

**Program No. 545-S Term May 1, 2020 To April 30, 2021**

**Title: SSA Notice Packages**

Formerly 545-S		Pinnacle Data System			SOURCELINK OHIO, LLC		NPC, INC.		CURRENT CONTRACTOR		
		Suwanee, GA			DAYTON, OH		CLAYSBURG, PA		NPC, INC.		
ITEM NO.	DESCRIPTION	BASIS OF AWARD	UNIT RATE	COST	UNIT RATE	COST	UNIT RATE	COST	UNIT RATE	COST	
<b>I. PROCESSING/FORATTING FILES:</b>											
(a)	Processing/Format files. Per notice workload	13	No Charge	\$0.00	\$10.00	\$130.00	No Charge	\$0.00	\$100.00	\$1,300.00	
<b>II. COMPOSITION AND PROOFS:</b>											
(a)	Composition & PDF soft proof of envelopes..... .....per envelope	25	No Charge	\$0.00	\$10.00	\$250.00	No Charge	\$0.00	\$50.00	\$1,250.00	
<b>III. PREPRODUCTION VALIDATION PROOFS:</b>											
(a)	Transmission Test.....per test	1	No Charge	\$0.00	No Charge	\$0.00	No Charge	\$0.00	No Charge	\$0.00	
(b)	Preproduction Notice Validation Test...per test	1	No Charge	\$0.00	No Charge	\$0.00	No Charge	\$0.00	No Charge	\$0.00	
(b)	Payment Stub Validation Test.....per test	1	No Charge	\$0.00	No Charge	\$0.00	No Charge	\$0.00	No Charge	\$0.00	
<b>IV. PRINTING/IMAGING AND CONSTRUCTION</b>											
(a)	Form: Inkjet proof.....per trim/page-size unit	6	No Charge	\$0.00	No Charge	\$0.00	\$5.00	\$30.00	\$1.00	\$6.00	
(b)	Pamphlets/Card Tickets: .....Inkjet Proof. Per trim/page-size unit	108	No Charge	\$0.00	No Charge	\$0.00	\$6.00	\$648.00	\$5.00	\$540.00	
<b>V. PRINTING/IMAGING AND BINDING/CONSTRUCTION:</b>											
(a)	Daily makeready/setup charge.....	250	No Charge	\$0.00	\$125.00	\$31,250.00	\$105.90	\$26,475.00	\$229.00	\$57,250.00	
(b)	Notices: Printing/imaging in black ink (including binding/construction).....per 1,000 leaves	16,556	\$12.00	\$198,672.00	\$14.12	\$233,770.72	\$10.02	\$165,891.12	\$9.79	\$162,083.24	
(c)	Form SSA-3105: Printing in black ink (including binding/construction).....per 1,000 forms	26	\$12.00	\$312.00	\$55.64	\$1,446.64	\$17.79	\$462.54	\$17.41	\$452.66	
(d)	Pamphlets: Printing in two colors (including binding/construction)..... per 1,000 pages	26,880	\$8.00	\$215,040.00	\$1.41	\$37,900.80	\$2.29	\$61,555.20	\$5.60	\$150,528.00	
(e)	Card Ticket: Printing in 4-Color Process (including binding/construction).....per 1,000 leaves	920	\$20.00	\$18,400.00	\$12.95	\$11,914.00	\$9.45	\$8,694.00	\$0.00	\$0.00	
(f)	Mail out Envelopes: Printing in black ink, including binding/construction.....per 1,000 envelopes	8,861	No Charge	\$0.00	\$13.72	\$121,572.92	\$9.08	\$80,457.88	\$10.70	\$94,812.70	
(g)	BRM Window Envelopes: Printing in black ink, including binding/construction..... 1,000 envelopes	5,601	No Charge	\$0.00	\$7.25	\$40,607.25	\$8.00	\$44,808.00	\$6.38	\$35,734.38	
(h)	BRM Non-Window Envelopes: Printing in black ink, including binding/construction.....per 1,000 envelopes	320	No Charge	\$0.00	\$8.20	\$2,624.00	\$9.00	\$2,880.00	\$6.38	\$2,041.60	
(i)	CRM Envelopes: Printing in black ink, including binding/construction.....per 1,000 envelopes	1,905	No Charge	\$0.00	\$7.91	\$15,068.55	\$10.00	\$19,050.00	\$18.93	\$36,061.65	
<b>VI.</b>											
(a)	Notices: Leaves White Offset Book, (50-lb); or, at contractor's option, White Writing (20- lb.).....per 1,000 leaves	16,556	\$6.00	\$99,336.00	\$8.51	\$140,891.56	\$5.04	\$83,442.24	\$5.74	\$95,031.44	
(b)	Form SSA-3105: White Offset Book (50-lb.); or at contractors option, White Writing (20- lb.).....per 1,000 leaves	26	\$6.00	\$156.00	\$57.87	\$1,504.62	\$8.22	\$213.72	\$9.00	\$234.00	
(c)	Pamphlets: White Offset Book, 60- lb.....per 1,000 leaves	13440	\$5.50	\$73,920.00	\$27.12	\$364,492.80	\$2.98	\$40,051.20	\$5.25	\$70,560.00	
(d)	Card Tickets: White Matte Coated Cover (80- lb.).....per 1,000 leaves	920	\$35.00	\$32,200.00	\$14.03	\$12,907.60	\$8.96	\$8,243.20	\$0.00	\$0.00	
(e)	Mail-Out Envelopes: White Wove, 24-lb or at contractor's option, Blue Offset Book (60- lb.).....per 1,000 leaves	8561	\$22.50	\$192,622.50	\$13.72	\$117,456.92	\$8.88	\$76,021.68	\$10.72	\$91,773.92	
(f)	ECO Mail-Out Envelopes: Blue Writing Envelopes (24-lb.) or, at contractor's option, Blue Offset Book(60-lb.).....per 1,000 leaves	300	\$29.00	\$8,700.00	\$16.88	\$5,064.00	\$14.84	\$4,452.00	\$14.38	\$4,314.00	
(g)	BRM/CRM Envelope, (Window and Non-window): Green Writing Envelopes(20- lb.).....per 1,000 leaves	7808	\$70.00	\$546,560.00	\$8.90	\$69,491.20	\$8.05	\$62,854.40	\$6.38	\$49,815.04	
(h)	CRM Envelopes: White Writing Envelope (20- lb.).....per 1,000 leaves	18	\$13.00	\$234.00	\$39.53	\$711.54	\$10.00	\$180.00	\$18.93	\$340.74	
<b>VII. GATHERING AND INSERTING:</b>											
	All Mailers.....per 1,000 mailers	8,861	\$20.00	\$177,220.00	\$28.73	\$254,576.53	\$31.08	\$275,399.88	\$26.30	\$233,044.30	
<b>CONTRACTOR'S SUBTOTAL</b>				\$1,563,372.50		\$1,463,631.65		\$961,810.06		\$1,087,173.67	
<b>DISCOUNT</b>				0.00%	\$0.00	0.00%	\$0.00	0.25%	\$2,404.53	0.25%	\$2,717.93
<b>DISCOUNTED TOTALS</b>				\$1,563,372.50		\$1,463,631.65		\$959,405.53		\$1,084,455.74	

