS

For the Procurement of

**EAD, YCER, BEVE, and eRPA Notices**

as requisitioned from the U.S. Government Publishing Office (GPO) by the

Social Security Administration (SSA)

Single Award

**TERM OF CONTRACT:** The term of this contract is for the period beginning from Date of Award and ending August 31, 2021, plus up to four (4) optional 12-month extension period(s) that may be added in accordance with the “OPTION TO EXTEND THE TERM OF THE CONTRACT” clause in SECTION 1 of this contract.

**Contractor interfacing with SSA’s National File Transfer Management System (FTMS) for electronic transmission of files from SSA to the production facility will take place from Date of Award through January 31, 2020. Transmission of live production files will commence on February 1, 2020.**

**BID OPENING:** Bids shall be publicly opened at 11:00 a.m., prevailing Washington, DC time, on September 5, 2019.

**BID SUBMISSION:** Submit bid in pre-addressed envelope furnished with solicitation or send to: U.S. Government Publishing Office, Bid Section, Room C-848, Stop: CSPS, 732 North Capitol Street, NW, Washington, DC 20401. Facsimile bids in response to this solicitation are permitted. Facsimile bids may be submitted directly to the GPO Bid Section, Fax No. (202) 512-1782. The program number and bid opening date must be specified with the bid. Refer to Facsimile Bids in Solicitation Provisions of GPO Contract Terms, GPO Publication 310.2, as revised January 2018. Hand delivered bids are to be taken to: GPO Bookstore, 710 North Capitol Street, NW, Washington, DC, between the hours of 8:00 a.m. and 4:00 p.m., prevailing Washington, DC time, Monday through Friday. Contractor is to follow the instructions in the bid submission/opening area. If further instruction or assistance is required, call (202) 512-0526.

**BIDDERS, PLEASE NOTE:** This program was formerly Program 104-S. Specifications have changed; all bidders are cautioned to familiarize themselves with all provisions of these specifications before bidding, with particular attention to:

- “SECURITY AND SUITABILITY REQUIREMENTS FOR GOVERNMENT PRINTING (NOV 2018)” and “100% ACCOUNTABILITY OF PRODUCTION AND MAILING” requirements;
- The GPO 910 “BID” Form is no longer required. Bidders are to fill out, sign/initial, as applicable, all pages of “SECTION 4. – SCHEDULE OF PRICES.”

Abstracts of contract prices are available at <https://www.gpo.gov/how-to-work-with-us/vendors/contract-pricing>.

For information of a technical nature, contact Jim Ballou at [jballou@gpo.gov](mailto:jballou@gpo.gov) or (202) 512-0310.

## SECTION 1. - GENERAL TERMS AND CONDITIONS

**GPO CONTRACT TERMS:** Any contract which results from this Invitation for Bid will be subject to the applicable provisions, clauses, and supplemental specifications of GPO Contract Terms (GPO Publication 310.2, effective December 1, 1987 (Rev. 1-18)) and GPO Contract Terms, Quality Assurance Through Attributes Program, for Printing and Binding (GPO Publication 310.1, effective May 1979, (Rev. August, 2002)).

GPO Contract Terms (GPO Publication 310.2) – <https://www.gpo.gov/docs/default-source/forms-and-standards-files-for-vendors/contractterms2018.pdf>.

GPO QATAP (GPO Publication 310.1) – <https://www.gpo.gov/docs/default-source/forms-and-standards-files-for-vendors/qatap.pdf>.

**SUBCONTRACTING:** The predominant production functions are the laser/ion deposition imaging and inserting of data from electronically transmitted files and disposal/destruction of waste materials. Any bidder who cannot perform the imaging of variable data and the inserting portions of the mailing packet will be declared non-responsible.

The contractor is responsible for enforcing all contract requirements outsourced to a subcontractor.

If the presorting and mailing is subcontracted, the subcontractor must complete and pass the same security clearances as the prime contractor.

If the contractor wishes to add a subcontractor at any time after award, the subcontractor must be approved by the Government prior to production starting in that facility. If the subcontractor is not approved by the Government, then the contractor must submit a new subcontractor's information to the Government for approval 30 calendar days prior to the start of production at that facility.

If the contractor plans to enter into a “Contractor Team Arrangement” or Joint Venture, to fulfill any requirements of this contract, they must comply with the terms and regulations as detailed in the Printing Procurement Regulation – (GPO Publication 305.3; Rev. 2-11).

**QUALITY ASSURANCE LEVELS AND STANDARDS:** The following levels and standards will apply to these specifications:

### Product Quality Levels:

- (a) Printing (page related) Attributes – Level III.
- (b) Finishing (item related) Attributes – Level III.

### Inspection Levels (from ANSI/ASQC 1.4):

- (a) Non-destructive Tests - General Inspection Level I.
- (b) Destructive Tests - Special Inspection Level S-2.
- (c) Low-gloss, transparent, poly-type window material covering the envelope window must pass a readability test with a rejection rate of less than 1/4 of 1% when run through a USPS OCR Scanner.
- (d) Exception: ANSI X3.17 “Character Set for Optical Character Recognition (OCR A)” must apply to these specifications. The revisions of this standard which are effective as of the date of this contract are those which must apply.
- (e) Exception: The notices (front and back) will be read by a high-speed document scanner. These notices must function properly when processed through a high-speed document scanner. A form is a reject and will be considered a major defect when its OCR print cannot be correctly deciphered on the first pass through the specified reading equipment.

- (f) Exception: Data Matrix 2-D barcodes must be in accordance with ISO/IEC 16022 – “International Symbology Specification, Data Matrix”, ISO/IEC 15418:1999 – “Symbol Data Format Semantics;” ISO/IEC 15434:1999 – “Symbol Data Format Syntax;” and ISO/IEC 15415 – “Print Quality Standard.”
- (g) Exception: Code 39 (3 of 9) barcodes must be in accordance with ANSI MH 10.8M-1983.
- (h) Exception: The payment portion below the micro-perforation on the “payment stub” (eRPA SSA-L732-OP1), once detached, will be scanned and must function properly when processed through the current high-speed scanning equipment at SSA. The payment stub produced requires precision spacing, printing, and trimming. It is critical that the bottom of the OCR-A scanline be 1/2” from the bottom of the payment stub page and that, when reading from the right, the first encodable character is encountered at least 1/4” but no more than 5/16” (plus or minus 1/16”) from the right leading edge of the payment stub. A form is a reject and will be considered a major defect when its OCR print cannot be correctly deciphered on the first pass through the scanning equipment (See “PRINTING/IMAGING, eRPA SSA-L732-OP1” and “BINDING” for additional information regarding perforated payment stub.)

**NOTE:** Use of equipment or ink which in any way adversely affects the scannability of the payment stub will not be allowed. ANSI Standards may be obtained from the American National Standards Institute, 25 West 43<sup>rd</sup> Street, 4<sup>th</sup> Floor, New York, NY 10036.

**Specified Standards:** The specified standards for the attributes requiring them must be:

<u>Attribute</u>	<u>Specified Standard</u>
P-7. Type Quality and Uniformity	O.K. Press Sheets

**Special Instructions:** In the event that inspection of press sheets is waived by the Government, the following listed alternate standards (in order of precedence) must become the Specified Standards:

P-7. O.K. Proofs; electronic media; camera/manuscript copy.

**OPTION TO EXTEND THE TERM OF THE CONTRACT:** The Government has the option to extend the term of this contract for a period of 12 months by written notice to the contractor not later than 30 days before the contract expires. If the Government exercises this option, the extended contract shall be considered to include this clause, except, the total duration of the contract may not exceed five (5) years as a result of, and including, any extension(s) added under this clause. Further extension may be negotiated under the “EXTENSION OF CONTRACT TERM” clause. See also “ECONOMIC PRICE ADJUSTMENT” for authorized pricing adjustment(s).

**EXTENSION OF CONTRACT TERM:** At the request of the Government, the term of any contract resulting from this solicitation may be extended for such period of time as may be mutually agreeable to the GPO and the contractor.

**ECONOMIC PRICE ADJUSTMENT:** The pricing under this contract shall be adjusted in accordance with this clause, provided that in no event will any pricing adjustment be made that would exceed the maximum permissible under any law in effect at the time of the adjustment. There will be no adjustment for orders placed during the first period specified below. Pricing will thereafter be eligible for adjustment during the second and any succeeding performance period(s). For each performance period after the first, a percentage figure will be calculated as described below and that figure will be the economic price adjustment for that entire next period. Pricing adjustments under this clause are not applicable to reimbursable postage or transportation costs, or to paper, if paper prices are subject to adjustment by separate clause elsewhere in this contract.

For the purpose of this clause, performance under this contract will be divided into successive periods. The first period will extend from Date of Award to August 31, 2021, and the second and any succeeding period(s) will extend for 12 months from the end of the last preceding period, except that the length of the final period may vary. The first day of the second and any succeeding period(s) will be the effective date of the Economic Price Adjustment for that period.

Pricing adjustments in accordance with this clause will be based on changes in the seasonally adjusted "Consumer Price Index For All Urban Consumers - Commodities Less Food" (Index) published monthly in the CPI Detailed Report by the U.S. Department of Labor, Bureau of Labor Statistics.

The economic price adjustment will be the percentage difference between Index averages as specified in this paragraph. An index called the variable index will be calculated by averaging the monthly Indexes from the 12-month interval ending three (3) months prior to the beginning of the period being considered for adjustment. This average is then compared to the average of the monthly Indexes for the 12-month interval ending May 31, 2019 called the base index. The percentage change (plus or minus) of the variable index from the base index will be the economic price adjustment for the period being considered for adjustment.

The Government will notify the contractor by contract modification specifying the percentage increase or decrease to be applied to invoices for orders placed during the period indicated. The contractor shall apply the percentage increase or decrease against the total price of the invoice less reimbursable postage or transportation costs and separately adjusted paper prices. Payment discounts shall be applied after the invoice price is adjusted.

**ALL REQUIREMENTS, STARTING WITH "SECURITY REQUIREMENTS" BELOW, THROUGH THE SECTION ENTITLED "SENDING AN ENCRYPTED ZIP FILE VIA EMAIL" MUST BE COMPLETED AND APPROVED AT TIME OF BID SUBMISSION; IF NOT, THE BIDDER MAY BE DECLARED NON-RESPONSIVE.**

**SECURITY REQUIREMENTS: Protection of Confidential Information:**

- (a) The contractor shall restrict access to all confidential information obtained from the Social Security Administration in the performance of this contract to those employees and officials who need it to perform the contract. Employees and officials who need access to confidential information for performance of the contract will be determined at the postaward conference between the Contracting Officer and the responsible contractor representative.
- (b) The contractor shall process all confidential information obtained from SSA in the performance of this contract under the immediate supervision and control of authorized personnel and in a manner that will protect the confidentiality of the records in such a way that unauthorized persons cannot retrieve any such records.
- (c) The contractor shall inform all personnel with access to the confidential information obtained from SSA in the performance of this contract of the confidential nature of the information and the safeguards required to protect this information from improper disclosure.
- (d) For knowingly disclosing information in violation of the Privacy Act, the contractor and the contractor employees may be subject to the criminal penalties as set forth in 5 U.S.C Section 552a (i)(1), which is made applicable to contractors by 5 U.S.C. 552a (m)(1) to the same extent as employees of the SSA. For knowingly disclosing confidential information as described in section 1106 of the Social Security Act (42 U.S.C. 1306), the contractor and contractor's employees may also be subject to the criminal penalties as set forth in that provision.

- (e) The contractor shall assure that each contractor employee with access to confidential information knows the prescribed rules of conduct, and that each contractor employee is aware that he/she may be subject to criminal penalties for violations of the Privacy Act and/or the Social Security Act. When the contractor employees are made aware of this information, they will be required to sign the Contractor Personnel Security Certification, Form SSA-222 (see Exhibit A). A copy of this signed certification must be forwarded to: SSA, Printing Management Branch (see Exhibit K).
- (f) All confidential information obtained from SSA for use in the performance of this contract shall, at all times, be stored in an area that is physically safe from unauthorized access.
- (g) Performance of this contract may involve access to tax return information as defined in 26 U.S.C. Section 6103(b) of the Internal Revenue Code (IRC). All such information shall be handled as confidential and may not be disclosed without the written permission of SSA. For willingly disclosing confidential tax return information in violation of the IRC, the contractor and contractor employees may be subject to the criminal penalties set forth in 26 U.S.C. Section 7213.
- (h) The Government reserves the right to conduct on-site visits to review the contractor's documentation and in-house procedures for protection of confidential information.
- (i) If a subcontractor is used for the sorting and/or mailing of the notices of this contract, the subcontractor must conform to all security requirements of the contract.

**SSA EXTERNAL SERVICE PROVIDER SECURITY REQUIREMENTS:** This resource identifies the basic information security requirements related to the procurement of Information Technology (IT) services hosted externally to SSA's Network.

See Exhibit L for References for External Service Providers (ESP).

***All External Service Providers are subject to the following security requirements:***

- (a) All ESPs are subjected to SSA's Security Authorization Process, which will entail security testing and evaluation of the in-place security controls. For more information, see NIST SP 800-37, Revision 1.
- (b) ESPs must follow NIST SP 800-53 Revision 4 "*Recommended Security Controls for Federal Information Systems and Organizations*" for protecting Low or Moderate impact level information as categorized by FIPS for the information system. NOTE: Systems that contain Personally Identifiable Information (PII) are considered "Moderate."
- (c) ESPs must document all deployed (applicable) and planned controls for an information system in a System Security Plan that is in NIST-compliant format. Refer to NIST SP 800-18.
- (d) ESPs classified as Cloud Service Providers (CSP) must adhere to additional FedRAMP security control requirements. Further information may be found at: <http://www.gsa.gov/portal/category/102371>. As part of these requirements, CSPs must have a security control assessment performed by a Third Party Assessment Organization (3PAO).
- (e) Upon request from SSA, the ESP shall provide the following network security information and documentation for review and audit purposes:
  - All information security control artifacts required to support the Security Assessment and Authorization (SA&A) process.
  - Intrusion Detection Systems (IDS) configuration.
  - Network firewall configuration.
  - Server and network device patching schedules and compliance.

- Server, network device, and security logs.
- Detailed hardware inventory including servers, network devices, and storage.

NOTE: ESPs are required to adhere to NIST 800-53 Rev. 4 security control framework based on their assigned categorization. The contractor is required to complete and provide written response for all information requested in the following exhibits: Exhibit N, Exhibit O, Exhibit P, Exhibit Q, and Exhibit R and outline additional security controls and SSA organizational defined parameters for NIST 800-53, Rev 4. The security requirements in the exhibits are applicable to low and moderately categorized systems unless otherwise designated. For additional information or supplement guidance for these controls, refer Appendix F of NIST 800-53, Rev 4.

**PHYSICAL SECURITY:** Contractor's facilities storing SSA assets and information are required to meet the Interagency Security Committee's (ISC) standard for Federal facilities. This information can be found in the "Facility Security Plan: An Interagency Security Committee Guide," dated February 2015, 1<sup>st</sup> Edition. SSA reserves the right to inspect contractor facilities to ensure compliance with the ISC guidelines. If facilities are found deficient, the contractor must implement corrective actions within 45 calendar days of notification. Requirements can include, but not be limited to, the physical security countermeasures, such as access control systems, closed circuit television systems, intrusion detection systems, and barriers.

Contractor must pass all External Service Provider Security and Physical Security requirements as specified above before the Government can award this contract. Any bidder who cannot obtain approval for any of these security requirements within 60 calendar days of approval of production plans and physical security inspection will be declared non-responsible.

**SECURITY WARNING:** It is the contractor's responsibility to properly safeguard personally identifiable information (PII) from loss, theft, or inadvertent disclosure and to immediately notify the Government of any loss of personally identifiable information.

PII is "information which can be used to distinguish or trace an individual's identity, such as their name, social security number, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc." (Ref.: OMB Memorandum 07-16.) Other specific examples of PII include, but are not limited to:

- (a) Personal identification number, such as passport number, driver's license number, taxpayer identification number, or financial account or credit card number;
- (b) Address information, such as street address or personal email address; and,
- (c) Personal characteristics, including photographic image (especially of face or other distinguishing characteristic), fingerprints, handwriting, or other biometric image or template data (e.g., retina scans, voice signature, facial geometry).

***All employees working on this contract must:***

- Be familiar with current information on security, privacy, and confidentiality as they relate to the requirements of this contract.
- Obtain pre-screening authorization before using sensitive or critical applications pending a final suitability determination as applicable to the specifications.
- Lock or logoff their workstation/terminal prior to leaving it unattended.
- Act in an ethical, informed, and trustworthy manner.
- Protect sensitive electronic records.
- Be alert to threats and vulnerabilities to their systems.
- Are prohibited from having any mobile devices or cameras in sensitive areas that contain any confidential materials. This includes areas where shredding and waste management occurs.

***Managers at the contractor's facility working on this contract must also:***

- Monitor use of mainframes, PCs, LANs, and networked facilities to ensure compliance with national and local policies, as well as the Privacy Act statement.
- Ensure that employee screening for sensitive positions within their department has occurred prior to any individual being authorized access to sensitive or critical applications.
- Implement, maintain, and enforce the security standards and procedures as they appear in this contract and as outlined by the contractor.
- Contact the security officer within 24 hours whenever a systems security violation is discovered or suspected.

***Applicability:***

The responsibility to protect personally identifiable information applies during the entire term of this contract and all option year terms, if exercised. All contractors must secure and retain written acknowledgement from their employees stating they understand these policy provisions and their duty to safeguard personally identifiable information. These policy provisions include, but are not limited to, the following:

- Employees are required to have locking file cabinets or desk drawers for storage of confidential material, if applicable.
- Material is not to be taken from the contractor's facility without express permission from the Government.
- Employees must safeguard and protect all Government records from theft and damage while being transported to and from contractor's facility.