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U.S. GOVERNMENT PUBLISHING OFFICE  
Washington, DC

GENERAL TERMS, CONDITIONS, AND SPECIFICATIONS

For the Procurement of

***SSA Notice Packages***

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

Social Security Administration (SSA)

Single Award

**TERM OF CONTRACT:** The base term of this contract is for the period beginning May 1, 2020 and ending April 31, 2021, plus up to four (4) optional 12-month extension periods that may be added in accordance with the “OPTION TO EXTEND THE TERM OF THE CONTRACT” clause in SECTION 1 of this contract.

**NOTE:** 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 May 1, 2020 through October 31, 2020. Transmission of live production files will commence on November 1, 2020.

**BID OPENING:** Bids shall be publicly opened at 11:00 a.m., prevailing Washington, DC time, on March 13, 2020.

**BID SUBMISSION:** Submit bid 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 on the outside of the bid envelope or on the face of the faxed 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 805-S.* These specifications have been extensively revised; therefore, 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 specified in Section 1.

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) 512-0307.

## 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. 01-18) and GPO Contract Terms, Quality Assurance Through Attributes Program, for Printing and Binding (GPO Publication 310.1, effective May 1979, (Rev. 09-19)).

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-rev-09-19.pdf>.

**PREDOMINANT PRODUCTION FUNCTIONS:** The predominant production functions are the printing of notices, the laser printing only of data for the notices from electronically transmitted files (*inkjet is not allowed*), folding, and inserting. Any bidder who cannot perform the predominant production functions of this contract will be declared non-responsible.

**SUBCONTRACTING:** Contractor may subcontract the printing and manufacturing of envelopes, inserts, and the presorting and mailing of the completed product.

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 shall 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) Transparent, low-gloss, 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)" shall apply to these specifications. The revisions of this standard which are effective as of the date of this contract are those which shall apply.

- (e) Exception: The payment portion below the micro-perforation on the “payment stub” (Daily notice Mailers 1, 2, 3, 4, and 13), once detached, will be scanned and must function properly when processed through the current high speed scanning equipment at SSA. 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, *Payment Stub Notices*,” and “NOTE” paragraphs specified herein for additional information regarding perforated payment stub.)

Specified Standards: The specified standards for the attributes requiring them are:

<u>Attribute</u>	<u>Specified Standard</u>
P-7. Type Quality and Uniformity	O.K. Press Sheets
P-9. Pantone Matching System	O.K. Press Sheets
P-10. Process Color Match	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) shall become the Specified Standards:

P-7. O.K. Prior to Production Samples; O.K. Proofs; Average type dimension; electronic media; camera copy; manuscript copy.