***The following list provides examples of situations where PII is not properly safeguarded:***

- Leaving an unprotected computer containing Government information in a non-secure space (e.g., leaving the computer unattended in a public place, in an unlocked room, or in an unlocked vehicle).
- Leaving an unattended file containing Government information in a non-secure area (e.g., leaving the file in a break-room or on an employee's desk).
- Storing electronic files containing Government information on a computer or access device (flash drive, CD, etc.) that other people have access to (not password-protected).

This list does not encompass all failures to safeguard personally identifiable information but is intended to act as an alert to the contractor's employees to situations that must be avoided. Misfeasance occurs when an employee is authorized to access Government information that contains sensitive or personally identifiable information and, due to the employee's failure to exercise due care, the information is lost, stolen, or inadvertently released.

Whenever the contractor's employee has doubts about a specific situation involving their responsibilities for safeguarding PII, they should consult the Contracting Officer or the Contract Administrator.

**SECURITY AND SUITABILITY REQUIREMENTS FOR GOVERNMENT PRINTING (NOV 2018):**

*NOTE: For the purposes of this contract, the Contracting Officer's Representative (COR) or Contracting Officer's Technical Representative (COTR) is the SSA representative/Program Lead. The terms "vendor" and "contractor" are used interchangeably throughout this contract. Additionally, the terms "business days" and "workdays" are used interchangeably throughout this contract.*

**(a) Suitability Process**

The background investigation and adjudication processes are compliant with 5 CFR 731 or equivalent. Any new vendor personnel (i.e., those who have not previously received a suitability determination under this contract) requiring access to a SSA facility, site, information, or system, must complete and submit, through the COR-COTR, the documents listed in (a)(1) at least 30 workdays prior to the date vendor personnel are to begin work. The suitability process cannot begin until the vendor submits, and SSA receives, accurate and complete documents.

**(1) Suitability Document Submission**

- a. Immediately upon award, the Company Point of Contact (CPOC) must provide to the Center for Suitability and Personnel Security (CSPS) and a copy to the Contracting Officer's Representative (COR) for all vendor personnel requesting a suitability determination using a secured/encrypted email\* with a password sent separately to DCHR.OPE.Suitability@ssa.gov:
  - (i) An e-QIP applicant listing including the names of all vendor personnel requesting suitability;
  - (ii) Completed Optional Form (OF) 306, Declaration for Federal Employment (see Exhibit E);
  - (iii) Fair Credit Reporting Act (FCRA) Authorization Form (see Exhibit F);
  - (iv) Additional Questions for Public Trust Positions Branching (see Exhibit C); and,
  - (v) Work authorization for non-United States (U.S.) born applicants, if applicable.
- b. The e-QIP applicant listing must include the vendors name, the Social Security Administration vendor number, the CPOC's name, the CPOC's contact information, the COR's name, the COR's contact information, and the full name, Social Security Number, date of birth, place of birth (must show city and state if born in the U.S. OR city and country if born outside of the U.S.), and a valid email address for all vendor personnel requesting suitability. All spelling of names, email addresses, places, and numbers must be accurate and legible.

**(2) e-QIP Application**

- a. Once SSA receives all completed documents, listed in (a)(1), the Center for Suitability and Personnel Security (CSPS) will initiate the e-QIP process using the e-QIP applicant listing. CSPS will email the e-QIP notification to the CPOC and COR inviting vendor personnel to the e-QIP website to electronically complete the background investigation form (Standard Form (SF) 85P, Questionnaire for Public Trust Positions).
- b. Vendor personnel will have up to 10 business days to complete the e-QIP application. The 10-day timeframe begins the day CSPS sends the invitation to the CPOC and COR. Vendor personnel must electronically sign the signature pages before releasing the application in e-QIP. Signature pages include the Certification, Release, and Medical Release pages for the SF 85P.

Find information about the e-QIP process in the e-QIP Quick Reference Guide for e-QIP Applicants at <https://nbib.opm.gov/e-qip-background-investigations/>.

- c. If vendor personnel need assistance with e-QIP logon and navigation, they can call the eQIP Hotline at 1-844-874-9940.

**(3) Fingerprinting**

- a. The e-QIP notification email also provides vendor personnel with instructions to obtain electronic fingerprinting services. Vendor personnel must report for fingerprint services immediately upon completion and release of the e-QIP application and within 10 business days from the day CSPS sends the invitation.
- b. If vendor personnel cannot report to the designated fingerprint locations (in the notification email), CSPS will accept completed Field Division (FD) 258 fingerprint cards. The COR can provide the FD 258, if required. Vendor personnel must complete all fields on the FD 258. Incomplete fields may delay suitability processing.
- c. If the vendor needs to mail completed FD 258 fingerprint cards, the vendor can send them, via certified mail along with a completed Vendor Personnel Suitability Cover Sheet to: Social Security Administration, Center for Suitability and Personnel Security, Attn: Suitability Program Officer, 6401 Security Boulevard, 2246 Annex Building, Baltimore, MD 21235.

**(4) Status Check**

If vendor personnel have completed each of the steps in (e) in their entirety and do not receive a suitability determination within 15 business days of their last submission, call 1-844-874-9940 to determine suitability status.

**(b) Suitability Determination**

- (1) CSPS uses a Federal Bureau of Investigation fingerprint check as part of the basis for making a suitability determination.

This determination is final unless information obtained during the remainder of the full background investigation, conducted by the Office of Personnel Management, is such that SSA would find the vendor personnel unsuitable to continue performing under this contract. CSPS will notify the CPOC and the COR of the results of these determinations.

- (2) SSA will not allow vendor personnel access to a facility, site, information, or system until CSPS issues a favorable suitability determination. A suitability determination letter issued by CSPS is valid only for performance on the vendor specified in the letter.
- (3) If personnel has been cleared at a previous contractor's facility and are to perform work under a new vendor, the CPOC must submit a fully completed, legible Contractor Personnel Rollover Request Form to the COR. CSPS will notify the CPOC, COR, and Contract Officer (CO) of suitability to work under the new vendor.

**(c) Vendor Personnel Previously Cleared by SSA or Another Federal Agency**

If vendor personnel previously received a suitability determination from SSA or another Federal agency, the CPOC should include this information next to the vendor personnel's name on the initial applicant listing (see paragraph (a)(1)b.) along with the OF306. CSPS will review the information. If CSPS determines another suitability determination is not required, it will provide a letter to the CPOC and the COR indicating the vendor personnel was previously cleared under another Federal contract and does not need to go through the suitability determination process again.

**(d) Unsuitable Determinations**

- (1) The vendor must notify the contractor personnel of any unsuitable determinations as soon as possible after receipt of such a determination.
- (2) The vendor must submit requests for clarification for unsuitable determinations in writing within 30 calendar days of the date of the unsuitable determination to the email mailbox or address listed below. Vendor personnel must file their own requests; vendor may not file requests on behalf of vendor personnel.

[dchr.ope.suitclarify@ssa.gov](mailto:dchr.ope.suitclarify@ssa.gov)

OR

Social Security Administration, Center for Suitability and Personnel Security, Attn: Suitability Program Officer, 6401 Security Boulevard, 2246 Annex Building, Baltimore, MD 21235

**(e) Vendor Notification to Government**

The vendor shall notify the COR and CSPS within one (1) business day if any vendor personnel is arrested or charged with a crime, or if there is any other change in the status of vendor personnel (e.g., leaves the company, no longer works under the vendor, the alien status changes, etc.) that could affect their suitability determination. The vendor must provide in the notification as much detail as possible, including, but not limited to: name(s) of vendor personnel whose status has changed, SSA vendor number, the type of charge(s), if applicable, date of arrest, the court date, jurisdiction, and, if available, the disposition of the charge(s).

***\*Email Procedures:***

For the contractor's convenience, SSA has included the following instructions to send emails with sensitive documentation or messages containing personally identifiable information (e.g., SSNs, etc.) securely to an SSA email address. Contractor is to consult their local information technology staff for assistance. If the contractor utilizes an alternate secure method of transmission, it is recommend that the contractor contact the recipient to confirm receipt.

***To Encrypt a File using WinZip:***

- i. Save the file to contractor's hard drive
- ii. Open Windows Explorer and locate the file
- iii. Right click on the file
- iv. Select "WinZip"
- v. Select "Add to Zip File"
- vi. An Add box pops up. Near the bottom of the box is an "Options" area
- vii. Click the "Encrypt added files" checkbox
- viii. Click the "Add" button
- ix. Check the "Hide Password" checkbox if not already checked
  - a. Enter a string of characters as a password composed of letters, numbers, and special characters (minimum 8 characters – maximum 64)
  - b. Select the 256-Bit AES encryption radio button
  - c. Click "OK"
- x. The file has been successfully encrypted, and the new Zip file can now be attached to an email.

***Providing the Recipient with the Password:***

Send the password to the intended recipient in a separate email message prior to sending the encrypted file or after sending the encrypted file. Do not send the password in the same email message to which the encrypted file is attached.

If possible, it is recommended to provide the password to the COR-COTR by telephone or establish a predetermined password between the contractor and the COR-COTR.

The COR-COTR should also submit the password in a separate email from the documentation when submitting to ^DCHR OPE Suitability. Due to the large volume of submissions, the COR-COTR must always provide the password to ^DCHR OPE Suitability in a separate email, even if it is a pre-established password for a contract.

***Sending an encrypted Zip File via email:***

1. Compose a new message
2. Attach the Zip File
3. Send message

**SUITABILITY DETERMINATION:** A Federal Bureau of Investigation fingerprint check is part of the Basis used for making a suitability determination. This determination is final unless information obtained during the remainder of the full background investigation, conducted by the Office of Personnel Management, is such that SSA would find the contactor personnel unsuitable to continue performing under this contract. CPSPM will notify the CPOC, SSA COTR, and Contracting Officer of the result of these determinations.

**PREAWARD SURVEY:** In order to determine the responsibility of the prime contractor or any subcontractor, the Government reserves the right to conduct an on-site preaward survey at the contractor's/subcontractor's facility or to require other evidence of technical, production, managerial, financial, and similar abilities to perform, prior to the award of a contract. As part of the financial determination, the contractor in line for award may be required to provide one or more of the following financial documents:

- 1) Most recent profit and loss statement
- 2) Most recent balance sheet
- 3) Statement of cash flows
- 4) Current official bank statement
- 5) Current lines of credit (with amounts available)
- 6) Letter of commitment from paper supplier(s)
- 7) Letter of commitment from any subcontractor

The documents will be reviewed to validate that adequate financial resources are available to perform the contract requirements. Documents submitted will be kept confidential and used only for the determination of responsibility by the Government. Failure to provide the requested information in the time specified by the Government may result in the Contracting Officer not having adequate information to reach an affirmative determination of responsibility.

The contractor must demonstrate the capability to perform the requirements of the contract at time of award. If award is predicated on the purchase of production and/or systems equipment, the contractor must provide purchase order(s) with delivery date(s) of equipment to arrive at least 90 calendar days prior to the start of live production, on February 1, 2020.

**PREAWARD PRODUCTION PLANS:** As part of the preaward survey, the contractor shall present, in writing, to the Contracting Officer within five (5) workdays of being notified to do so by the Contracting Officer or his/her representative, detailed plans for each of the following activities. The workday after notification to submit will be the first day of the schedule. If the Government requests additional information after review of plans, the contractor must submit updated plans within two (2) workdays of request.

Five (5) additional workdays will be permitted to provide a Security Assessment Package as required. The contractor, at SSA's discretion, may be granted five (5) additional workdays if additional information is required for the Security Assessment Package. The workday after notification to submit will be the first day of the schedule.

If the preaward survey is waived, the below referenced plans must be submitted to the Contracting Officer within five (5) workdays of being notified to do so by the Contracting Officer or his/her representative. The workday after notification to submit will be the first day of the schedule.

**Option Years:** For each option year that may be exercised, the contractor will be required to review their production plans and re-submit in writing the above plans detailing any changes and/or revisions that may have occurred. The revised plans are subject to Government approval. The revised plans must be submitted to the Contracting Officer or his/her representative within five (5) workdays of notification of the option year being exercised.

NOTE: If there are no changes/revisions, the contractor will be required to submit to the Contracting Officer or his/her representative a statement confirming that the current plans are still in effect.

THESE PROPOSED PLANS ARE SUBJECT TO REVIEW AND APPROVAL BY THE GOVERNMENT AND AWARD WILL NOT BE MADE PRIOR TO APPROVAL OF SAME. THE GOVERNMENT RESERVES THE RIGHT TO WAIVE SOME OR ALL OF THESE PLANS.

**PLEASE NOTE:** The specifications in this contract cover the workloads of this contract transmitted daily and weekly. As such, the four (4) workloads of this contract must not be produced at multiple facilities, and therefore, cannot be transferred interchangeably between multiple plant locations. Any mention in this contract of multiple locations/facilities refers to the primary location and the backup facility only.

If the Government, during the preaward survey, concludes that the contractor does not or cannot meet all of the requirements as described in this contract, the contractor will be declared non-responsive.

Due to PII issues, the Government cannot award the contract until all security requirements are met. If the contractor fails to meet these requirements within 60 workdays of start of live production, the contractor will be declared nonresponsive.

**Information Sheet** – If the contractor is currently producing on other GPO contracts, they must submit an information sheet specifying how the workload(s) on this contract will fit into the pre-existing Government production without hampering the production/delivery schedules for all the contracts. (NOTE: This is a requirement of this program due to the legislated nature of certain GPO contracts.)

At a minimum, the information sheet must include a list of the contracts currently held and the production/delivery schedules for each of those contracts. The sheet must also specify which of those contracts would run concurrently with the projected schedule for this contract.

**Backup Facility** – The failure to deliver the products required under this specification in a timely manner would have an impact on the daily operations of SSA. Therefore, if for any reason(s) (act of God, labor disagreements, etc.) the contractor is unable to perform at said locations for a period longer than five (5) workdays, contractor must have a backup facility with the capability of producing the products required under this specification.

Plans for their contingency production must be prepared and submitted to the Contracting Officer as part of the preaward survey. These plans must include the location of the facility to be used, equipment available at the facility, and a timetable for the start of production at that facility.

Part of the plan must also include the transportation of Government materials from one facility to another. SSA has the option to install a data connection into the contractor's backup facility.

NOTE: All terms and conditions of this contract will apply to the backup facility. Due to the time sensitive nature of the notices produced on this contract, the contractor must maintain the original schedule set forth in this contract.

**Quality Control Plan** – The contractor shall provide and maintain, within their own organization, an independent quality assurance organization of sufficient size and expertise to monitor the operations performed and inspect the products of each operation to a degree and extent that will ensure the Government's quality assurance, inspection, and acceptance provisions specified herein are met. The contractor shall perform, or have performed, the process controls, inspections, and tests required to substantiate that the products provided under this contract conform to the specifications and contract requirements. The contractor shall describe in detail their quality control/quality assurance and recovery plans describing how, when, and by whom the plans will be performed.

The quality control plan must also include examples and a detailed description of all quality control samples and their corresponding inspection reports or logs the contractor will keep to document the quality control inspections performed on each run. Furthermore, the plan must include the names of all quality assurance officials and describe their duties in relationship to the quality control plan.

The quality control plan must account for the number of pieces mailed daily and must also cover the security over the postage meters as well as the controls for the setting of the meters (if meters will be used).

**Quality Control Sample Plan** – The plan must provide a description of how the contractor will create quality control samples for periodic samplings to be taken during the production run, provide for backup and re-running in the event of an unsatisfactory sample, and contain control systems that will detect defective, missing, or mutilated pieces.

The plan should include the sampling interval the contractor intends to utilize. The contractor will be required to create two (2) control samples every 4,000 notices. The samples to be drawn from the production stream at the same time:

- One (1) sample will be drawn, inspected, and retained as part of the contractor's quality assurance records.
- One (1) sample will be drawn for the Social Security Administration and packed with the remaining samples associated with each task order and shipped to SSA, Printing Management Branch (see Exhibit K).

NOTE: Mailers with low volumes (less than 4,000) will require at least one (1) set of samples to be produced.

The plan shall detail the actions to be taken by the contractor when defects, missing, or mutilated items are discovered. These actions must be consistent with the requirements found in GPO Contract Terms (GPO Publication 310.2, effective December 1, 1987 (Rev. 1-18)).

The plan shall monitor all aspects of the job, including material handling and mail flow, to assure that the production and delivery of these notices meet specifications and Government requirements. This includes maintaining 100% accountability in the accuracy of imaging and mailing of all pieces throughout each run. The contractor must ensure that there are no missing or duplicate pieces.

The contractor must maintain quality control samples, inspection reports, and records for a period of no less than 210 calendar days subsequent to the date of the check tendered for final payment by the Government Publishing Office. The Government will periodically verify that the contractor is complying with the approved quality control plan through on-site examinations and/or requesting copies of the contractor's quality assurance records and quality assurance random copies.

**Computer System Plan** – This plan must include a detailed listing of the contractor's operating software platform and file transfer system necessary to interface with SSA's National File Transfer Management System (FTMS) for electronic transmission of notice files from SSA. The plan must also include the media type on which files from SSA will be received to the extent that operator intervention (e.g., a tape mount) is not required at SSA or the contractor's production facility.

The system plan shall demonstrate the contractor's ability to provide complete hardware and software compatibility with SSA's existing network (see "PREPRODUCTION TEST, *Transmission Test*" for additional information). The contractor must complete a System Plan (see Exhibit G).