P-9. Pantone Matching System.

P-10. O.K. Prior to Production Samples; O.K. Proofs; electronic media; camera copy; 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 May 1, 2020 to April 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 January 31, 2020 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.

**PAPER PRICE ADJUSTMENT:** Paper prices charged under this contract will be adjusted in accordance with “Table 9 - Producer Price Indexes and Percent Changes for Commodity Groupings and Individual Items” in Producer Price Indexes report, published by the Bureau of Labor Statistics (BLS), as follows:

***NOTE: For the purpose of this contract, the Paper Price Adjustment will be based on the date of actual production. Actual production begins November 1, 2020.***

1. BLS code 0913-01 for Offset and Text will apply to all paper required under this contract.
2. The applicable index figures for the month of October 2020, will establish the base index.
3. There shall be no price adjustment for the first three (3) production months of the contract.
4. Price adjustments may be monthly thereafter, but only if the index varies by an amount (plus or minus) exceeding 5% by comparing the base index to the index for that month which is two months prior to the month being considered for adjustment.
5. Beginning with order placement in the fourth month, index variances will be calculated in accordance with the following formula:

$$\frac{X - \text{base index}}{\text{base index}} \times 100 = \underline{\quad} \%$$

where X = the index for that month which is two months prior to the month being considered for adjustment.

6. The contract adjustment amount, if any, will be the percentage calculated in 5 above less 5%.
7. Adjustments under this clause will be applied to the contractor’s bid price(s) for Item VI., “PAPER” in the “SCHEDULE OF PRICES” and will be effective on the first day of any month for which prices are to be adjusted.

The Contracting Officer will give written notice to the contractor of any adjustments to be applied to invoices for orders placed during months affected by this clause.

In no event, however, will any price adjustment be made which would exceed the maximum permissible under any law in effect at the time of the adjustment. The adjustment, if any, shall not be based upon the actual change in cost to the contractor, but shall be computed as provided above.

The contractor warrants that the paper prices set forth in this contract do not include any allowance for any contingency to cover anticipated increased costs of paper to the extent such increases are covered by this price adjustment clause.

**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-301 (see Exhibit A). A copy of this signed certification must be forwarded to: SSA, Printing Management Branch (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 presorting 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 B for References for External Service Providers (ESP).

***The following general security requirements apply to all External Service Providers (ESP):***

- (a) The solution must be located in the United States, its territories, or possessions.

*NOTE: "United States" means the 50 States, the District of Columbia, Puerto Rico, the Northern Mariana Islands, American Samoa, Guam, the U.S. Virgin Islands, Johnston Island, Wake Island, and Outer Continental Shelf Lands as defined in the Outer Continental Shelf Lands Act (43 U.S.C. 1331, et seq.), but does not include any other place subject to U.S. jurisdiction or any U.S. base or possession within a foreign country (29 CFR 4.112).*

- (b) Upon request from the SSA Printing Management Branch (Exhibit K), the contractor shall provide access to the hosting facility to the U.S. Government or authorized agents for inspection and facilitate an on-site security risk and vulnerability assessment.
- (c) The solution must meet Federal Information Processing Standards (FIPS) and guidance developed by the National Institute of Science and Technology (NIST) under its authority provided by the Federal Information Security Management Act (FISMA) to develop security standards for federal information processing systems and the Office of Management and Budget's (OMB) Circular A-130 Appendix III.
- (d) Solutions 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.

*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>.*

- (e) Before SSA provides data to the contractor, the contractor shall submit a System Security Plan (SSP) 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.

*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.*

- (f) SSA will consider a self-assessment of security controls for solutions that do not involve sensitive information or Personally Identifiable Information (PII). (See "SECURITY WARNING" specified herein for more information regarding PII).

References (refer to the most up to date revision):

- Federal Information Security Management Act (FISMA) of 2002.
- Clinger-Cohen Act of 1996 also known as the "Information Technology Management Reform Act of 1996."
- Privacy Act of 1974 (5 U.S.C. § 552a).
- Homeland Security Presidential Directive (HSPD-12), "Policy for a Common Identification Standard for Federal Employees and Contractors", August 27, 2004.