Included with the Computer System Plan shall be a resume for each employee responsible for the monitoring and the programming of the contractor's computer system and file transmissions. If the contractor plans to use a consultant, a resume must still be included. This plan must show that the programmer(s) is skilled in the handling and programming of Advanced Function Presentation (AFP) (Fully Composed or Mixed Mode) printing platform.

**Mail Plan** – This plan should include sufficient detail as to how the contractor will comply with all applicable U.S. Postal Service (USPS) mailing requirements as listed in the USPS Domestic and International Mail Manuals in effect at the time of the mailing and other USPS instructional material such as the Postal Bulletin. The contractor must also disclose how they will achieve multi-level USPS presort postal discounts as outlined in the contract.

**Material Handling and Inventory Control** – This plan should explain in detail how the following materials will be handled: incoming raw materials; work-in-progress materials; quality control inspection materials; USPS inspection materials; and all outgoing materials cleared for USPS pickup/delivery.

**Personnel Plan** – This plan should include a listing of all personnel who will be involved with this contract. For any new employees, the plan should include the source of these employees and a description of the training programs the employees will be given to familiarize them with the requirements of this program.

**Production Plan** – The contractor is to provide a detailed plan of the following:

- (1) list of all production equipment and equipment capacities to be utilized on this contract;
- (2) the production capacity currently being utilized on this equipment;
- (3) capacity that is available for these workloads; and,
- (4) if new equipment is to be utilized, documentation of the purchase order, source, delivery schedule, and installation dates are required.

The last leaf of the SSA-L732-OP1 notice within the eRPA data files contains a micro-perforated payment stub. (For Bilingual (Spanish/English) notices, the payment stub will be on the last leaf of both the Spanish and the English notices. However, the payment stub/micro-perforation will not be on the same page for every notice because these notices have variable page counts.) The contractor will be required to identify the payment stub page(s) (English or Spanish/English) requiring perforation. Regarding the "select-a-perf" requirement, the contractor's production plan must explain how they will handle imaging and collating the required micro-perforated sheet into the proper sequence of leaves. The plan must also detail how the contractor intends to meet the critical margins associated with the scanline. (See "PRINTING/IMAGING.")

The contractor must disclose in their production plan their intentions for the use of any subcontractors. If a subcontractor will be handling SSA notices, the plan must include the same information required from the contractor for all items contained under “SECURITY REQUIREMENTS” and “PREAWARD SURVEY.” If a subcontractor for any operation is added at any time after award, the contractor must submit the subcontractor’s proposed plans which are subject to review and approval by the Government.

The subcontractor must be approved by the Government prior to production starting in that facility. If the subcontractor is not approved by the Government, then the contractor has 30 calendar days prior to production to submit to the Government the new subcontractor’s information.

**Security Control Plan** – The contractor shall maintain in operation, an effective security system where items by these specifications are manufactured and/or stored (awaiting distribution or disposal) to assure against theft and/or the product ordered falling into unauthorized hands.

Contractor is cautioned that no Government provided information shall be used for non-Government business. Specifically, no Government information shall be used for the benefit of a third party.

The Government retains the right to conduct on-site security reviews at any time during the term of the contract.

The plan shall contain at a minimum:

- How Government files (data) will be secured to prevent disclosure to a third party.
- How the disposal of waste materials will be handled.
- How all applicable Government-mandated security/privacy/rules and regulations as cited in this contract shall be adhered to by the contractor and/or subcontractor(s).
- How contractors classified as Cloud Service Providers (CSP) will adhere to additional FedRAMP security control requirements. CSPs must have a security control assessment performed by a Third Party Assessment Organization (3PAO) (see Exhibit M). Additional information is also available at: <http://www.gsa.gov/portal/category/102371>.

*NOTE: A Third Party Assessment Organization (3PAO) is an organization that has been certified to help cloud service providers and Government agencies meet FedRAMP compliance regulations. Accredited 3PAOs can be found at <https://marketplace.fedramp.gov/#/assessors?sort=assessorName>.*

- The contractor shall submit a System Security Plan which documents how the solution implements security controls in accordance with the designated FIPS 199 security categorization and the Minimum Security Requirements for Federal Information and Information Systems which requires the use of NIST SP 800-53, or the contractor shall provide a Security Assessment Package (SAP) completed by either an independent assessor or another Federal agency (see Exhibit L).

*NOTE: An independent assessor is any individual or group capable of conducting an impartial assessment of security controls employed within or inherited by an information system.*

**Materials** – The contractor is required to explain how all accountable materials will be handled throughout all phases of production. This plan must also include the method of disposal of all production waste materials.

**Production Area Plan** – The contractor must provide a secure area(s) dedicated to the processing and storage of data for the EAD, YCER, BEVE and eRPA Notices, either a separate facility dedicated to these products, or a walled-in limited access area within the contractor’s existing facility. Access to the area(s) shall be limited to security-trained employees involved in the production of the notices.

Part of the Production Area Plan shall include a floor plan detailing the area(s) to be used, showing existing walls, equipment to be used, and the printing and finishing locations.

Contractor must have, in place, a building security system that is monitored 24 hours a day, seven (7) days a week, and a badging/keypunch system that limits access to Government materials (data processing center/production facility and other areas where Government materials with PII are stored or are accessible) that is only accessible by approved personnel. Contractor must present this information, in detail, in the production area plan.

**Disposal of Waste Materials** - The contractor is required to demonstrate how all waste materials used in the production of sensitive SSA records (records containing PII information as identified in "SECURITY WARNING") will be definitively destroyed (ex., burning, pulping, shredding, macerating, or other suitable similar means). Electronic Records must be definitively destroyed in a manner that prevents reconstruction. Sensitive records are records that are national security classified or exempted from disclosure by statute, including the Privacy Act or regulation. Definitively destroying the records means the material cannot be reassembled and used in an inappropriate manner in violation of law and regulations.

The contractor, at a minimum, must crosscut shred all documents into squares not to exceed 1/4 inch. All documents to be destroyed cannot leave the security of the building and must be destroyed by the contractor at contractor's printing site. The contractor must specify the method planned to dispose of the material.

**UNIQUE IDENTIFICATION NUMBER:** Unique identification numbers will be used to track each individual notice, thereby providing 100% accountability. This enables the contractor to track each notice through completion of the project. The contractor will be required to create a test sample every 4,000 notices. Each AFP file must have a minimum of one (1) test sample. This sample must have a unique number and must be produced on each notice. The contractor will generate a list of the unique identifying numbers for each sample. As samples are pulled, their unique numbers will be marked off the list. This enables the contractor to track which samples have been produced and pulled and what records have been produced.

The contractor may create their own sequence number to facilitate their presorting and inserting process but must maintain the original SSA identification number.

**RECOVERY SYSTEM:** A recovery system will be required to ensure that all defective, missing, or mutilated pieces detected are identified, reprinted, and replaced. The contractor's recovery system must use the unique alpha/numeric identifiers assigned to each piece (including quality control samples) to aid in the recovery and replacement of any defective, missing, or mutilated pieces, and must be capable of tracking and/or locating any individual piece of mail from the time it leaves the press, up to and including when it is off-loaded at the U.S. Postal Service facility. An explanation of the contractor's sequential numbering system is required to understand the audit trail required for each and every piece.

**100% ACCOUNTABILITY OF PRODUCTION AND MAILING:** Contractor must have a closed loop process\* to determine that the data from the original print file is in the correct envelope with the correct number of pages and inserts. Notices requiring print regeneration must be reprinted from their original print image with the original job ID and piece ID remaining unchanged as each mail piece continues through the inserting life cycle. This process will repeat itself (since subsequent reprint runs may yield damages) until all mail pieces from the original print run have been inserted and accounted for.

**\*CLOSED LOOP PROCESSING:** A method for generating a plurality of mail pieces including error detection and reprinting capabilities. The method provides a mail handling process which tracks processing errors with the use of a first and second scan code which obtain information regarding each mail piece, diverts mail pieces in response to error detection, transmits such errors to a processor, and automatically generates a reconfigured print file to initiate reprints for the diverted mail pieces.

Contractor will be responsible for providing a unique identifying number that will be used to track each individual notice, thereby providing 100% accountability and validating the integrity of every notice produced in all phases of printing, inserting, and mailing and to ensure all notices received from SSA were correctly entered into the United States postal system.

Contractor must have all hardware, programming, and finalized reports in place to meet this requirement. The equipment must arrive 90 calendar days prior to the start of live production on February 1, 2020. Contractor must submit a sample of their proposed Audit and Summary reports with the required preaward production plans for approval. The Government considers grounds for the immediate default of this contract if the contractor, at any time, is unable to perform or found not complying with any part of this requirement.

Notice integrity must be defined as follows:

- Each notice must include all pages (and only those pages) intended for the designated recipient as contained in the print files received from SSA.
- The contractor's printing process must have automated systems which can detect all sync errors, stop printing when detected, and identify, remove, and reprint all effected notices.

Mailing integrity must be defined as follows:

- All notices received from SSA for each file date were printed, inserted and entered correctly into the United States postal system.

The contractor is responsible for providing the **automated** inserted notice tracking/reporting systems and processes required to validate that 100% of all notices received from SSA were printed, all pages for each notice with the correct inserts are accounted for, inserted, and mailed correctly.

The contractor's inserting equipment must have automated systems that include notice coding and scanning technology capable of:

- (a) Uniquely identifying each notice and corresponding notice leaves within each individual file by mailer number and file date.
- (b) Unique identifier to be scanned during insertion to ensure all notices and corresponding notice leaves are present and accounted for.
- (c) Entrance Scanning: A camera system must electronically track and scan all leaves of each mail piece as the inserting equipment pulls them into the machine to ensure each mail piece was produced and inserted. If there is any variance on a mail piece or if a mail piece is not verified that all leaves are present, that piece and the piece prior to and immediately following must be diverted and sent back for reprint. All instances of variance must be logged.
- (d) Touch and Toss: All spoilage, diverted, mutilated, or mail piece that is acted upon directly by a human hand prior to sealing must be immediately recorded, discarded, properly destroyed, and automatically regenerated in a new print file for reprint. *Exception* – Intentionally diverted pieces due to a requirement for a product, which cannot be intelligently inserted and requires manual insertion such as a publication, can be sealed, re-scanned, and placed back into production. These must be programmed diverts and sent to a separate bin for processing to ensure they are not mixed with other problem diverts and logged into the Audit system as such.

- (e) Exit Scanning: A camera system must be mounted just aft of the inserting equipment. This camera system must read a unique code through the window of each mail piece and capable of identifying and reporting all missing notices that were lost or spoiled during production for each individual file by mailer number and file date. This system ensures that no missing mail pieces have been inadvertently inserted into another mail piece. The equipment must check the mail pieces after insertion, verify that all leaves are accounted for, and divert any suspect product. During exit scanning, if a sequence number is missing, the notice prior to and immediately after must be diverted. The equipment must divert all products that exhibit missing or out of order sequence numbers and any other processing errors. All diverted pieces are to be automatically recorded and regenerated in a new print file for reprint.
- (f) Reconciliation: All notices and the amount of correct finished product must be electronically accounted for after insertion through the use of the audit system that is independent of the inserting equipment as well as independent of the operator. The sequence numbers, for each file, must be reconciled, taking into account any spoilage, duplicate, or diverted product. If the reconciliation yields divergent results, corrective action must be taken to locate the mail pieces that are causing any difference between the input and outputs of the inserting process. Therefore, all finished mail for that sequence run must be held in an accessible area until this reconciliation is complete.
- (g) Generate a new production file for all missing, diverted, or mutilated notices (reprint file).
- (h) Contractor must generate an automated audit report from the information gathered from scanning for each mailer number, file date, and for each notice (manual inputs are not allowed). This audit report will contain detailed information for each notice as outlined above for each individual file by mailer number and file date. Contractor must maintain this information for a 6-month period after mailing.
- (i) Audit report must contain the following information:
  - 1. Job name
  - 2. Mailer number, file date, and mail date(s)
  - 3. Machine ID
  - 4. Date of production with start and end time for each phase of the run (i.e., machine ID).
  - 5. Start and end sequence numbers in each run
  - 6. Status of all sequence numbers in a run
  - 7. Total volume in run
  - 8. Status report for all incidents for each sequence number and cause, i.e. inserted, diverted and reason for divert such as missing sequence number, missing leaves, mutilated, duplicate, pulled for inspection, etc.
  - 9. Bottom of audit report must contain total number of records for that run, quantity sent to reprint, number of duplicates, duplicates verified and pulled, total completed.
  - 10. Audit report must contain the same information for all the reprints married with this report as listed above showing that all pieces for each mailer number and file date are accounted for (see Exhibit H, "Audit and Summary Reports").
- (j) Contractor must generate a **final automated 100% accountability summary report** for each print order. This information must be generated directly from the audit report; manual inputs are not allowed.

The summary report must contain the following (see Exhibit H):

- 1. Job name.
- 2. Print order (must show sequence numbers for each section (i.e., first pass and then reprints)).
- 3. Sequence number range for each print order and/or mail date.
- 4. Volume of all sequence numbers associated with the print order and or mail date were inserted.

5. Volume of reprints that were inserted for each print order and/or mail date.
6. Volumes for each file or print order and date that each was completed.

A PDF copy of the summary report(s) and matching USPS 3607R, and/or GPO 712 form(s) must be submitted to SSA, Printing Management Branch (see Exhibit K), for each file date within two (2) workdays of mailing.

Contractor must submit a sample of their Audit and Summary reports (see Exhibit H) with the required preaward production plans for approval.

Contractor must generate an automated audit report when necessary showing the tracking of all notices throughout all phases of production for each mail piece. This audit report will contain all information as outlined in item (i) above. Contractor is required to provide any requested Summary and/or Audit reports within one (1) hour of a request, via email, in an MS Word, MS Excel, or PDF file.

All notice tracking/reporting data must be retained in electronic form for 210 calendar days after mailing and must be made available to SSA for auditing of contractor performance upon request.

The contractor must maintain quality control samples, inspection reports, and records for a period of no less than 210 calendar days subsequent to the date of the check tendered for final payment by the Government Publishing Office.

The Government will periodically verify that the contractor is complying with the approved quality control plan through on-site examinations and/or requesting copies of the contractor's quality assurance records and quality assurance random copies.

**NOTE:** The Government will not as a routine matter request that the contractor produce individual pieces in transit within the plant; however, the contractor must demonstrate that they will have an audit trail established that has the ability to comply with this type of request when and if the need arises.

**REQUEST FOR NOTICES PULLS FROM PRODUCTION:** Due to the sensitivity of notices in this contract, the Government may request that the contractor remove individual notices from the production stream. When this occurs, the Government will supply the contractor with a list of Social Security Numbers (SSNs) or ID Codes that need to be pulled. The SSNs for each notice is contained in the Mail Run Data (MRD) File.

The contractor must be able to run a sort to find and eliminate the notice from the production run. If the list is provided after the notice has been produced, the contractor must be capable of identifying the notice and pulling it from the production floor. It is anticipated that this will be an infrequent occurrence.

**ON-SITE REPRESENTATIVES:** One (1) or two (2) full-time Government representatives may be placed on the contractor's premises on a limited basis or throughout the term of the contract. The contractor will be required to provide one private office of not less than 150 square feet, furnished with one desk, one swivel arm chair, telephone lines, internet access via wireless or Ethernet for two computers, two work tables, and two four-drawer letter-size files with combination padlock and penda-flex file folders, or equal. On-site representative(s) may be stationed at the contractor's facility to: provide project coordination in receipt of transmissions; verify addresses; monitor the printing, imaging, folding, inserting, mail processing, quality control, sample selections and inspections; and monitor the packing and staging of the mail. These representatives will not have contractual authority and cannot make changes in the specifications or in contract terms, but will bring any and all defects detected to the attention of the company Quality Control Officer. The representatives must have full and unrestricted access to all production areas where work on this program is being performed.

**POSTAWARD CONFERENCE:** Unless waived by the Contracting Officer, the total requirements of the job as indicated in these specifications will be reviewed by Government representatives with the contractor's representatives at the Social Security Administration, 6401 Security Boulevard, Baltimore, MD, 21235, immediately after award.

Person(s) that the contractor deems necessary for the successful implementation of the contract must be in attendance.

**PREPRODUCTION MEETING:** A preproduction meeting covering printing, imaging, folding, inserting, and mailing will be held at the contractor's facility after award of the contract to review the contractor's production plan and to establish coordination of all operations. Attending this meeting will be representatives from the Government Publishing Office, Social Security Administration, and the U.S. Postal Service. The contractor must present and explain their final plan for both printing, imaging, folding, inserting, and mailing the EAD, YCER, BEVE, and eRPA Notices. In addition, the contractor must be prepared to present detailed production plans, including such items as quality assurance, projected commencement dates, equipment loading, pallet needs, etc.

The contractor shall meet with SSA and USPS representatives to present and discuss their plan for mailing. The preproduction meeting will include a visit to the contractor's mailing facility where the contractor is to furnish specific mail.

The contractor must present documentation of the plant loading agreement and either a copy of the optional procedure, which has been negotiated with the USPS or a draft of the original procedure that the contractor intends to negotiate with the USPS for SSA approval. The contractor also needs to present SSA with a copy or a draft of the manifest (tracking system) to be used to accomplish the above.

**ASSIGNMENT OF JACKETS, PURCHASE, TASK, AND PRINT ORDERS:** A GPO jacket number will be assigned and a purchase order issued to the contractor to cover work performed. The purchase order will be supplemented by an individual daily "Task Order" for each job placed with the contractor. A print order will be issued weekly and will indicate the total number of task orders placed and the total number of notices produced that week. The print order will also indicate any other information pertinent to the particular order.

**ORDERING:** Items to be furnished under the contract shall be ordered by the issuance of weekly print orders supplemented by daily electronic task orders. Orders may be issued under the contract from Date of Award through August 31, 2021, plus for such additional period(s) as the contract is extended. All print orders and task orders issued hereunder are subject to the terms and conditions of the contract. The contract must control in the event of conflict with any print order or task order. Task orders will be "issued" daily for purposes of the contract and shall detail the daily volume of notices required. A Print Order (GPO Form 2511) will be used for billing purposes, will be issued weekly, and will cover all daily task orders issued that week. A task order or print order shall be issued upon notification by the Government when it is electronically transmitted or otherwise physically furnished to the contractor in conformance with the schedule.

**REQUIREMENTS:** This is a requirements contract for the items and for the period specified herein. Shipment/delivery of items or performance of work shall be made only as authorized by orders issued in accordance with the clause entitled "ORDERING." The quantities of items specified herein are estimates only, and are not purchased hereby. Except as may be otherwise provided in this contract, if the Government's requirements for the items set forth herein do not result in orders in the amounts or quantities described as "estimated," it shall not constitute the basis for an equitable price adjustment under this contract.

Except as otherwise provided in this contract, the Government shall order from the contractor all the items set forth which are required to be purchased by the Government activity identified on page 1.

The Government shall not be required to purchase from the contractor, requirements in excess of the limit on total orders under this contract, if any.

Orders issued during the effective period of this contract and not completed within that time shall be completed by the contractor within the time specified in the order, and the rights and obligations of the contractor and the Government respecting those orders shall be governed by the terms of this contract to the same extent as if completed during the effective period of this contract.

If shipment/delivery of any quantity of an item covered by the contract is required by reason of urgency prior to the earliest date that shipment/delivery may be specified under this contract, and if the contractor will not accept an order providing for the accelerated shipment/delivery, the Government may procure this requirement from another source.

The Government may issue orders which provide for shipment/delivery to or performance at multiple destinations.

Subject to any limitations elsewhere in this contract, the contractor shall furnish to the Government all items set forth herein which are called for by print orders issued in accordance with the "ORDERING" clause of this contract.

**PRIVACY ACT NOTIFICATION:** This procurement action requires the contractor to do one or more of the following: design, develop, or operate a system of records on individuals to accomplish an agency function in accordance with the Privacy Act of 1974, Public Law 93-579, December 31, 1974 (5 U.S.C. 552a) and applicable agency regulations. Violation of the Act may involve the imposition of criminal penalties as stated in 5 U.S.C. 552a (i)(1) CRIMINAL PENALTIES. It is incumbent upon the contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a, specifically, 5 U.S.C. 552a (i)(1) CRIMINAL PENALTIES and m(1) GOVERNMENT CONTRACTORS.

### **PRIVACY ACT**

(a) The contractor agrees:

- (1) to comply with the Privacy Act of 1974 and the rules and regulations issued pursuant to the Act in the design, development, or operation of any system of records on individuals in order to accomplish an agency function when the contract specifically identifies (i) the system or systems of records and (ii) the work to be performed by the contractor in terms of any one or combination of the following: (A) design, (B) development, or (C) operation;
- (2) to include the solicitation notification contained in this contract in every solicitation and resulting subcontract and in every subcontract awarded without a solicitation when the statement of work in the proposed subcontract requires the design, development, or operation of a system of records on individuals to accomplish an agency function; and
- (3) to include this clause, including this paragraph (3), in all subcontracts awarded pursuant to this contract which require the design, development, or operation of such a system of records.

(b) In the event of violations of the Act, a civil action may be brought against the agency involved where the violation concerns the design, development, or operation of a system of records on individuals to accomplish an agency function, and criminal penalties may be imposed upon the officers or employees of the agency where the violation concerns the operation of a system of records on individuals to accomplish an agency function. For purposes of the Act when the contract is for the operation of a system of records on individuals to accomplish an agency function, the contractor and any employee of the contractor is considered to be an employee of the agency.

(c) The terms used in this clause have the following meanings:

- (1) “Operation of a system of records” means performance of any of the activities associated with maintaining the system of records including the collection, use, and dissemination of records.
- (2) “Record” means any item, collection or grouping of information about an individual that is maintained by an agency, including, but not limited to, his education, financial transactions, medical history, and criminal or employment history and that contains his name, or the identifying number, symbol, or other identifying particular assigned to the individual, such as a finger or voice print or a photograph.
- (3) “System of records” on individuals means a group of any records under the control of any agency from which information is retrieved by the name of the individual or by some identifying number, symbol, or other identifying particular assigned to the individual;

**PAYMENT:** Submitting invoices for payment via the GPO fax gateway (if no samples are required) utilizing the GPO barcode coversheet program application is the most efficient method of receiving payment. Instruction for using this method can be found at the following web address:

<http://winapps.access.gpo.gov/fms/vouchers/barcode/instructions.html>.

Invoices may also be mailed to: U.S. Government Publishing Office, Office of Financial Management, Attn: Comptroller, Stop: FMCE, Washington, DC 20401.

For more information about the billing process, refer to the General Information of the Office of Finance web page located at: <https://www.gpo.gov/how-to-work-with-us/vendors/how-to-get-paid>

NOTE: Contractor’s billing invoice must be itemized in accordance with the items in the “SCHEDULE OF PRICES.”

## **SECTION 2. – SPECIFICATIONS**

**SCOPE:** These specifications cover the production of mailing packages from four (4) workloads consisting of English only and Bilingual (Spanish/English) personalized notices, mail-out envelopes, business reply mail (BRM) envelopes, and courtesy reply mail (CRM) envelopes, requiring such operations as: the receipt and processing of transmitted data; redevelopment of Advanced Function Presentation (AFP) (Fully Composed or Mixed Mode) printing platform; printing and imaging; perforating (micro-perforated payment stub pages); folding; inserting (including selective or intelligent inserting); extraction of return address from the Mail Run Data (MRD) File, manifesting and/or metering, CASS and NCOA certification of data; presorting; achieving USPS Full Service IMB automation discounts; certified/registered mail; and mailing.

**TITLE:** EAD, YCER, BEVE, and eRPA Notices.

\*The four (4) workloads are as follows:

1. EAD (Earnings After Death)
2. YCER (Young Children's Earnings)
3. BEVE (Benefit Verification)
4. eRPA (Electronic Representative Payee Accounting System)

*Future Workloads (during term of contract):* During the term of this contract the Government expects to develop new notice workloads with the same requirements as the four (4) notice workloads described by these specifications. All terms and conditions in this specification will apply to these future notice workloads. It is estimated that approximately one (1) to three (3) new notice workloads may be added during the term of this contract.

### **FREQUENCY OF ORDERS AND QUANTITY:**

An electronic task order will be issued daily (Tuesday through Saturday) for the BEVE and eRPA workloads; an electronic task order will be issued weekly for the EAD and YCER workloads. Task orders will be issued the morning after the transmission with the volumes for notices, leaves, pages, and any insert required.

A print order will be issued weekly.

Separate print orders will be issued for the composition and proofs, and for the preproduction validation tests.

The combined total for daily EAD, YCER, BEVE, and eRPA notices is approximately 3,585,182 per year.

The Government reserves the right to increase 25% of the total number of notices ordered annually.

### **NUMBER OF PAGES:**

Notices: 1 to 20 printed pages (1 to 10 leaves) per notice.

Envelopes: Face and back (after manufacturing).

### **TRIM SIZES:**

*EAD and YCER:*

Notices: 8-1/2 x 11" flat size.

Window Mail-Out Envelope: 6-1/8 x 9-1/2", plus flap.

White Courtesy Reply Envelope: 5-3/4 x 8-3/4", plus flap.

### BEVE:

Notices: 8-1/2 x 11" flat size.

Window Mail-Out Envelope: 4-1/8 x 9-1/2", plus flap.

eRPA:

Notices: 8-1/2 x 11" flat size.

Window Mail-Out Envelope: 6-1/8 x 9-1/2", plus flap.

White Business Reply Envelope (BRM): 5-3/4 x 8-3/4", plus flap.

Green Business Reply Envelope (BRM): 3-7/8 x 8-7/8", plus flap.

**MAKE-UP OF MAILERS:** A record will be transmitted for each mailing address. The records will contain all the data relevant for the mailing of an associated mail piece. Unique alpha/numeric identifiers will be part of the record to ensure accuracy in the insertion process. All files transmitted by SSA will be physical sequential Advanced Function Presentation (Fully Composed or Mixed Mode) printing platform. Any alteration of the notice content in the file is not permitted.

**FOR QUALITY CONTROL AND AUDITING PURPOSES:** The contractor must not merge file dates and mailers during processing, printing, and mailing. Any alteration of the notice content in the file is not permitted.

The figures indicated below are estimates that are based on historical data of past production runs. The figures show the minimum and maximum quantities required daily, as well as the number of printed pages in a notice (notices are duplex printed and one-side only when an odd page is required), inserts (items that are to be inserted into the mail-out envelope along with the notice), and how the notice is to be folded. Exact quantities will not be known until each run is electronically transmitted to the contractor. **NO SHORTAGES WILL BE ALLOWED.**

## **MAKE-UP OF NOTICE MAILERS:**

**EAD:** The EAD mailers are divided into three (3) notice categories by file names. Notice consist of 1 or 2 pages.

### *Mailer 1 (EADER):*

Transmission Minimum: 0  
Transmission Maximum: 47,596  
Leaves: 1  
Printed Pages: 2  
Personalized Notice (Form SSA-L4112-C1)  
Mail-out Envelope (6-1/8 x 9-1/2")  
Inserts: White CRM Envelope  
Folding: Bifold  
Annual Spike Maximum: 18,000

### *Mailer 2 (EADEE):*

Transmission Minimum: 0  
Transmission Maximum: 35,456  
Leaves: 1  
Printed Pages: 1  
Personalized Notice (Form SSA-L3044-C1)  
Mail-out Envelope (6-1/8 x 9-1/2")  
Inserts: None  
Folding: Bifold  
Annual Spike Maximum 60,000

*Mailer 3 (EADSE):*

Transmission Minimum:	0
Transmission Maximum:	13
Leaves:	1
Printed Pages:	1
	Personalized Notice (Form SSA-L3400-C1)
	Mail-out Envelope (6-1/8 x 9-1/2")
Inserts:	None
Folding:	Bifold

**YCER:** The YCER mailers are divided into three notice categories by file names. Notices consist of 1 or 2 pages.

*Mailer 4 (YCERER):*

Transmission Minimum:	0
Transmission Maximum:	1,105
Leaves:	1
Printed Pages:	2
	Personalized Notice (Form SSA-L3231-C1)
	Mail-out Envelope (6-1/8 x 9-1/2")
Inserts:	White CRM Envelopes
Folding:	Bifold

*Mailer 5 (YCEREE):*

Transmission Minimum:	0
Transmission Maximum:	4,629
Leaves:	1
Printed Pages:	1 or 2
	Personalized Notice (Form SSA-L3232-C1)
	Mail-out Envelope (6-1/8 x 9-1/2")
Inserts:	None
Folding:	Bifold

*Mailer 6 (YCERSE):*

Transmission Minimum:	0
Transmission Maximum:	377
Leaves:	1
Printed Pages:	1
	Personalized Notice (Form SSA-L3241-C1)
	Mail-out Envelope (6-1/8 x 9-1/2")
Inserts:	None
Folding:	Bifold

**BEVE:** The BEVE mailer is one notice consisting of 1 to 3 pages and a mail-out envelope (P.O. Box 31500).

Transmission Minimum:	31,818
Transmission Maximum:	65,225
Leaves:	1 or 2
Printed Pages:	1 to 3
	Personalized Notice (No form number)
	Mail-out Envelope (4-1/8 x 9-1/2")
Inserts:	None
Folding:	Trifold

**eRPA:**

The eRPA mailer consists of four (4) notice types transmitted in one file. These personalized notices are English ONLY (Mailer 8) and Bilingual (Spanish/English) (Mailer 9) and range from 1 to 20 pages (1 to 10 leaves). An occasional mailer (less than 1%) may exceed these leaf counts.

All eRPA notices require a mail-out envelope. Form SSA-L732 requires a White BRM envelope; Form SSAL732-OP1 requires both a White and a Green BRM envelope.

The Redirect Notices and Call-In Notices DO NOT REQUIRE any BRM envelopes.

*Mailer 8:*

Transmission Minimum:	15,217
Transmission Maximum:	63,325
Leaves:	1 to 10
Printed Pages:	1 to 20
	Personalized English Notice (Form SSA-L732)
	Personalized English Notice (Form SSA-L732-OP1)*
	Redirect English Notice (No Form Number/No Inserts)
	Call-In English Notice (No Form Number/No Inserts)
	Mail-out Envelope (6-1/8 x 9-1/2")
Inserts:	White BRM Envelope (Form SSA-L732/ Form SSA-L732-OP1)
	Green BRM Envelope (Form SSA-L732-OP1 only)
Folding:	Bifold

*Mailer 9:*

Transmission Minimum:	503
Transmission Maximum:	1,268
Leaves:	1 to 10
Printed Pages:	1 to 20
	Personalized Bilingual (Spanish/English) Notice (Form SSA-L732)
	Personalized Bilingual (Spanish/English) Notice (Form SSA-L732-OP1)*
	Call-In Bilingual (Spanish/English) Notice (No Form Number/No Inserts)
	Mail-out Envelope (6-1/8 x 9-1/2")
Inserts:	White BRM Envelope (Form SSA-L732/ Form SSA-L732-OP1)
	Green BRM Envelope (Form SSA-L732-OP1 only)
Folding:	Bifold

**PAYMENT STUB NOTE:**

**\*Form SSA-L732-OP1 Payment Stub Requirement:** The next to the last leaf of the English ONLY Notice and the next to the last leaf of both the Spanish and the English Notices of the Bilingual Notice require a full horizontal micro-perforation 3-1/2" up from bottom of page, along the entire 8-1/2" length dimension. However, the payment stub/microperforation will not be on the same page for every notice because these notices have variable page counts.) The contractor will be required to identify the payment stub page(s) (English or Spanish/English) requiring perforation.

NOTE: The eRPA bilingual notices require insertion of both a Spanish and English notice in one envelope. On occasion, an eRPA mailer (10 leaves maximum) will exceed one ounce in weight.

The payment stub page (full 8-1/2 x 11" leaf) is part of the notice itself and will be electronically transmitted.

<u>FILE NAME</u>	<u>MAILER</u>	<u>DATA SET NAME</u>
EAD	Mailer 1	EERAFP.M10 <i>orderid.Ryymdd</i>
	Mailer 2	EEEAFP.M20 <i>orderid.Ryymdd</i>
	Mailer 3	ESEAFTP.M30 <i>orderid.Ryymdd</i>
YCER	Mailer 4	YERAFTP.M40 <i>orderid.Ryymdd</i>
	Mailer 5	YEEAFTP.M50 <i>orderid.Ryymdd</i>
	Mailer 6	YSEAFTP.M60 <i>orderid.Ryymdd</i>
BEVE	Mailer 7	BEVAFTP.M70 <i>orderid.Ryymdd</i>
eRPA	Mailer 8 (English)	RPAAFP.M8 <i>orderid.Ryymdd</i>
	Mailer 9 (Spanish/English)	RPAAFP.M9 <i>orderid.Ryymdd</i>

*Vendor* – is the identifier. This is assigned when the transmission connectivity is installed.

*aaaaa* – is the order ID assigned by Control M at run time. This is used to build the unique identifier for the file.

*yymmdd* – is the year, month, and day of the file being transmitted. This is also referred to as the run date.

**NEW NOTICES:** The file names/dataset names for each new notice workload will be supplied to the contractor as they are developed.

#### **MAIL-OUT ENVELOPES:**

Bifold Size: 6-1/8 X 9-1/2”

90-Calendar Day Estimated Volumes

**EAD:** Wilkes Barre Direct Operations Center  
P.O. Box 80  
Wilkes Barre, PA 18767-0080

26,057

**YCER:** Wilkes Barre Direct Operations Center  
P.O. Box 40  
Wilkes Barre, PA 18767-0040

4,790

Trifold Size: 4-1/8 X 9-1/2”

90-Calendar Day Estimated Volumes

**BEVE:** Northeaster Program Service Center  
P.O. Box 315100  
Jamaica, NY 11431-4089

636,678

Bifold Size: 6-1/8 X 9-1/2”

90-Calendar Day Estimated Volumes

**eRPA:** Wilkes Barre Direct Operations Center  
P.O. Box 8500  
Wilkes Barre, PA 18767-8500

228,713

**BRM ENVELOPES:**

**eRPA:**

White BRM Envelopes (5-3/4 x 8-3/4")

90-Calendar Day Estimated Volumes

Wilkes Barre Direct Operations Center  
P.O. Box 8500  
Wilkes Barre, PA 18767-9998

225,001

Green BRM Envelopes (3-7/8 x 8-7/8")

90-Calendar Day Estimated Volumes

Mid-Atlantic Program Service Center  
P.O. Box 3430  
Philadelphia, PA 19122-9985

3,712

NOTE: The annual quantity will be less than 1,000; contractor is allowed to produce the full annual quantity.

**CRM ENVELOPES:**

**EAD:**

White CRM Envelopes (5-3/4 x 8-3/4")

90-Calendar Day Estimated Volumes

Wilkes Barre Direct Operations Center  
P.O. Box 80  
Wilkes Barre, PA 18767-0080

26,057

**YCER:**

White CRM Envelopes (5-3/4 x 8-3/4")

90-Calendar Day Estimated Volumes

Wilkes Barre Direct Operations Center  
P.O. Box 40  
Wilkes Barre, PA 18767-0040

4,790

NOTE: The contractor must submit billing invoice for all surplus inventory within 90 calendar days of completion of the contract in order to receive payment.