- Office of Management and Budget (OMB) Circular A-130, “Management of Federal Information Resources”, and Appendix III, “Security of Federal Automated Information Systems”, as amended.
- OMB Memorandum M-04-04, “E-Authentication Guidance for Federal Agencies.”
- FIPS PUB 199, “Standards for Security Categorization of Federal Information and Information Systems.”
- FIPS PUB 200, “Minimum Security Requirements for Federal Information and Information Systems.”
- FIPS PUB 140-2, “Security Requirements for Cryptographic Modules.
- NIST Special Publication 800-18, “Guide for Developing Security Plans for Federal Information Systems.”
- NIST Special Publication 800-30, “Risk Management Guide for Information Technology Security Risk Assessment Procedures for Information Technology Systems.”
- NIST Special Publication 800-34, “Contingency Planning Guide for Information Technology Systems.”
- NIST SP 800-37 “Guide for the Security Certification and Accreditation of Federal Information Systems.”
- NIST Special Publication 800-47, “Security Guide for Interconnecting Information Technology Systems.”
- NIST Special Publication 800-53, “Recommended Security Controls for Federal Information Systems.”
- NIST Special Publication 800-53A, “Guide for Assessing the Security Controls in Federal Information Systems, “CIO Council’s Federal Identity, Credential, and Access Management (FICAM) Roadmap and Implementation Guidance.”
- NIST Special Publication 800-60.
- OMB M-07-16, AIMS Chapter 15: Personally Identifiable Information Loss and Remediation

***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 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.



ESPs are required to adhere to NIST 800-53 Rev. 4 security control framework based on their assigned categorization. The following sections outline additional security controls and SSA organizational defined parameters for NIST 800-53, Rev 4. Security requirements below are applicable to low and moderately categorized systems unless otherwise designated. For additional information or supplement guidance for these controls, refer to Appendix F of NIST 800-53, Rev 4.

See Exhibit C: “SSA External Service Provider Security Requirements” for complete details regarding this requirement.

Templates for Required Security Documents:

- Exhibit D: Security Assessment Report (SAR) Template
- Exhibit E: Risk Assessment Report (RAR) Template
- Exhibit F: SSA (FY17) – “Externally Hosted Information System Plan (ESP)” Template

**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.

NOTE: 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 from loss, theft, or inadvertent disclosure and to immediately notify the Government of any loss of personally identifiable information. Personally identifiable information is “any 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.” (Reference: OMB Memorandum 07-16.) Other specific examples of PII include, but are not limited to:

- Personal identification numbers, such as passport number, driver’s license number, taxpayer identification number, or financial account or credit card numbers.
- Address information, such as street address or personal email address.
- 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 log off 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 camera in sensitive areas that contain any confidential materials, including areas where shredding and waste management occurs.

***Contractor's managers working on this contract must:***

- 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 the contractor's facility.

***The following list provides examples of situations where personally identifiable information 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 breakroom 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 personally identifiable information, they should consult GPO and SSA.

**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 Officers 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 G);
  - (iii) Fair Credit Reporting Act (FCRA) Authorization Form (see Exhibit H);
  - (iv) Additional Questions for Public Trust Positions Branching (see Exhibit I); 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 (see Exhibit J).
- b. Vendor personnel will have up to 10 business days to complete the e-QIP application. The 10-business 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 e-QIP 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 (Exhibit L). 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

- a. 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 (see Exhibit M) 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 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 recommended 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 contractor 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.

Additionally, the preaward survey will include a review of all subcontractors involved, along with their specific functions; and the contractor's/subcontractor's mail, material, personnel, production, quality control/recovery program, security, and backup facility plans as required by this specification.

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, be installed, and be fully functional at least 90 calendar days prior to the start of live production.

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.

**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 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.

**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.**

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.

**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. 01-18)).

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 180 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 VALIDATION AND TESTS, *Transmission Test*” for additional information). The contractor must complete a System Plan (see Exhibit N).

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.

**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:

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

**NOTE:** A micro-perforated payment stub will appear on approximately 2% of ROAR notices and 80% of RECOOP notices. (For English notices, the payment stub is on the last leaf; for bilingual Spanish/English notices, the payment stub is on the last leaf of the Spanish and English notices (both are to be perforated)). However, the payment stub/micro-perforation will not be on the same page number for every notice due to the ROAR and RECOOP notices having variable page counts. The contractor will be required to identify the payment stub page(s) (Spanish/English) requiring perforation. Regarding the “select-a-perf” requirement, the contractor’s production plan shall explain how they will handle imaging and collating the required micro-perforated sheet into the proper sequence of leaves. The plan shall also detail how the contractor intends to meet the critical margins associated with the scan line. (See “PRINTING/IMAGING” and “BINDING/CONSTRUCTION.”)

**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:

- (1) How Government files (data) will be secured to prevent disclosure to a third party.
- (2) How the disposal of waste materials will be handled.
- (3) 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).
- (4) 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 O). Additional information is also available at: <http://www.gsa.gov/portal/category/102371>.
- (5) 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 O).

**Materials** – List how all accountable materials will be handled throughout all phases of production.

**Production Area Plan** – The contractor must provide a secure area(s) dedicated to the processing and storage of data for the 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 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 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, the 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 and run date 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 USPS 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 U.S. postal system.