**GOVERNMENT TO FURNISH:**

Manuscript copy for eight (8) envelopes, as follows:

- three (3) mail-out envelopes (6-1/8 x 9-1/2")
- one (1) mail-out envelope (4-1/8 x 9-1/2")
- three (3) White CRM envelopes (5-3/4 x 8-3/4")
- one (1) Green BRM envelopes (3-7/8 x 8-7/8")

Camera copy for the Facing Identification Mark (FIM) and ZIP+4 Intelligent Mail Barcode (IMB) for BRM and CRM envelopes.

At the Government's option, camera copy or electronic files (PostScript format) for the recycled paper logo and legend may be furnished for the notices and envelopes. Electronic files will be furnished via email.

PS Form 3615, Mailing Permit Application and Customer Profile Postage and Fees Paid Mailing Indicia.

A data connection between the contractor's specified location and the nearest available SSA network interface location or SSA's National Computer Center.

Exhibit A: Form SSA-222, Contractor Personnel Security Certification  
Exhibit B: Security and Suitability Requirements  
Exhibit C: Questionnaire for Public Trust Positions (SF85P)  
Exhibit D: Fingerprint Card  
Exhibit E: Declaration of Federal Employment (Optional Form 306)  
Exhibit F: Fair Credit Reporting Act (FRCA) Authorization Form  
Exhibit G: System Plan  
Exhibit H: Audit and Summary Reports  
Exhibit I: Mail Run Data (MRD) File  
Exhibit J: Perforated Payment Stub  
Exhibit K: Key SSA and GPO Personnel Contact Information  
Exhibit L: References for External Service Providers (ESP)  
Exhibit M: 3PAO-Obligations-and-Performance-Guide v1.0  
Exhibit N: Postage Meter Activity Log  
Exhibit O: SSA External Service Provider Security Requirements  
Exhibit P: Security Assessment Report (SAR) Template  
Exhibit Q: Risk Assessment Report (RAR) Template  
Exhibit R: SSP Template FY17 Eternally Hosted System  
Exhibit S: ESP SOW Security Requirements

**ELECTRONIC FILES:** All files will be electronically transmitted to the contractor and contain a complete record for each notice. Any programming or other format changes necessitated due to the contractor's method of production will be the full responsibility of the contractor and must be completed prior to SSA's validation. All files transmitted by SSA will be physical sequential Advanced Function Presentation (Fully Composed or Mixed Mode). Any alteration of the notice content in the file is not permitted. The contractor must not merge file dates and mailers (if applicable) during processing, printing/imaging, and mailing.

NOTE: The contractor must not compress files in processing data for this contract.

The contractor will receive three (3) files for each print file: the Advanced Function Presentation (Fully Composed or Mixed Mode) printing platform, the Mail Run Data (MRD) file, and the Banner (BNR) file. The notice files for printing are formatted for the AFP printing platform in duplex printing (face and back). For proper processing of AFP, SSA supplies resources used for printing notices in AFP format. The MRD file will contain all information relevant to each mail piece. This would include, for each mail piece, the unique alpha/numeric identifier (the sequential number of the document), the number of sheets of paper, required inserts and insertion bin selection, recipient's address, return address, USPS IMB, the appropriate signature, and any required inserts. The BNR file contains information for setting up the intelligent inserters such as file totals, number of mail packets, and bin set up for those items being included in the mail packets and the total required in each bin.

The contractor will receive an electronic daily task order for BEVE and eRPA and weekly task order for EAD and YCER in the morning after transmission with the volumes for notices, leaves, pages, and any inserts required.

Whenever the contractor makes a change in the programming, the contractor will be required to execute a self-certification statement specifying the date of the last programming change. Prior notification of a programming change is required in addition to the self-certification statement for the contractor to schedule a validation test with SSA.

Prior to the commencement of production of orders placed under this contract, the Government will furnish preproduction electronic test files shortly after the postaward conference that are to be used in performing the various preproduction validation tests. Files will be in print image format and in ZIP Code sequence. Contractor will be required to sort files as necessary to obtain maximum USPS Postal discounts (i.e., leaf counts or mail weight).

***Dataset names for the items listed below will be provided at the postaward conference or shortly thereafter:***

***Print Resource Library (AFP) for Transmission or email:*** AFP resources include page and form definitions, fonts, page segments, and overlays (if applicable) for page formatting.

***Preproduction Press and Mail Run Test Files for Transmission:*** An AFP formatted print file with the corresponding MRD file and BNR file will be provided for each workload in the quantities required.

***Revised Resource Library (AFP) for Transmission or Email (when applicable):*** AFP print resources, overlays, page segments and non-standard fonts provided shortly after the postaward conference may change during the term of the contract, in which case a revised AFP resource file will be electronically transmitted to the contractor as a replacement.

***PRINTER RESOURCES (AFP):*** SSA will provide the AFP (Fully Composed or Mixed Mode) resources for notice workloads. These resources will be provided to the contractor via transmission or email shortly after the postaward conference. SSA will also provide test files for transmission with samples of each workload to enable the start of the validation process.

The test files are to be used in the preproduction press and mail run test (see “PREPRODUCTION TESTS, *Preproduction Press and Mail Run Test*”).

These compliances relate solely to interpreting and printing files to be provided to the contractor by SSA, to ensure that the contractor is able to print the files as provided without alteration of any kind on the part of SSA. It is solely the contractor's responsibility to re-develop/re-program the AFP (Fully Composed or Mixed Mode) resources and MRD file to ensure proper printing and inserting in their environment.

NOTE: The AFP (Fully Composed or Mixed Mode) file contains all AFP resources, except licensed fonts, required to print this file.

The contractor will be responsible for maintaining the Advanced Function Presentation (AFP; Fully Composed or Mixed Mode) resources on each system that processes SSA's notices. SSA will provide updated resources electronically, as necessary.

When the contractor receives an update to the printer resources, the contractor will be required to provide SSA with 75 sample documents representative of the workload involved, from the test files, within five (5) workdays for review (see below). The contractor is to continue using existing resources while the samples are reviewed. Once the samples are approved, the contractor will be advised when to implement the new printer resource files into live production. Whenever testing is required, the contractor will be responsible for performing the test on each printer that processes SSA's notices.

The sample documents must be submitted as follows:

**EAD and YCER Workloads:**

- Submit 25 printed samples to: Social Security Administration, Printing Management Branch (see Exhibit K).

- Submit 50 printed samples to: SSA/Wilkes-Barre Direct Operations Center, Attn: EAD/YCER Analyst, Room 341, 1150 East Mountain Drive, Wilkes-Barre, PA 18702-7997.

#### eRPA Workloads:

- Submit 25 printed samples to: Social Security Administration, Printing Management Branch (see Exhibit K).
- Submit 50 printed samples to: SSA/Wilkes-Barre Direct Operations Center, Attn: eRPA Analyst, Room 341, 1150 East Mountain Drive, Wilkes-Barre, PA 18702-7997.

SSA's Printing Management (DMIM) will notify the contractor of these changes as soon as possible. Upon successful testing of the changes, SSA must transmit the new print resources (if necessary) and resume transmission of the notice file(s).

During the term of the contract, the Government anticipates making programmatic changes to the daily notices as warranted (e.g., changes in language, format, appearance, etc.). When changes occur, SSA will perform testing of the workload in their print facility for a short period of time. (The "Dark Days" for the contractor should only last a few days.) Only those affected workloads (indicated by filename) will be held back at SSA for validation and production. For example, if the BEVE notice workload were to be changed, SSA would test and print those notices only. The contractor would continue to print and mail the eRPA notice workloads. Upon successful testing of the changes by SSA, SSA will then transmit the new print resources (if necessary) and resume transmission of the notice file(s).

**CONTRACTOR TO FURNISH:** All materials and operations, other than those listed under "GOVERNMENT TO FURNISH," necessary to produce the products in accordance with these specifications.

Contractor must have programmer(s) capable of handling AFP resources.

**Secure File Transfer Protocols (SFTP) Site:** Contractor is required to set up, establish, and maintain a Secure File Transfer Protocol site that multiple users at SSA can access for passing PDF notice validation samples containing PII to SSA and back. Contractor cannot send PDF notices with PII via email.

#### TRANSMISSIONS:

Upon award of this contract, the Government will determine the connectivity method between SSA and the contractor. Internet Protocol (IP) will be the connection protocol for the transmissions. The connectivity method will be through the Internet using an encrypted VPN tunnel or the Government will place an order for a dedicated circuit under GSA's Networx contract to be installed within 60 to 90 calendar days between the contractor's location and SSA's network interface location. Either connectivity method will be encrypted with the AES256 encryption algorithm. For the Internet option to be used, the contractor must have an Internet ready VPN IPSec capable hardware device. The Government will not be responsible for any cost associated with the VPN Internet connection that the contractor may incur. The connection method is at the sole discretion of the Government. The cost of the dedicated circuit connection will be borne by the Government. The Government will not be responsible for installation delays of data connections due to any external influences such as employee strikes, weather, supplies, etc., which conditions are beyond the control of the Government.

If a dedicated circuit is deemed necessary, SSA will provide the dedicated data connection, including a router and firewall, at the contractor's specified locations. The contractor must provide adequate rack space for securing the router and firewall; the contractor must provide a dedicated analog dial-up line within 8 feet of the router. This dedicated analog dialup line will be used for router management and access for troubleshooting. The line must be in place and active prior to the installation of the circuit/router.

Upon contract award, the contractor must provide a complete delivery address with nearest cross-street, contact name, and phone number for installation of data transmission services and equipment. The contractor's contact person must be available for delivery of services at the specified location. The Government must not be responsible for incorrect or lack of address information nor for non-availability of contact persons at the delivery site.

It is the contractor's responsibility to notify SSA when systems or data line problems arise and transmission(s) cannot take place. SSA's first point of contact for systems or data line problems must be the HELP DESK at 877-697-4978.

**FILE TRANSFER MANAGEMENT SYSTEM (FTMS) REQUIREMENTS:** The contractor must provide the capability to interface with SSA's National FTMS for electronic transmission of designated files from SSA to the production facility. SSA will provide the necessary data connection into the contractor's location. At the discretion of SSA, the line speed may be either increased or decreased depending on utilization. The contractor must provide, at their expense, the equipment and operating software platform, and the file transfer software required at their location.

The contractor assumes all responsibility for configuration, maintenance, and troubleshooting of their equipment and software.

SSA utilizes, and the contractor must provide compatibility with, TIBCO's Managed File Transfer Platform Server. The personal computers/servers must have the capability to run Managed File Transfer software with encryption enabled using IP protocols on Windows, UNIX (i.e., IBM's AIX, SUN or HP), or z/OS platforms.

SSA will not permit any private class A, B, or C IP addresses, i.e., 10.xxx.xxx.xxx type IP addresses, from external users on its network. At connection time to SSA, the contractor will be provided a suitable IP address for access to SSA's network via a firewall. SSA will provide the necessary subnet(s) for connection at the remote site. The contractor will be responsible for its own name/address translation to fulfill the intended purpose of data transfers. SSA will provide Managed File Transfer node information to the contractor as required to accomplish file transfers.

The contractor may determine the media type on which files from SSA will be received, to the extent that operator intervention (e.g., a tape mount) is not required at SSA or the contractor's production facility. Simultaneous multiple transmission sessions must be possible on the contractor's equipment. All files transmitted by SSA will be written as Physical Sequential or "flat" files at the contractor's location and will be distinguished with a "run date" in the contractor's file name.

Virtual Storage Access Method files and Generation Data Groups, supported by IBM/MVS or IBM z/OS operating systems, are not permitted under this contract. The contractor's storage format must not preclude the availability of the Managed File Transfer Platform Server software's Checkpoint/Restart feature.

The contractor may not use VM/VSE/ESA on a mainframe system as this hinders automated file transmission.

The contractor's FTMS software must be operational for the receipt of data files 24 hours a day, seven (7) days a week, unless otherwise specified by the Government. The communications protocol between SSA and the contractor must be the Internet Protocol (IP). The contractor must specify the type Local Area Network (LAN) connection that will be used at the location where the SSA connection is to be installed. The contractor is responsible for providing complete hardware and software compatibility with SSA's existing network. Production file transfers will be established according to SSA's standard procedures for transmission control, dataset naming, and resource security. The contractor's file management system must accommodate multiple file transmission sessions without intervention at either end. The contractor must have sufficient capacity to support the number of concurrent transmission file sessions as directed by SSA.

The above will apply regardless of the number of workloads transmitted to the contractor daily. If the contractor is awarded multiple SSA notice workloads, there must be sufficient capacity at the contractor's production facility to accept transmission of all files according to their schedules.

Transmission of production files must be the standard, automated technique. In the event that the transmission network is unavailable for a time period deemed critical by the Government, the files may (at the Government's option) be processed at the SSA print/mail facility.

It is the contractor's responsibility to notify SSA when systems or connection problems arise and transmission cannot take place. SSA's first point of contact for systems or connectivity problems is the HELP DESK at (877) 697-4889.

All data provided by the Government or duplicates made by the contractor or his representatives and any resultant printouts must be accounted for and kept under strict security to prevent their release to any unauthorized persons. Data may not be duplicated in whole or in part for any other purpose than to create material to be used in the performance of this contract.

Any duplicate data and any resultant printouts must be destroyed by the contractor. Data provided to the contractor must be retained for 21 workdays after mailing.

**PREPRODUCTION TESTS:** Prior to the commencement of production on the contract, the contractor will be required to demonstrate their ability to perform the contract requirements. The Government will furnish electronic test files at the postaward conference, or shortly thereafter, to be used in performing a Transmission Test, Pre-Production Validation Test, a 24-Hour Preproduction Press and Mail Run Test, a Payment Stub Validation Test, and a Systems Change/Signature Change/New Notice Files Validation Test.

Failure of the contractor to perform any of the below tests satisfactorily may be cause for default. The Government reserves the right to waive the requirements of any of these tests. The contractor will be notified at the postaward conference if any test(s) is to be waived.

The contractor will be required to have all material necessary to perform these tests. Government representatives will witness all phases of the Preproduction Press and Mail Run Test.

When Preproduction Validation and/or Validation Tests are required, the Government will include them on a print order.

The contractor will be required to perform the following tests:

**Transmission Test:** Within one (1) week of the data connection being installed, the contractor will be required to receive within one (1) workday approximately 128,550 notices. Notices will range from 1 to 2 printed pages.

The contractor will be required to perform a record count verification (broken down by data set name) the same workday of the complete transmission of the test files and perform the Coding Accuracy Support System (CASS) certifications the same workday as receipt of the complete transmission of all notice test files. Additionally, the contractor must provide a timeline showing how long it took to receive the test files.

The contractor will be required to run the test file through their CASS certification system to ensure that there are no problems with the reading of the address file. Contractor will be required to report back to SSA with the test results.

The contractor will be required to copy the files to their own system and provide to the SSA, Printing Management Branch (see Exhibit K) the exact counts received (broken down by data set name) before proceeding with any other processing.

SSA will respond within one (1) workday of receipt thereof.

When the record count verification and CASS certification have been successfully completed, the contractor will be required to process the test files and provide SSA, within two (2) workdays, 30 sample notices from each mailer from the transmission test files for EAD, YCER, BEVE, and eRPA workloads.

Contractor to submit these test samples to: SSA, Printing Management Branch (see Exhibit K).

The Government will approve, conditionally approve, or disapprove the samples from the Transmission Test within five (5) workdays of receipt thereof. Approval or conditional approval must not relieve the contractor from complying with the specifications and all other terms and conditions of the contract. A conditional approval must state any further action required by the contractor. A notice of disapproval must state the reasons thereof.

NOTE: If errors are found, additional samples will be required until such time as the validation produces no errors.

**Preproduction Validation Test:** Within five (5) workdays of receipt of test files and prior to the Preproduction press and mail Run Test, the contractor will be required to provide SSA, no less than 150 samples of the completed product as specified below.

Notices must be complete and include all variable data from the Government furnished files and inserted into mail-out envelopes. Seal envelopes.

The Validation Test Samples are to be shipped in the following manner:

- Submit 25 printed EAD/YCER samples AND 25 printed eRPA samples to: SSA, Printing Management Branch (see Exhibit K).
- Submit 50 printed EAD/YCER samples to: SSA/Wilkes-Barre Direct Operations Center, Attn: EAD/YCER Analyst, Room 341, 1150 East Mountain Drive, Wilkes Barre, PA 18702-7997.
- Submit 50 printed eRPA samples to: SSA/Wilkes-Barre Direct Operations Center, Attn: eRPA Analyst, Room 341, 1150 East Mountain Drive, Wilkes Barre, PA 18702-7997.

The Government will approve, conditionally approve, or disapprove the preproduction validation test output within five (5) workdays of receipt thereof. Approval or conditional approval shall not relieve the contractor from complying with the specifications and all other terms and conditions of the contract. A conditional approval shall state any further action required by the contractor. A notice of disapproval shall state the reasons thereof.

If errors are found, additional samples of notices (as indicated above) will be required until such time as the validation produces no errors. All samples must be manufactured at the facilities and on the equipment in which the contract production quantities are to be manufactured.

If required due author's alterations or contractor's error, the contractor must submit revised samples within five (5) workdays of notification. The Government will approve, conditionally approve, or disapprove the preproduction validation test samples within three (3) workdays of receipt thereof.

**Payment Stub Validation Test (eRPA OP1 only):** Within five (5) workdays of receipt of test files and prior to the Preproduction Press and Mail Run Test, the contractor will be required to provide 100 printed samples of Form SSA-L732-OP1 containing a payment stub for validation of the scanline.

The micro-perforation on the payment stub page must be properly located and the payment stub must function properly when processed through the current high-speed scanning equipment owned by SSA. A form is a reject when its OCR print cannot be correctly deciphered on the first pass through the specified reading equipment.

Contractor to submit samples as follows:

- Submit 50 printed samples to: SSA/Wilkes-Barre Direct Operations Center, Attn: Patrice Gallagher, Room 341, 1150 East Mountain Drive, Wilkes Barre, PA 18702-7997.
- Submit 50 printed samples to: SSA, Attn: Cheryl Tarver (Exhibit K).

The Government will approve, conditionally approve, or disapprove the preproduction validation test output within five (5) workdays of receipt thereof. Approval or conditional approval shall not relieve the contractor from complying with the specifications and all other terms and conditions of the contract. A conditional approval shall state any further action required by the contractor. A notice of disapproval shall state the reasons thereof.

**Preproduction Press and Mail Run Test:** Within five (5) workdays of receipt of test files and after the contractor receives the materials necessary to perform the test, the contractor will be required to demonstrate their ability to perform the contract requirements by performing a 24-hour preproduction press and mail run test utilizing the test files transmitted electronically.

The test shall occur during the regular work week of Monday through Friday (excluding holidays).

The Government will issue a print order to the contractor for the Preproduction Press and Mail Run test. Upon successful completion of all test requirements, the contractor will be reimbursed for all applicable costs in accordance with the contractor's submitted bid prices for the applicable line items in the "SCHEDULE OF PRICES." If the contractor fails to meet all test requirements they will not be reimbursed for any associated costs.

Contractor must perform the preproduction press and mail run tests in a continuous 24-hour period as required that will prove to the Government representatives that the contractor can satisfactorily complete the requirements of this contract during live production.

The contractor will be required to have all composition, proofing, envelopes, scanning equipment and reports for 100% accountability of production and mailing, completed, available, and ready for production prior to beginning the test. Notices are to be completed in accordance with contract requirements, inserted with inserts into envelopes, and prepared for mailing.

Contractor is required to provide the necessary audit and summary reports for 100% accountability of production and mailing within one (1) hour after the test is completed.

The contractor must produce a minimum of 61,654 notices.

During the 24-hour period, the contractor will be required to print and prepare for mailing the following quantities of EAD, YCER, BEVE, and eRPA notices:

<b>EAD</b>	Mailer 1 (EADER)	8,854
	Mailer 2 (EADEE)	28,236
	Mailer 3 (EADSE)	7
<b>YCER</b>	Mailer 4 (YCERER)	552
	Mailer 5 (YCEREE)	2,181
	Mailer 6 (YCERSE)	188
<b>BEVE</b>	Mailer 7	10,554
<b>eRPA</b>	Mailer 8 (English)	10,871
	Mailer 9 (Spanish/English)	211
<b>TOTAL</b>		61,654

The 24-hour period for the printing process will begin when an “O.K. to Print” is given by the Government representative on-site.

The 24-hour period for the inserting and mailing process will begin within two (2) hours after the start of the printing to allow the contractor to print sufficient materials to begin the inserting process.

The press run test run will incorporate all aspects of the program consisting of the receipt of transmitted data; the duplex printing and imaging (and simplex printing/imaging when an odd page is required) of notices; gathering; folding; inserting; manifesting; metering (if approved by SSA under certain circumstances); presorting; and preparing finished notices for delivery to the USPS. (This must include any and all reprints required during the course of this test.) To simulate actual production conditions, the product produced must be in accordance with all contract specifications and all USPS regulations.

The contractor must perform the EAD, YCER, BEVE, and eRPA Notice Preproduction Press and Mail Run Test on the equipment they intend to use during live production and using their personnel.

Samples of the preproduction press and mail run test will be brought back to SSA for validation.

The Government will approve, conditionally approve, or disapprove the output within seven (7) workdays of receipt thereof. Approval or conditional approval must not relieve the contractor from complying with the specifications and all other terms and conditions of the contract. A conditional approval must state any further action required by the contractor. A notice of disapproval must state the reasons thereof.

**Systems Change/Signature Change/New Notice Files Validation:** When required, the Government will furnish test files for transmission that are to be used in performing a Systems Change/Signature Change/New Notice Files Validation Test. This test is required whenever SSA initiates a systems/programming change, a signature change, or when a new notice workload is developed.

When required, contractor to submit samples within five (5) workdays of receipt of files.

The contractor shall furnish up to 75 printed samples (no envelopes or inserts/enclosures), as follows:

- Submit 25 printed samples to: SSA, Printing Management Branch (see Exhibit K).
- Submit 25 printed EAD/YCER samples to: SSA/Wilkes-Barre Direct Operations Center, Attn: EAD/YCER Analyst, Room 341, 1150 East Mountain Drive, Wilkes Barre, PA 18702-7997.
- Submit 25 printed eRPA samples to: SSA/Wilkes-Barre Direct Operations Center, Attn: eRPA Analyst, Room 341, 1150 East Mountain Drive, Wilkes Barre, PA 18702-7997.

The Government will approve, conditionally approve or disapprove the samples within seven (7) workdays of receipt thereof.

The Systems Change/Signature Change/New Notice Files Validation Test must occur without a break in production of daily notices. The Government will inform the contractor in advance when the regular daily transmissions will contain the systems changes.

## **COMPOSITION:**

Contractor will be required to set type for approximately 6 to 9 lines of type for eight (8) envelopes. Helvetica or similar typeface will be utilized.

Century Schoolbook or equivalent fonts (Sonoran Serif) are to be used for producing the notices.

SSA will not provide all required fonts to the contractor. Obtaining licensed fonts will be the responsibility of the contractor. SSA will provide the font part numbers to the contractor who will validate that they have the proper licenses for each required font.

No alternate typefaces will be allowed; however, manufacturers' generic equivalents may be accepted (upon Government approval) for the above typefaces.

Intelligent Mail Barcode font will be required during the term of the contract. The contractor will be required to obtain the necessary font; SSA will not provide it with Resources supplied.

**PROOFS (Envelopes Only):**

One (1) "Press Quality" PDF soft proof (for content only) using the same Raster Image Processor (RIP) that will be used to produce the final printed product may be required. PDF proof will be evaluated for text flow, image position, and color breaks. Proof will not be used for color match.

Proofs must show all margins and dimensions, indicate trim marks, and must show flap and window size/placement, as applicable.

SSA reserves the right to make changes to all proofs. The Government may require one or more sets of revised proofs before rendering an "O.K. to Print."

If any contractor's errors are serious enough in the opinion of GPO to require revised proofs, the revised proofs are to be provided at no additional expense to the Government. No extra time can be allowed for this reproofing operation; such operations must be accomplished within the original production schedule allotted in the specifications.

Contractor must not print prior to receiving and "O.K. to Print."

**STOCK/PAPER:** The specifications of all paper furnished must be in accordance with those listed herein or listed for the corresponding JCP Code numbers in the "Government Paper Specification Standards No. 12" dated March 2011.

Government Paper Specification Standards No. 12 – [https://www.gpo.gov/docs/default-source/forms-and-standards-files-for-vendors/vol\\_12.pdf?sfvrsn=2](https://www.gpo.gov/docs/default-source/forms-and-standards-files-for-vendors/vol_12.pdf?sfvrsn=2).

All paper used in each copy must be of a uniform shade.

**Personalized Notices:** White OCR Bond, basis weight: 20 lbs. per 500 sheets, 17 x 22", equal to JCP Code O-25.

**Mail-Out Window Envelopes (4-1/8 x 9-1/2" and 6-1/8 x 9-1/2"):** White Writing Envelope, basis weight: 24 lbs. per 500 sheets, 17 x 22", equal to JCP Code V20; or at contractor's option, White Offset Book, basis weight: 60 lbs. per 500 sheets, 25 x 38", equal to JCP Code A60.

**NOTE Regarding JCP Code A60 Only:** If the contractor used JCP Code A60 for the mail-out envelopes, the requirement for postconsumer fiber (as specified in the Government Paper Specification Standards No. 12) for this stock is waived. However, the addition of postconsumer fiber is encouraged provided that the requirements of this Standard are met. All other attributes remain the same.

**White BRM/CRM Envelopes (5-3/4 x 8-3/4"):** White Writing Envelope, basis weight: 20 lbs. per 500 sheets, 17 x 22", equal to JCP Code V20. EXCEPTION: Stock must contain a minimum of 50 percent waste paper,

**Green BRM Envelopes (3-7/8 x 8-7/8"):** Green Writing Envelope (close match of Pantone 344), basis weight: 20 lbs. per 500 sheets, 17 x 22", equal to JCP Code V20. EXCEPTION: Stock must contain a minimum of 50 percent waste paper. **NOTE:** Surface Tinting of envelopes is not permitted.

**PRINTING/IMAGING:** Contractor will be required to convert furnished data from electronic transmission for either laser or ion deposition printing. All imaging/printing must have a minimum resolution of 600 x 600 dpi. NOTE: Inkjet printing is NOT allowed.

The Government reserves the right to make changes to the envelopes at any time during the term of the contract. Notification of a proposed change will be given with sufficient time for the contractor to allow for the change, and submit proofs to the Government. Therefore, the contractor is not to preprint or maintain more than a 90 calendar day surplus/inventory of any of the components required on this contract. The Government will not be required to purchase from the contractor the surplus/inventory of any component remaining on hand in excess of what was authorized when an envelope or format/text change is implemented.

**Notices:** All notices are simplex (face only) and/or duplex (face and back, head-to-head), printed/imaged in black ink. In addition, notices can require a combination of simplex and duplex printing/imaging.

On the eRPA L732-OP1 Notices, leaves print both face only and face and back. The Verification Form, Payment Stub, and Privacy Act Statement portions each start printing on a face page. The Payment Stub and Privacy Act Statements are one page each and print face only.

The eRPA notices contain client completed notices that are read by OCR equipment. The notices (front and back) will be read by a Kodak document Scanner 9500, 9520, 1840, or other high speed scanner. The format for these notices will be incorporated in the body of the notice and must be printed as specified below to be scanned.

For the eRPA only, the alpha-numeric scan line must be printed using the OCR A font. The OCR printing must read continuously on an Integrated Image Based Data Capture System (IIBDCS).

ANSI X3.17 "Character Set for Optical Character Recognition (OCR A)" must apply to these specifications. The revisions of this standard which are effective as of the date of this contract are those which must apply.

A barcode of SSA's choice (currently 3 of 9) must be imaged (minimum 600 x 600 dpi) at the bottom left on each printed/imaged page on all eRPA SSA-L732 Notices, approximately 1/4 inch below the OCR scan line. The (3 of 9) barcode height is to be 1/4" (plus or minus 1/16") and the width is to be 5" (plus or minus 1/8"). NOTE: At least 1/8" margin (quiet zone) is required top, bottom, left, and right of each barcode.

The (3 of 9) barcodes must be in accordance with ANSI MH 10.8M-1983 unless otherwise specified.

**NOTE:** Personalized forms data to be included in the barcode will be contained in the SSA file transmissions.

All barcodes will be tested for scan ability on the below specified equipment at the SSA Wilkes-Barre Data Operations Center in Wilkes-Barre, PA.

The forms produced under these specifications must be guaranteed to function properly when processed through Kodak High Speed 9500, 9520, 1840 or other high speed Scanners. SSA will be using Top Image Systems scanning software to process the images; OCR engines to do the ICR and an Inlite Engine to read the barcodes. Forms require precision spacing, printing, trimming and folding. OCR forms will be extracted from CRM/BRM using the following equipment: OPEX MPE 7.5 Multiple Purpose Extractor.

**Envelopes:** Envelopes print face and back (after manufacture) in black ink. Printing must be in accordance with the requirements for the style envelope ordered. All printing must comply with all applicable U.S. Postal Service regulations. The envelope must accept printing without feathering or penetrating to the reverse side.

**Mail-Out Envelopes:** Mail-out envelopes require a security tint (lining is acceptable) printed on the inside (back - before manufacture) in black ink. Contractor may use its own design but must guarantee that the product will ensure complete opacity and prevent show through of any material contained therein.

**BRM Envelopes:** Face of envelope to be in BUSINESS REPLY MAIL FORMAT. Print FIMs and barcodes using the furnished camera copy. The FIMs and barcodes should be placed on the mailing piece according to the current U.S. Postal Service's Domestic Mail Manual, "Barcoded Mail pieces."

NOTE: Inside of BRM envelopes must contain a clear area (no pantograph design), approximate 3-1/2 x 5/8" in size, behind the barcode to ensure the readability of barcode by the U.S. Postal Service equipment.

**CRM Envelopes:** Face of envelope to be in COURTESY REPLY FORMAT. Print FIMs and barcodes using the furnished copy. The FIMs and barcodes should be placed on the mailing piece according to the current U.S. Postal Service's Domestic Mail Manual, "Barcoded Mail pieces."

**RECYCLED PAPER LOGO:** If recycled paper is used, the recycled paper logo and legend must be printed in black ink on the notices and envelopes. The recycled paper logo/legend must be digitized by the contractor and imaged in the bottom left corner of notices aligned with the contractor's control number on the first page of each notice and on the back of the envelopes.

**PRESS SHEET INSPECTION:** Final makeready press sheets may be inspected and approved at the contractor's plant for the purpose of establishing specified standards for use during the actual press run. Upon approval of the sheets, contractor is charged with maintaining those standards throughout the press run (within QATAP tolerances when applicable) and with discarding all makeready sheets that preceded approval. When a press sheet inspection is required, it will be specified on the individual print order See GPO Publication 315.3 (Guidelines for Contractors Holding Press Sheet Inspections) issued January 2015. NOTE: A press sheet inspection is for the purpose of setting specific standards that are to be maintained throughout the entire run. It does not constitute a prior approval of the entire run.

Press sheets must contain control bars for each color of ink on the sheet. Control bars must be placed parallel to the press's ink rollers. The control bars (such as BRUNNER, GATF, GRETAG, or RIT) must show areas consisting of 1/8 x 1/8" minimum solid color patches; tint patches of 25, 50, and 75%; dot gain scale; and gray balance patches for process color (if applicable). These areas must be repeated across the entire press sheet.

**Viewing Light:** Press sheets will be viewed under controlled conditions with 5000 degrees Kelvin overhead luminaries. The viewing conditions must conform to ISO 3664-2009; a viewing booth under controlled conditions with 5000 degrees Kelvin overhead luminaries with neutral gray surroundings must be provided.

**NOTE: Before production begins on any new workloads, a press sheet inspection may be required at the contractor's plant.**

**MARGINS:** Margins will be as indicated on the print order, furnished copy, or furnished electronic file.

NOTE: Notices must appear exactly as was approved during validation. Absolutely no deviation will be accepted.

## **BINDING:**

**Notices:** Trim four sides. Gather all pages of a notice in numerical sequence. Notices are to be nested together with all faces forward. Fold from a flat size of 8-1/2 x 11" down to 8-1/2 x 3-11/16" or 8-1/2 x 5-1/2", as indicated, title out.

The address on first page of notice must be visible through window of mail-out envelope. Either wraparound or accordion folds will be acceptable for the trifold notices.

**NOTE:** Bilingual Spanish/English notices consist of two parts: the first part is a Spanish notice; the second part is the same notice in English. The two parts must be nested together.

**Payment Stub:** For the eRPA notices, the next to the last leaf of the English ONLY Notice and the next to the last leaf of both the Spanish and the English Notices of the Bilingual Notice will contain a micro-perforated payment stub. However, the micro-perforation will not be on the same leaf for every notice, because the notices have variable page counts. The contractor will be required to identify the payment stub page(s) requiring perforation and ensure that only these pages are perforated.

**Perforation** - It is critical that the micro-perforation on the payment stub page must be 3-1/2" (plus or minus 1/16") from the bottom of the payment stub page and run along the entire 8-1/2" dimension (see Exhibit J).

## **CONSTRUCTION:**

**White BRM Envelope (5-3/4 x 8-3/4"):** Envelope must be open side, with gummed fold-over flap for sealing and contain high-cut diagonal seams or double side seams, at contractor's option. Flap depth is at the contractor's option but must meet all USPS requirements. Flap must be coated with a suitable remoistenable glue that will securely seal the return envelope for mailing. (Adhesive must not adhere to the contents of the envelope.)

**White CRM Envelopes (5-3/4 x 8-3/4"):** Envelope must be open side, with gummed fold-over flap for sealing and contain high-cut diagonal seams or double side seams, at contractor's option. Flap depth is at the contractor's option but must meet all USPS requirements. Flap must be coated with a suitable remoistenable glue that will securely seal the return envelope for mailing. (Adhesive must not adhere to the contents of the envelope.)

**Green BRM Envelope (3-7/8 x 8-7/8"):** Envelope must be open side, with gummed fold-over flap for sealing and contain high-cut diagonal or double side seams, at contractor's option. Flap depth is at the contractor's option but must meet all USPS requirements. Flap must be coated with suitable remoistenable glue that will securely seal the return envelope for mailing. (Adhesive must not adhere to the contents of the envelope.)

**EAD and YCER Mail-Out Envelope (6-1/8 x 9-1/2"):** Envelope must be open side, with gummed fold-over flap for sealing and contain high-cut diagonal seams or double side seams, at contractor's option. Flap depth is at the contractor's option but must meet all USPS requirements. Flap must be coated with a suitable remoistenable glue that will securely seal the envelope without adhering to contents, not permit resealing of the envelope, and permit easy opening by the recipient.

**BEVE Mail-Out Envelope (4-1/8 x 9-1/2"):** Envelope must be open side, with gummed fold-over flap for sealing and contain high-cut diagonal seams or double side seams, at contractor's option. Flap depth must meet USPS standards and flap must be coated with a suitable remoistenable glue that will securely seal the envelope without adhering to contents, not permit resealing of the envelope, and permit easy opening by the recipient.