**NOTE:** Contractor must have all the hardware, programming, and finalized reports in place to meet this requirement arrive at least 45 calendar days prior to the start of live production, on November 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 shall be defined as follows:

- Each notice shall 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 shall be defined as follows:

- All notices received from SSA for each file date were printed, inserted, and entered correctly into the U.S. 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 a print order.
- (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 pieces that are 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 be capable of identifying and reporting all missing notices that were lost or spoiled during production for each print order or mail date (if the print order requires multiple mail dates). 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, and/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 output 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 print order and for each notice (manual inputs are not allowed). This audit report will contain detailed information for each notice as outlined above for each print order. 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 (e.g., inserted, diverted, and reason for divert such as missing sequence number, missing leaves, mutilated, duplicate, pulled for inspection).
  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, and 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 print order are accounted for. (See Exhibit P, "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 P):

1. Job name
2. Print order and mail date(s) (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 print order or mail date 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 (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 P) 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 not less than 180 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.*

**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 pendaflex 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, Baltimore, MD, immediately after award. At the Government's option, the postaward conference may be held via teleconference.

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

**PREPRODUCTION MEETING:** A preproduction meeting covering the printing, imaging, folding, inserting, and mailing shall 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 shall present and explain their final plan for the printing, imaging, folding, inserting, and mailing the notices in the contract.

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 flow information.

In addition, the contractor shall be prepared to present detailed production plans, including such items as quality assurance, projected commencement dates, equipment loading, pallet needs, etc.

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

SSA may conduct unscheduled visits during the term of this contract at the contractor's mailing facility. In addition, sample postage documentation must be submitted to SSA, emailed to SSA, Mail & Postal Policy (see Exhibit K) after the contract award that will detail the amount of mail submitted to USPS verifying the date released and detailing the cost and volume of 1 and 2-ounce 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.

The contractor is to provide the name of the representative responsible for the mailing operation and that individual's backup.

NOTE: The Government reserves the right to waive the Preproduction Meeting.

**ASSIGNMENT OF JACKETS, PURCHASE ORDER, TASK ORDERS, 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 May 1, 2020 through

April 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 shall 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 print order or task order shall be “issued” upon notification by the Government for purposes of the contract 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>

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 consisting of personalized English and Bilingual (Spanish/English) personalized notices, English and Spanish pamphlet inserts, form inserts, card ticket inserts, Business Reply Mail (BRM) Refund envelopes, Courtesy Reply Mail (CRM) Refund envelopes, and mail-out envelopes, requiring such operations as: receipt and processing of transmitted data; redevelopment of Advanced Function Presentation (AFP; Fully Composed or Mixed Mode) resources; composition; printing/imaging; binding/construction; gathering/inserting; manifesting and/or metering; and distribution.

*NOTE: Hereinafter, the Business Reply Mail (BRM) Refund envelopes and the Courtesy Reply Mail (CRM) Refund envelopes will be referred to as BRM Envelopes and CRM Envelopes respectively.*

**TITLE:** SSA Notice Packages.

This contract is for the production of the following notice (workload) packages:

1. ROAR (Recovery of Overpayments, Accounting, and Reporting) – English and Bilingual
2. RECOOP (Recovery and Collection of Overpayments Process) – English and Bilingual
3. REACT (Returned Check Action) – English and Bilingual
4. GARNISHMENT (Wage Garnishment) – English and Bilingual
5. TAX LEVY – English and Bilingual
6. TTW TERMINATION (Ticket to Work Termination) – English and Bilingual
7. TTW STARTUP (Ticket to Work Startup) – English and Bilingual
8. ECO (External Collection Operations) – English and Bilingual

**NOTE:** Workloads 1 through 5 transmit daily (early morning Tuesday through Saturday); workloads 6 through 8 transmit monthly.

During the term of this contract, the Government expects to develop new notice workloads with the same requirements as the mailing packages described by these specifications. All terms and conditions in these specifications will apply to any future notice workloads. The Government estimates that approximately one (1) to three (3) new notice workloads may be added during the term of this contract.

The Government reserves the right to increase or decrease by up to 25% the total number of notices ordered annually. This 25% includes the additional notices occasioned by the one (1) to three (3) new notice workloads developed during the term of this contract.

### NUMBER OF LEAVES/PAGES:

Notices: 1 to 10 (face and back) leaves per notice.

Forms (Form SSA-3105): 1 (face and back) leaf per form.

Pamphlets (SSA Pub. No. 05-10061 and 05-10961): 16 pages per pamphlet.

Card Tickets (SSA Pub. No. 63-041 and 63-042): 1 (face and back) leaf per ticket.

All Envelopes: Face and back (after manufacturing)

### TRIM SIZES:

Notices: 8-1/2 x 11" flat size (folding down to 8-1/2 x 5-1/2").

Forms: 10-1/2 x 8" flat size (folding down to 3-1/2 x 8").

Pamphlets: 3-1/2 x 8".

Card Tickets (English and Spanish): 3-1/2 x 8".