Face of envelope to contain one die-cut address window (4-1/4 x 1-3/4" in size) with slightly rounded corners. Die-cut window is to be located 1/2" from the bottom edge of the envelope and 3/4" from the left edge of the envelope (the long dimension of the window is to be parallel to the long dimension of the envelope). Contractor has the option to adjust the size of the window opening (subject to Government approval), providing the visibility of the computer generated mailing address and barcode on the notice is not obscured, and other extraneous information is not visible when material is inserted into the envelope.

Window is to be covered with a suitable low-gloss, transparent poly-type material that must be clear of smudges, lines, and distortions. Poly-type material must be securely affixed to the inside of the envelope so as not to interfere with insertion of contents. Window material must meet the current U.S. Postal Service's readability standards/requirements.

**eRPA Mail-Out Envelope (6-1/8 x 9-1/2"):** Envelope must be open side, with gummed fold-over flap for sealing and contain high-cut diagonal seams. Flap depth must meet USPS standards and flap must be coated with a suitable remoistenable glue that will securely seal the envelope without adhering to contents, not permit resealing of the envelope, and permit easy opening by the recipient.

Face of envelope to contain one die-cut address window (4-1/4 x 1-1/2" in size) with slightly rounded corners. Die-cut window is to be located 2" from the bottom edge of the envelope and 3/4" from the left edge of the envelope (the long dimension of the window is to be parallel to the long dimension of the envelope). Contractor has the option to adjust the size of the window opening (subject to Government approval), providing the visibility of the computer generated mailing address and barcode on the notice is not obscured, and other extraneous information is not visible when material is inserted into the envelope.

Window is to be covered with a suitable low-gloss, transparent poly-type material that must be clear of smudges, lines, and distortions. Poly-type material must be securely affixed to the inside of the envelope so as not to interfere with insertion of contents. Window material must meet the current U.S. Postal Service's readability standards/requirements.

**INSERTING AND PACKING:** Gather the appropriate number of leaves per notice (in numerical sequence), fold as specified, and insert into appropriate mail-out envelope with the recipient's name and address on the first page facing out for visibility through envelope window.

**NOTE:** When required, the return envelope is to be inserted behind the notice (when viewed from the window side of the envelope). For the eRPA bilingual notices, the Spanish notice must be in front of the corresponding English notice prior to folding and inserting.

It is the contractor's responsibility to assure that only the computer-generated address and Intelligent Mail Barcode on the notice will be visible through the window in the envelope and that only one notice, and if required, only one of the required return envelope(s) is inserted into each envelope.

Seal envelopes.

**Delivered Shipments** – Pack suitable in shipping containers.

**Mailed Shipments** – Mail each individual mailer.

**PRODUCTION INSPECTION:** Production inspection(s) may be required at the contractor's/subcontractor's plant for the purpose of establishing that the receipt of transmitted files, the printing of notices, the imaging, collating, folding, inserting and mailing is being accomplished in accordance with contract quality attributes and requirements.

A production inspection is for the purpose of setting specific standards that are to be maintained throughout the entire run. It does not constitute a prior approval of the entire run.

When a production inspection is required, the Government will notify the contractor.

***NOTE: Before production begins on any new workloads, a production inspection may be required at the contractor's plant.***

**DISTRIBUTION:**

- Deliver f.o.b. destination on the first order and any order that requires a significant change to the language, format, or appearance of a notice, 30 complete sample copies of each type of notice inserted into mailout envelopes. DO NOT SEAL ENVELOPES. Samples must be printed and constructed in accordance with these specifications. Deliver samples to: SSA, Printing Management Branch (see Exhibit K).
- Deliver f.o.b. destination one (1) copy of the above specified samples to: Social Security Administration, Wilkes-Barre Direct Operations Center (see Exhibit K).
- Deliver f.o.b. destination on the first order and any order that requires a copy change, 10 envelope production samples to: SSA, Mail and Postage Policy Team (see Exhibit K).
- Mail f.o.b. contractor's city each individual mailer. (NOTE: The contractor is responsible for all costs incurred in transporting the mailers to the U.S. Postal Service facility.)

All mailing shall be made at the First Class rate.

The contractor must use SSA's "Postage and Fees Paid First Class Mail" mailing permit. The mailing permit must be printed on each mail piece. All envelopes for the EAD, YCER, BEVE, and eRPA workloads are required to carry the USPS ancillary "RETURN SERVICE REQUESTED."

SSA requires the use of a Permit Imprint. Orders may contain various weight pieces. The contractor must use SSA's "Postage and Fees Paid First Class Mail" permit imprint mailing indicia printed on each mail piece. Each mail piece sent under this payment method must bear a permit imprint indicia showing that postage is paid.

Permit imprint indicia may be printed directly onto mail pieces. Permit imprint mailings must contain at least 200 pieces or 50 pounds. The contractor is cautioned to use the permit imprint only for mailing material produced under this contract.

The contractor is strongly encouraged to use manifest mail when postal regulations allow. The contractor must have a Manifest Mailing System (MMS) for First-Class Mail, which has been approved by USPS to document postage charges for this mailing. Each mail piece must be identified with a unique identification number or with a keyline containing a unique identification number and rate information about the piece. Contractor must be in accordance with the MMS in effect at the time of mailing. The requirements for the MMS are contained in Publication 401 "USPS Guide to the Manifest Mailing System." A copy of the USPS approval for the MMS must be presented at the postaward conference.

Workload orders that result in mailings of less than 200 pieces or less than 50 pounds will require the contractor to apply the appropriate postage to each piece or meter, at contractor's option. When postage is applied to the mail piece, the permit imprint indicia must be covered/concealed by a meter strip. The contractor will be reimbursed for postage by submitting a properly completed U.S. Postal Service form (or equivalent) with his billing invoice.

Permit imprint may not be used if the mailing is less than 200 pieces. Instead, the mail must be metered and any permit imprint must be covered/concealed by a meter strip. The contractor will be reimbursed for the metered postage by submitting a properly completed Postal Service form (or equivalent). *NOTE: All meter equipment and supplies must be borne by the contractor.*

**NOTE: There is an exception in the Domestic Mail Manual (DMM) called the Minimum Volume Reduction. Contractors are strongly encouraged to apply for the Minimum Volume Reduction through their local BMU and USPS Headquarters in Washington, DC. With the Minimum Volume Reduction exception, contractors will be allowed to mail pieces under 200 pieces, less than 50 pounds on a permit imprint eliminating metering.**

**If a Government meter is required:** The contractor is responsible for the security of the SSA postage meters and access is to be restricted to authorized personnel only. Contractors are to place SSA postage meters in a locked position and place them in a secure server room or safe when not in use. The contractor is to advise all staff there is a penalty for the private use of official postage meters (39USC3203).

Contractors should always maintain sufficient postage on the SSA meters. The contractor should contact SSA if they are not sure of how much postage to load or frequency.

The contractor is required to submit spoiled postage/postage error envelope(s)/meter strip(s) and prepare a Postal Service Form 3533, Application for Refund of Fees, Products and Withdraw of Customer Accounts.

Forms are not obtainable from the United States Postal Service website since they contain a barcode making each form unique. Contractors must go to local Post Offices, postal retail units, or Bulk Mailing Units to obtain the hard copy version of the revised PS Form 3533. USPS will credit the postage refund to SSA through the Official Mail Accounting System (OMAS). SSA requires the contractor to submit a copy of Form 3533 along with the associated print order in which the spoilage occurred and all other postal documentation to the SSA COTR.

The contractor must have approval from SSA's Postage Meter Accountability Team for turn-in of SSA postage meter(s) to the meter manufacturer (e.g., excess meter, defective meter, etc.). If the contractor requires a replacement postage meter, USPS credits any remaining postage to SSA through the USPS' Official Mail Accounting System (OMAS), or the meter manufacturer may transfer the remaining postage from the old meter to the new meter. The contractor should be sure to document the last meter reading (postage remaining amount) before the meter is checked out of service. The contractor may receive a PS Form 3601-C, Postage Meter Activity Report from the meter manufacturer. The contractor is to forward a copy of this report to SSA within three (3) workdays of the transaction.

On the first workday of each month, the contractor must load \$5.00 on all SSA postage meters (including back-up postage meters). In addition to the monthly upload, the Government reserves the right to request the contractor to upload additional funds at any time. These uploads are in addition to any routine meter replenishments. As a result of the postage uploads, the contractor may receive a Postage Meter Reset Activity Report Statement from the meter manufacturer. If received, the contractor should retain this documentation for 12 months.

Do not relocate SSA postage meters to any other building. Contractors are required to contact the SSA COTR before any movement of an SSA postage meter.

The contractor is required to prepare all metered mail in accordance with the rules and regulations in USPS's Domestic Mail Manual and International Mail Manual.

**NOTE:** Contractors should not receive invoicing for meter rentals. If the contractor receives an invoice, they are to contact the SSA COTR immediately.

**Contractor Sites Using “Official Government” Postage Meters with Automated Reporting Capability (Detailed and Limited):** Postage meters with “Detailed Account Reporting” are capable of providing trend reports, postal class reports, summary reports, chart production, accounts, subaccounts, operator ID’s, etc. These meters provide SSA with remote tracking per print program of postage used. This is SSA’s preferred meter type. This meter type is ideal for use when processing multiple SSA workloads because of the account and subaccount feature. Contractors will be required to utilize the postage meter account feature for each SSA print program. Contractors may also be required to use subaccount features for each SSA program. If a contractor requires assistance with setup and operating the “accounting” features of the postage meters, SSA will provide a contact to assist them.

Postage meters with “Limited Account Reporting” are capable of providing SSA with remote tracking of the meter date, contractor/location, meter used, start funds available, any refills/refunds, number of pieces (postage applied), total cost, end funds available, and postage used. This meter is best suited for use when processing one single SSA workload. No action is necessary on the part of the contractor since SSA will be viewing postage meter usage remotely for the individual workload.

**Contractor Sites Using an SSA Postage Meter Activity Log (Manual Process):** Contractors using mailing equipment that cannot support a postage meter with an internal accounting feature and/or capable of remotely providing SSA with the detailed data it requires when producing multiple workloads will receive a compatible meter but will be required to complete an SSA Postage Meter Activity Log (Exhibit N).

The contractor will forward a completed SSA Postage Meter Activity Log to the appropriate SSA COTR or backup for each print order. If the contractor is producing multiple workloads using the same postage meter, the contractor is required to send the log to each SSA COTR/backup. Every field must contain an entry or an N/A if the field does not apply. SSA will return incomplete or incorrect activity logs to the contractor for correction. If a primary meter fails and a backup meter is needed to complete the workload, the contractor will need to document the primary meter log in the note field (i.e., meter failed, out of postage, etc.) and create a new activity log (documenting the necessary fields) to use with the backup meter.

Use of the above accounting feature or manual logs does not alter the current postal process. Contractors will continue to forward all postal documentation as required in the contract requirements.

**Domestic First-Class Letter-Size Mail:** The contractor is required to prepare domestic First Class letter-size mail and obtain the maximum postage discount allowed by the USPS in accordance with appropriate USPS rules and regulations, including the USPS Domestic Mail Manual, and Postal Bulletins, in effect at the time of the mailing.

The contractor is required to prepare Domestic First Class letter-size mail pieces and obtain the maximum postage discount allowed by USPS in accordance with the appropriate USPS rules and regulations, including USPS Domestic Mail Manual and Postal Bulletins on Automation-Compatible First-Class Domestic Mail-Automated and Non-automated mail discount structure in effect at the time of the mailing: a) Automation (5-digit); (b) Automation (3-digit); (c) Automation (AADC); (d) Automation (Mixed AADC); (e) Nonautomation (Presorted); and (f) Nonautomation (Single Piece).

Contractor will be required to produce and use a USPS Intelligent Mail Barcode (IMB) with full service option and achieve the maximum postage discounts available with this option. The contractor will be required to comply with USPS requirements and place the IMB on all notices/mail pieces of this workload. The contractor is required to be capable of achieving the postage discounts available with the Full-Service option of the IMB program.

To achieve the maximum automation compatible postal discount, the contractor is required to either presort the notices prior to printing or sort the mail after the notices are inserted. The contractor may use a presort subcontractor for the mailing portion of the contract. SSA has the right to inspect the subcontractor for the security of the mailing operation and compliance with the contract. All of the pieces without a barcode must be separated and mailed as a non-automation rate single piece mailing.

NOTE: Mail addressed to United States territories and possessions (e.g., American Samoa, Federated States of Micronesia, Guam, Marshall Islands, Northern Mariana Islands, Palau, Puerto Rico, Virgin Islands, Wake Island, and Military Overseas Addresses (APO/FPO mail) is Domestic Mail, not International Mail.

Intelligent Mail Barcoding, delivery address placement, and envelopes used for the mailing are among the items that must comply with USPS requirements for automation-compatible mail in effect at the time of the mailing.

The USPS has instituted a verification procedure called a “tap” test. This test is used to screen all mailings with barcoded inserts for proper barcode spacing within the envelope window. When the insert showing through the window is moved to any of its limits inside the envelope, the entire barcode must remain within the barcode clear zone. In addition, a clear space must be maintained that is at least 0.125” between the left and right edges of the window, and at least 0.028” clearance between the Intelligent Mail Bar code and the top and bottom edges of the window.

All letters in a mailing must pass the “tap” test in order to obtain the maximum postal discounts for the ordering agency. The contractor will be responsible for payment of any additional postage resulting from a loss of postage discounts due to failure to pass the “tap” test because of inaccuracy or failure to conform to USPS specifications.

Contractor should be aware that USPS uses the Mail Evaluation Readability Look-up Instrument (MERLIN) to evaluate barcodes. If MERLIN is in effect in the contractor’s geographic area, the contractor must ensure that all barcoded mail meets the new barcode standards. The contractor will be responsible for payment of any additional postage resulting from a loss of such discounts due to failure of the contractor-generated barcodes to pass the MERLIN test because of inaccuracy or failure to conform to USPS specifications.

The contractor is responsible for producing and providing all reporting data required for acceptance and processing of full service mail required by USPS for the Intelligent Mail barcode.

***International First-Class Mail:*** All items mailed must conform to the appropriate USPS International Mail Manual (IMM), Postal Bulletins, and other USPS rules and regulations in effect at the time of mailing.

If the mailing meets the qualifications for International Priority Airmail (IPA), it must be processed through IPA in accordance with USPS rules and regulations in effect for IPA at the time of the mailing. To maximize postage savings, the contractor will sort to the IPA Rate Group 1 through 15 levels.

Pieces not qualifying for the IPA Rate Group Levels of discount will be prepared at the Worldwide Non-presorted rate level and any remaining pieces that do not meet the IPA qualifications will be sorted by individual country rules according to the USPS IMM in effect at the time of the mailing.

International Mail return addresses must show as the last line of the address “UNITED STATES OF AMERICA” or “USA” in all capital letters. All International Mail must be endorsed “PAR AVION” or “AIR MAIL” as described in the USPS IMM. The contractor may use a rubber stamp to meet this requirement.

NOTE: International mail cannot contain a presort endorsement.

The contractor is cautioned that files listed will contain mail addressed to United States territories and possessions (American Samoa, Federated States of Micronesia, Guam, Marshall Islands, Northern Mariana Islands, Palau, Puerto Rico, Virgin Islands, Wake Island, and Military Overseas Addresses (APO/FPO mail). This mail is considered Domestic Mail, NOT International Mail and must be included in the discount sorting above.

***CASS and NCOA Certification of EAD, YCER, BEVE, and eRPA Notices and New Notice Files:*** The files provided by SSA to the contractor are not CASS or NCOA certified. Contractor will be required to complete all necessary processing to obtain certification and mail discounts for USPS.

CASS Certification – Contractor is required to perform the Coding Accuracy Support System (CASS) certification using USPS certified ZIP+4 software to generate ZIP+4 Codes and Delivery Point Barcodes (and the Intelligent Mail Barcode when implemented by SSA). Contractor is required to furnish USPS with any required CASS certificates.

NCOA Certification – Contractor is required to process all files through USPS approved NCOA software such as NCOALINK or Fast Forward and furnish USPS with required NCOA certification to achieve the required postal discounts.

**IMPORTANT:** Contractor CANNOT at any time perform move updates or address corrections on the notice address. Notices that require a move update can be separated/diverted and sent at the full USPS first class rate. Contractor will be required to provide USPS postal discounts for the balance of mail pieces that pass NCOA. If the contractor uses a mail sort house, the furnished mail package must not receive an updated mailing address label; these notices receive a “RETURN SERVICE REQUESTED” ancillary.

**Mailing Documentation:** The contractor must provide SSA with complete copies of all documents used by USPS to verify and accept the mail (e.g., computer records of presort ZIP+4, barcode breakdown, press runs, etc.) including GPO’s Form 712 (Certificate of Conformance), noted with file date and mailer number. The contractor must place the number that is on top of the GPO Form 712 (the number that starts with “A”) in the space provided on the USPS mailing statements. If no space is provided on the mailing statement, place the number in the upper right margin of the mailing statement.

NOTE: The contractor will use the Federal Agency Cost Code of 276-00012 on all postal mailing documents.

Within 72 hours of completion of each print order, the contractor must provide PDF copies of the mailing documentation, USPS 3607R, GPO Form 712, and 100% Accountability Summary reports to SSA, Printing Management Branch (see Exhibit K) via email. All copies must be legible and include both obverse and reverse side.

The contractor will be required to forward photocopies of Postal Form 3533 (to USPS for credit), Postage Meter Activity Report forms, and all postage meter replenishment receipts (from the meter vendor) to SSA, Mail and Postage Policy Team (see Exhibit K). Furnished material and USPS validated copies of postal documentation must be delivered (via overnight carrier) to the SSA, Printing Management Branch (see Exhibit K).