BRM Envelopes: No. 9 (3-7/8 x 8-7/8”), plus 1-1/2” flap (with or without a window).  
CRM Envelopes: No. 9 (3-7/8 x 8-7/8”), plus 1-1/2” flap.  
Mail-out Envelopes: 6-1/8 x 9-1/2”, plus flap.

**FREQUENCY OF ORDERS AND QUANTITY FOR THE DAILY/MONTHLY NOTICES:**

A print order will be issued weekly and will indicate the total number of task orders placed and total number of copies produced that week. The print order will also indicate any other information pertinent to the particular task orders.

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

Combined total Mailers (Mailers 1 through 13) will be for approximately 8,860,927 notices per year, broken down as follows:

Mailer 1 (ROAR English):	Approximately 1,495,810 mailers per year.
Mailer 2 (ROAR Bilingual):	Approximately 71,027 mailers per year.
Mailer 3 (RECOOP English):	Approximately 3,526,442 mailers per year.
Mailer 4 (RECOOP Bilingual):	Approximately 208,154 mailers per year.
Mailer 5 (REACT English):	Approximately 305,170 mailers per year.
Mailer 6 (REACT Bilingual):	Approximately 15,235 mailers per year.
Mailer 7 (GARNISHMENT English):	Approximately 1,223,483 mailers per year.
Mailer 8 (GARNISHMENT Bilingual):	Approximately 17,180 mailers per year.
Mailer 9 (TAX LEVY English):	Approximately 18,308 mailers per year.
Mailer 10 (TAX LEVY Bilingual):	Approximately 118 mailers per year.
Mailer 11 (TTW TERMINATION):	Approximately 840,000 mailers per year.
Mailer 12 (TTW STARTUP):	Approximately 840,000 mailers per year.
Mailer 13 (ECO):	Approximately 300,000 mailers per year.

NOTE: SSA’s Current Operating Month (COM) could begin as early as the 20<sup>th</sup> calendar day of each month and as late as the 27<sup>th</sup> calendar day of each month.

The figures indicated below are estimates based on historical data of past production runs. The figures show: the minimum and maximum quantities required daily for Mailers 1 through 10 and monthly for Mailers 11 through 13; the minimum and maximum quantities for the first day of COM for ROAR; the number of printed pages in a notice; the inserts (all 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.

**NOTE: PC8 envelopes require Domestic and Par Avion Envelopes. The contractor is responsible for separating the PC8 file for domestic or foreign mail. No volumes are available for separate totals.**

**ROAR Notices:**

NOTE: Daily volumes will be higher on the first day of COM.

<b>Mailer 1:</b> English Notices	Daily Minimum	1,300
	Daily Maximum	22,000
	COM Minimum	58,000
	COM Maximum	165,000
	Printed Pages	2 to 6
	Leaves	1 to 3

	Inserts	BRM Window Envelope (PC1-7) CRM Envelope (PC8 only)
	Folding	Bi-fold
<b>Mailer 2: Bilingual Notices</b>	Daily Minimum	50
	Daily Maximum	1,000
	COM Minimum	2,100
	COM Maximum	7,500
	Printed Pages	2 to 10
	Leaves	1 to 5
	Inserts	BRM Window Envelope (PC1-7) CRM Envelope (PC8 only)
	Folding	Bi-fold
<b>RECOOP Notices:</b>		
<b>Mailer 3: English Notices</b>	Daily Minimum	1,200
	Daily Maximum	60,000
	Printed Pages	2 to 6
	Leaves	1 to 3
	Inserts	BRM Window Envelope (PC1-6)
	Folding	Bi-fold
<b>Mailer 4: Bilingual Notices</b>	Daily Minimum	60
	Daily Maximum	3,200
	Printed Pages	2 to 10
	Leaves	1 to 5
	Inserts	BRM Window Envelope (PC1-6)
	Folding	Bi-fold
<b>REACT Notices:</b>		
<b>Mailer 5: English Notices</b>	Daily Minimum	100
	Daily Maximum	12,100
	Printed Pages	2
	Leaves	1
	Inserts	Form SSA-3105 (English) BRM Non-Window Envelope (PC1-7) CRM Envelope (PC8 Only)
	Folding	Bi-fold
<b>Mailer 6: Bilingual Notices</b>	Daily Minimum	0
	Daily Maximum	650
	Printed Pages	2 to 6
	Leaves	1 to 3
	Inserts	Form SSA-3105 (English) BRM Non-Window Envelope (PC1-7) CRM Envelope (PC8 Only)
	Folding	Bi-fold

**GARNISHMENT Notices:**

<b>Mailer 7:</b> English Notices	Daily Minimum	1,000
	Daily Maximum	75,000
	Printed Pages	2 to 4
	Leaves	1 to 2
	Inserts	None
	Folding	Bi-fold

<b>Mailer 8:</b> Bilingual Notices	Daily Minimum	0
	Daily Maximum	1,200
	Printed Pages	2 to 6
	Leaves	1 to 3
	Inserts	None
	Folding	Bi-fold

**TAX LEVY Notices:**

<b>Mailer 9:</b> English Notice	Daily Minimum	0
	Daily Maximum	1,100
	Printed Pages	2 to 4
	Leaves	1 to 2
	Inserts	CRM Envelope
	Folding	Bi-fold

<b>Mailer 10:</b> Bilingual Notice	Daily Minimum	0
	Daily Maximum	200
	Printed Pages	2 to 4
	Leaves	1 to 2
	Inserts	CRM Envelope
	Folding	Bi-fold

**TTW TERMINATION Notices:**

<b>Mailer 11:</b> English or Bilingual Notice	Monthly Minimum	60,000
	Monthly Maximum	85,000
	Printed Pages	2 to 4
	Leaves	1 to 2
	Inserts	None
	Folding	Bi-fold

**TTW STARTUP Notices:**

<b>Mailer 12:</b> English or Bilingual Notice	Monthly Minimum	60,000
	Monthly Maximum	90,000
	Printed Pages	2 to 4
	Leaves	1 to 2
	Inserts	Spanish or English Pamphlets Spanish or English Card Tickets
	Folding	Bi-fold

**ECO Notices:**

<b>Mailer 13:</b> English or Bilingual Notice	Monthly Minimum	6,000
	Monthly Maximum	35,000
	Printed Pages	2 to 4
	Leaves	1 to 2
	Inserts	BRM Window Envelope
	Folding	Bi-fold

For Mailers 1 through 10, the combined per day minimum volume is 3,710 mailers and the combined per day maximum volume is 176,450 mailers.

**PREMIUM PAYMENTS:**

**Daily Mailers Exceeding Estimated Quantities:** Contractor will receive a premium payment of 20% for those notices over the maximum volume of 176,450 (Mailers 1 through 10) described above on the bid prices offered as specified in the "SCHEDULE OF PRICES." Contractor will receive this premium payment for printing in accordance with the applicable line item (Item V.(b) in the "SCHEDULE OF PRICES") and for inserting in accordance with the applicable line item (Item VII. in the "SCHEDULE OF PRICES"). No additional time will be allowed for the mailing of those extra notices.

**Monthly Mailers Exceeding Estimated Quantities:** Contractor will receive a premium payment of 20% for those notices (Mailers 11 through 13) over the maximum volumes stated above for those individual workloads on the bid prices offered as specified in the "SCHEDULE OF PRICES." Contractor will receive this premium payment for printing in accordance with the applicable line item (Item V.(b) in the "SCHEDULE OF PRICES") and for inserting in accordance with the applicable line item (Item VII. in the "SCHEDULE OF PRICES"). No additional time will be allowed for the mailing of those extra notices.

NOTE: All premium payments are forfeited if the contractor fails to meet the production schedule in accordance with these specifications.

**New Notice Workloads:**

These new mailers could be English only or bilingual Spanish/English notices. Notices will consist of 1 to 10 printed pages. All notice, form, and envelope requirements will match those described in Mailers 1 through 13.

<b>Mailers 14 - 16:</b> English and/or Bilingual Notices	Daily Minimum	10
	Daily Maximum	60,000
	Printed Pages	1 to 10
	Leaves	1 to 5
	Inserts	Inserts (as required)
	Folding	Bi-fold

The file names/data set names for each new notice workload will be supplied to the contractor as they are developed.

**GOVERNMENT TO FURNISH:**

Manuscript copy for 25 envelopes (18 mail-out, 4 BRM, 3 CRM).

Electronic file and samples for publications and card tickets via contractor-hosted SFTP.

Camera copy for the Facing Identification Mark (FIM) and Intelligent Mail Barcode (IMB) for the two (2) BRM envelopes and for the FIM and IMB code for the nine (9) CRM envelopes.

Camera copy for the recycled paper logo and legend (English and Spanish).

PS Form 3615, Mailing Permit Application and Customer Profile.

Official Government Postage Meters.

CASS Certification Certificate and NCOA Certificate.

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

**EXHIBITS:**

- Exhibit A: Form SSA-301, Contractor Personnel Security Certification.
- Exhibit B: References for External Service Providers (ESP)
- Exhibit C: SSA External Service Provider Security Requirements
- Exhibit D: Security Assessment Report (SAR) Template
- Exhibit E: Risk Assessment Report (RAR) Template
- Exhibit F: SSA (FY17) - "Externally Hosted Information System Plan (ESP)" Template
- Exhibit G: Declaration of Federal Employment (Optional Form 306)
- Exhibit H: Fair Credit Reporting Act (FCRA) Authorization Form
- Exhibit I: Additional Questions for Public Trust Positions Branching
- Exhibit J: Questionnaire for Public Trust Positions (SF85P)
- Exhibit K: Key SSA and GPO Personnel Contact Information
- Exhibit L: Fingerprint Card.
- Exhibit M: Contractor Personnel Rollover Request Form
- Exhibit N: System Plan.
- Exhibit O: 3PAO-Obligations-and-Performance-Guide v1.0
- Exhibit P: Audit and Summary Reports
- Exhibit Q: Mail Run Data (MRD) File
- Exhibit R: MVRP Request Letter
- Exhibit S: Meter Usage Reports
- Exhibit T: Postage Meter Activity Log