Upon completion of this contract, the contractor must return all furnished materials (as applicable) to: Social Security Administration, Attn: Cheryl Tarver, 1353 Annex Building, 6401 Security Boulevard, Baltimore, MD 21235-6401.

All expenses incidental to picking up and returning materials (as applicable), submitting proofs, and furnishing sample copies must be borne by the contractor.

**SCHEDULE:** Adherence to this schedule must be maintained. Contractor must not start production of any job prior to receipt of the individual electronic task order or print order (GPO form 2511), as applicable.

When required, furnished material must be picked up from and returned to: Social Security Administration, Printing Management Branch (see Exhibit K).

Contractor to email PDF soft proofs to: Cheryl.tarver@ssa.gov. (Email must include program and print order numbers plus return name and email address.)

***The first task order for live production will be issued in February 2020.***

### **Proof Schedule:**

The following schedule begins the workdays after notification of the availability of the print order and furnished material. The workdays after notification will be the first workday of the schedule.

- Contractor must submit PDF soft proofs for all envelopes within seven (7) workdays of receipt of furnished materials.
- Proofs will be withheld no more than five (5) workdays from their receipt at the ordering agency until the ordering agency provides changes/corrections/“O.K. to Print” via email. (NOTE: The first workday after receipt of proofs at the ordering agency is day one (1) of the hold time.)
- If necessary due to author’s alterations, contractor to submit revised proofs within five (5) workdays of receipt of ordering agency’s changes.
- Revised proofs will be withheld no more than three (3) workdays from their receipt at the ordering agency until the ordering agency provides changes/corrections/“O.K. to Print” via email. (NOTE: The first workday after receipt of revised proofs at the ordering agency is day one (1) of the hold time.)

### **Preproduction Test Schedules:**

Prior to receiving transmission of live production data files, the contractor will be required to perform the below tests. (The transmission test will begin after the Government is notified of the availability of the system.)

In order for proper arrangements to be made, notification must be given at least three (3) workdays prior to all tests.

**NOTE:** Failure of the contractor to perform any of the below tests satisfactorily may be cause for default. The Government reserves the right to waive the requirements of these tests. The contractor will be notified at the Postaward Conference if any test(s) will be waived.

#### *Transmission Test:*

- This test is to be performed within one (1) week of the data connection being installed.
- The contractor will be required to receive within one (1) workday 128,550 notices.
- The contractor will be required to perform a record count verification and perform the CASS certifications the same workday as receipt of the complete transmission of the test file and must provide SSA with the exact counts and the CASS certification.
- SSA will respond within one (1) workday of receipt thereof.
- When the record count verification has been successfully completed, the contractor will be required to provide SSA, Printing Management Branch (see Exhibit K) within two (2) workdays, 30 samples from each mailer from the Transmission Test. (See “PREPRODUCTION TESTS, *Transmission Test.*”)
- The Government will approve, conditionally approve or disapprove the samples from the Transmission Test within five (5) workdays of receipt thereof. (See “PREPRODUCTION TESTS, *Transmission Test.*”)

*Preproduction Validation Test:*

- Within five (5) workdays of receipt of test files and prior to the Preproduction Press and Mail Run test, the contractor is required to perform a Preproduction Validation Test.
- The contractor must furnish SSA not less than 150 printed samples, as specified (from the furnished test files).
- The Government will approve, conditionally approve or disapprove the samples from the Preproduction Validation Test within five (5) workdays of receipt thereof. (See “PREPRODUCTION TESTS, *Preproduction Validation Test*.”)

*eRPA Payment Stub Validation Test:*

- Within five (5) workdays after receipt of test files and prior to the Preproduction Press and Mail Run Test, the contractor will be required to perform the eRPA Daily Notice Payment Stub Validation Test.
- Contractor to submit 100 printed samples of Form SSA-L732-OP1 containing a payment stub for validation of the scanline.
- The Government will approve, conditionally approve or disapprove the samples from the Preproduction Validation Test within five (5) workdays of receipt thereof. (See “PREPRODUCTION TESTS, *Payment Stub Validation Test for eRPA OPI*.”)

*Preproduction Press and Mail Run Test:*

- Within five (5) workdays of receipt of test files and after the contractor receives the materials necessary to perform the test, the contractor will be required to perform a 24-hour press and mail run test on their equipment and using their personnel.

The test will occur during the regular work week of Monday through Friday (excluding Federal holidays).

- The contractor will be required to print and prepare for mailing 61,654 notices in a continuous 24-hour period. The mailers will be produced in accordance with all contract specifications and USPS regulations. (See “PREPRODUCTION TESTS, *Preproduction Press and Mail Run Test*.”)
- The Government will approve, conditionally approve or disapprove the samples within seven (7) workdays of receipt thereof.

*Systems Change/Signature Change/New Notice Files Validation Test:*

- When required, the contractor will furnish up to 75 printed samples (no envelopes or inserts/enclosures) within five (5) workdays of receipt of test files.
- The Government will approve, conditionally approve or disapprove the samples within 10 workdays of receipt thereof.

**Production Schedule:**

Workday – The term “workday” is defined as Monday through Friday each week, excluding the days on which Federal Government holidays are observed. Also excluded are those days on which the Government Publishing Office is not open for the transaction of business, such days of national mourning, hazardous weather, etc.

Federal Government Holidays are as follows: New Year's Day, Martin Luther King's Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day.

The contractor's FTMS software must be operational for the receipt of data files 24 hours a day, seven (7) days a week, unless otherwise specified by the Government. (See "FILE TRANSFER MANAGEMENT SYSTEM (FTMS) REQUIREMENTS" for additional information).

Live production files will be transmitted on a daily basis Monday through Saturday for the BEVE and eRPA notices, except for Federal holidays in which case the data will be transmitted on the next day (i.e., when a Federal holiday falls on a Friday, production files will be transmitted on Saturday).

Contractor must not proceed with processing a transmission until counts are verified against the task order. If a discrepancy is found, the contractor must call SSA's Scheduling Helpline immediately at 410-966-5469.

**EAD and YCER:** Complete production and mailing must be made within seven (7) workdays after receipt of each complete transmission.

**BEVE and eRPA:** Complete production and mailing must be made within three (3) workdays after receipt of each complete transmission (e.g., transmissions received on Monday must be mailed by close of business the following Thursday; transmissions received on Saturday must be mailed by the close of business Wednesday).

**New Notices (Mailer X):** Complete production and mailing must be made on these notices within three (3) to seven (7) workdays after receipt of each complete transmission as specified by the Government.

**PRESS SHEET INSPECTIONS AND PRODUCTION:** The contractor must notify the GPO and SSA of the date and time the production inspection OR press sheet inspection can be performed. In order for proper arrangements to be made, notification must be given at least 72 hours prior to the inspection(s). Notify the U.S. Government Publishing Office AND SSA (see Exhibit K), Quality Control for Published Products, Washington, DC 20401 at (202) 512-0542. Telephone calls will only be accepted between the hours of 8:00 a.m. and 2:00 p.m., prevailing Eastern Time, Monday through Friday. NOTE: See contract clauses, paragraph 14(e) (1), Inspections and Tests in GPO Contract Terms (GPO Publication 310.2, effective December 1, 1987 (Rev. 1-18)). When supplies are not ready at the time specified by the contractor for inspection, the Contracting Officer may charge to the contractor the additional cost of the inspection.

NOTE: If the backup facility is used for the production of these notices, the Government will require a press sheet inspection. Prior to production, notification must be given at least 72 hours in advance of production startup.

The ship/deliver date indicated on the print order is the date products ordered for delivery f.o.b. destination must be delivered to the destinations specified, and products ordered for mailing f.o.b. contractor's city must be delivered to the U.S. Postal Service.

Unscheduled material such as shipping documents, receipts or instructions, delivery lists, labels, etc. will be furnished with each order or shortly thereafter. In the event such information is not received in due time, the contractor will not be relieved of any responsibility in meeting the shipping schedule because of failure to request such information.

For compliance reporting purposes, the contractor must notify the U.S. Government Publishing Office of the date of shipment or delivery, as applicable. Upon completion of each order, contractor must contact the Shared Support Services Compliance Section via email at [compliance@gpo.gov](mailto:compliance@gpo.gov); via telephone at (202) 512-0520; or via facsimile at (202) 512-1364. Personnel receiving email, call, or facsimile will be unable to respond to questions of a technical nature or to transfer any inquiries.

### **SECTION 3. - DETERMINATION OF AWARD**

The Government will determine the lowest bid by applying the prices offered in the "SCHEDULE OF PRICES" to the following units of production which are the estimated requirements to produce one (1) year's production requirements under this contract. These units do not constitute, nor are they to be construed as, a guarantee of the volume of work which may be ordered for a like period of time.

The following item designations correspond to those listed in the "SCHEDULE OF PRICES."

*NOTE: The estimates below represent 12 months of production. However, due to the preproduction requirements, the first year of the contract (the base term) will have only approximately seven (7) months of live production.*

I. 8

II. 9

III. (a) 1  
(b) 1  
(c) 1

IV. (a) 250  
(b) 4,775  
(c) 2,547  
(d) 1,038  
(e) 11  
(f) 71  
(g) 24

V. (a) 4,775  
(b) 2,547  
(c) 1,038  
(d) 11  
(e) 71  
(f) 24

VI. 3,585

## SECTION 4 - SCHEDULE OF PRICES

Bids offered are f.o.b. destination for deliveries and f.o.b. contractor's city for all mailing.

Prices must include the cost of all required materials and operations for each item listed in accordance with these specifications.

Bidder must make an entry in each of the spaces provided. Bids submitted with any obliteration, revision, or alteration of the order and manner of submitting bids may be declared nonresponsive.

An entry of NC (No Charge) must be entered if bidder intends to furnish individual items at no charge to the Government.

Bids submitted with NB (No Bid), NA (Not Applicable), or blank spaces for an item may be declared nonresponsive.

The Contracting Officer reserves the right to reject any offer that contains prices for individual items of production (whether or not such items are included in the DETERMINATION OF AWARD) that are inconsistent or unrealistic in regard to other prices in the same offer or to GPO prices for the same operation if such action would be in the best interest of the Government.

All billing invoices submitted to the GPO shall be based on the most economical method of production.

Fractional parts of 1,000 will be prorated at the per 1,000 rate.

Contractor's billing invoice must be itemized in accordance with the line items in the "SCHEDULE OF PRICES."

Cost of all required paper must be charged under Item V. "PAPER."

**I. COMPOSITION:** Prices offered must be all-inclusive and must include the cost of all operations, proofs, films, and plates if required in accordance with the terms of these specifications for each of the eight (8) envelopes.

Envelopes.....per envelope.....\$ \_\_\_\_\_

**II. PROCESSING/FORMING FILES:** The contractor will be allowed only one (1) charge per mailer for the term of the contract to process and/or format the AFP files, AFP Resources, and the Mail Run Data files supplied necessary to print and mail the package.

Processing/Formatting Files.....per mailer.....\$ \_\_\_\_\_

**III. PREPRODUCTION TESTS:** Price offered must include all costs incurred in performing the Transmission Test, Preproduction Validation Tests, and Payment Stub Validation Test (for eRPA OP1), as specified in these specifications. These costs shall cover but are not limited to: machine time, personnel, all required materials, transmissions, electronic prepress, paper, printing, imaging, collating, inserting, mail preparation, and any other operations necessary to produce the required quantities of the product in the time specified and in accordance with specifications.

\_\_\_\_\_  
(Initials)

(a) Transmission Test..... per test.....\$ \_\_\_\_\_

(b) Preproduction Validation Tests ..... per test.....\$ \_\_\_\_\_

(c) Daily Notice Payment Stub Validation Test ..... per test.....\$ \_\_\_\_\_

**IV. PRINTING/IMAGING AND BINDING:** Prices offered must be all-inclusive and include the cost of all proofs, materials and operations necessary for the complete production of the product listed in accordance with these specifications.

(a) \*Daily Makeready/Setup Charge .....\$ \_\_\_\_\_

\*Contractor will be allowed only one (1) makeready/setup charge per workday (maximum 5 per print order). This combined charge shall include all materials and operations necessary to makeready and/or setup the contractor's equipment for all mailers run each day. Invoices submitted with more than one makeready/setup charge per workday will be disallowed.

(b) Notice Leaves ..... per 1,000 leaves.....\$ \_\_\_\_\_

(c) Mail-Out Envelope (4-1/8 x 9-1/2")..... per 1,000 envelopes.....\$ \_\_\_\_\_

(d) Mail-Out Envelope (6-1/8 x 9-1/2")..... per 1,000 envelopes.....\$ \_\_\_\_\_

(e) White CRM Envelope (5-3/4 x 8-3/4")..... per 1,000 envelopes.....\$ \_\_\_\_\_

(f) White BRM Envelope (5-3/4 x 8-3/4")..... per 1,000 envelopes.....\$ \_\_\_\_\_

(g) Green BRM Envelope (3-7/8 x 8-7/8") ..... per 1,000 envelopes.....\$ \_\_\_\_\_

**V. PAPER:** Payment for all paper supplied by the contractor under the terms of these specifications, as ordered on the individual print order/task order, will be based on the net number of leaves furnished for the product(s) ordered. The cost of any paper required for makeready or running spoilage must be included in the prices offered.

Computation of the net number of leaves will be based on the following:

Personalized Notices: A charge will be allowed for each page-size leaf.  
All Envelopes: One leaf will be allowed for each envelope.

Per 1,000 Leaves

(a) Personalized Notices: White OCR Bond (20-lb.).....\$ \_\_\_\_\_

(b) Mail-Out Envelope (4-1/8 x 9-1/2"): White Writing Envelope (24-lb.);  
or at contractor's option, White Offset Book (60-lb.) .....\$ \_\_\_\_\_

\_\_\_\_\_  
(Initials)

(c) Mail-Out Envelope (6-1/8 x 9-1/2""): White Writing Envelope (24-lb.);  
or at contractor's option, White Offset Book (60-lb.) .....\$ \_\_\_\_\_

(d) White CRM Envelope (5-3/4 x 8-3/4""): White Writing Envelope (20-lb.) .....\$ \_\_\_\_\_

(e) White BRM Envelope (5-3/4 x 8-3/4""): White Writing Envelope (20-lb.) .....\$ \_\_\_\_\_

(f) Green BRM Envelope (3-7/8 x 8-7/8""): Green Writing Envelope (20-lb.) .....\$ \_\_\_\_\_

**VI. INSERTING AND MAILING:** Prices offered must include the cost of all required materials and operations necessary for the mailing of the notice(s) including cost of collating notice(s) (single or multiple leaves) in proper sequence and folding to required size in accordance with these specifications, insertion of notice(s) and reply envelope (if required) into mail-out envelope and mailing in accordance with these specifications.

Mailers ..... per 1,000 mailers .....\$ \_\_\_\_\_

**LOCATION OF POST OFFICE:** All mailing will be made from the \_\_\_\_\_

Post Office located at Street Address \_\_\_\_\_,

City \_\_\_\_\_, State \_\_\_\_\_, Zip Code \_\_\_\_\_

\_\_\_\_\_  
(Initials)

**SHIPMENT(S):** Shipments will be made from: City \_\_\_\_\_, State \_\_\_\_\_

The city(ies) indicated above will be used for evaluation of transportation charges when shipment f.o.b. contractor's city is specified. If no shipping point is indicated above, it will be deemed that the bidder has selected the city and state shown below in the address block, and the bid will be evaluated and the contract awarded on that basis. If shipment is not made from evaluation point, the contractor will be responsible for any additional shipping costs incurred.

**DISCOUNTS:** Discounts are offered for payment as follows: \_\_\_\_\_ Percent, \_\_\_\_\_ calendar days. See Article 12 "Discounts" of Solicitation Provisions in GPO Contract Terms (Publication 310.2).

**AMENDMENT(S):** Bidder hereby acknowledges amendment(s) number(ed) \_\_\_\_\_

**BID ACCEPTANCE PERIOD:** In compliance with the above, the undersigned agree, if this bid is accepted within \_\_\_\_\_ calendar days (60 calendar days unless a different period is inserted by the bidder) from the date for receipt of bids, to furnish the specified items at the price set opposite each item, delivered at the designated points(s), in exact accordance with specifications.

**NOTE:** Failure to provide a 60-day bid acceptance period may result in expiration of the bid prior to award.

**BIDDER'S NAME AND SIGNATURE:** Unless specific written exception is taken, the bidder, by signing and submitting a bid, agrees with and accepts responsibility for all certifications and representations as required by the solicitation and GPO Contract Terms - Publication 310.2. When responding by fax or mail, fill out and return one copy of all pages in "SECTION 4. – SCHEDULE OF PRICES," including initialing/signing where indicated.

Failure to sign the signature block below may result in the bid being declared non-responsive.

Bidder \_\_\_\_\_  
(Contractor Name) \_\_\_\_\_ (GPO Contractor's Code)

\_\_\_\_\_ (Street Address)

\_\_\_\_\_ (City – State – Zip Code)

By \_\_\_\_\_  
(Printed Name, Signature, and Title of Person Authorized to Sign this Bid) \_\_\_\_\_ (Date)

\_\_\_\_\_ (Person to be Contacted) \_\_\_\_\_ (Telephone Number)

\_\_\_\_\_ (Email) \_\_\_\_\_ (Fax Number)

**THIS SECTION FOR GPO USE ONLY**

Certified by: \_\_\_\_\_ Date: \_\_\_\_\_  
(Initials) \_\_\_\_\_ Contracting Officer: \_\_\_\_\_ Date: \_\_\_\_\_  
(Initials) \_\_\_\_\_