**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 (AFP; 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: During the course of this contract, the Government's intention is to convert all AFP Mixed Mode mailers to AFP Fully Composed with Mailers 3 and 4 already AFP Fully Composed. The print contractor will be responsible for ensuring they are capable of the programming required for AFP Fully Composed.

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 and tests.

***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 (AFP) file, the Mail Run Data (MRD) file and the Banner (BNR) file. Similar to the following:

AFP file = vendor\*\*\*.RORAFP.M01xaaaaa.Ryymmdd  
MRD file = vendor\*\*\*.RORMRD.M01xaaaaa.Ryymmdd  
BNR file = vendor\*\*\*.RORBNR.M01xaaaaa.Ryymmdd

The notice files for printing are formatted for the AFP printing platform in duplex printing (face and back).

The MRD file will contain all information relevant to each mail piece. This will 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 to be sprayed/imagined on the mail piece's mail-out envelope for the Daily notices, USPS IMB, the appropriate signature, and any required inserts. (NOTE: Notices contain either the Commissioner of Social Security signature or a fixed "Social Security Administrations" in lieu of a signature. (See Exhibit Q for MRD file record layout.)

The BNR file contains information for setting up the intelligent inserters such as file totals, number of mail packets, and bin setup for those items being included in the mail packages and the total required in each bin.

The contractor will receive an electronic daily task order each morning after transmission with the volumes for notices, leaves, pages, and any inserts required.

***NOTE:*** It is solely the contractor's responsibility to redevelop/reprogram the AFP resources and MRD file to ensure proper printing and inserting in their environment. *(NOTE: SSA prints 2UP DUPLEX ROLL IN TO ROLL OUT with the file order reversed for insertion. The predominant data file format is AFP (Fully Composed or Mixed Mode); however, any valid AFP format is possible and must be printable at the contractor's location. Each piece of mail will be assigned a unique alpha/numeric identifier for tracking, insertion, location, and recovery processes.)*

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.

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).

### **PRINTER RESOURCES (AFP):**

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

SSA will provide the AFP (Fully Composed or Mixed Mode) resources for each notice workload. These resources will be provided via email shortly after the postaward conference. (The test files are to be used in the various preproduction validation tests and the preproduction print/mail run tests. (See "PREPRODUCTION VALIDATION AND TESTS" for required tests.)

For proper processing of AFP resources supplied to the contractor by SSA (used for printing notices in AFP format), the contractor must have software or an operating system which is 100% compliant with the most recent release of the IBM MVS z/OS operating system accompanied by the most recent release of IBM Print Services Facility. 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 redevelop/reprogram the AFP (Fully Composed or Mixed Mode) resources to ensure the proper printing in their environment.

The contractor will be responsible for maintaining the AFP 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 shall install them immediately and provide SSA with 10 sample documents representative of the workload involved, from each test file, within one (1) workday for review. SSA will respond within three (3) workdays of receipt thereof.

Contractor is to continue using existing resources while the samples are reviewed. Once the samples are approved, the contractor will be instructed as to when to start using the new resources. Whenever testing is required, the contractor will be responsible for performing the test on each printer that processes SSA’s notices. Contractor to submit these samples to SSA, Division of Printing Management, Baltimore, MD (see Exhibit K).

The contractor is cautioned that there may be a resource change(s) during the term of this contract. If this occurs, SSA will provide the contractor with a new AFP resource file. (See “PREPRODUCTION VALIDATION AND TESTS, *Systems Change/Signature Change/New and Existing Notice Files Validation Test.*”)

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

The Government will provide the following at the postaward conference, or shortly thereafter:

***Print Resource Library (Advanced Function Presentation (AFP; Fully Composed or Mixed Mode) via Email:*** Advanced Function Presentation resources including page and form definitions, fonts, page segments, and overlays (if applicable) for page formatting.

NOTE: The resource file will contain all fonts (except licensed fonts) required to print this file. SSA will supply any customized fonts. It is the contractor’s responsibility to provide all licensed fonts necessary for printing.

***Preproduction Press and Mail Run Test Files for Transmission:*** An Advanced Function Presentation (AFP; Fully Composed or Mixed Mode) formatted print file with the corresponding Mail Run Data File and Banner file will be supplied for workload in the quantities required.

***Revised Resource Library (Advanced Function Presentation (AFP; Fully Composed or Mixed Mode) via Email (when applicable):*** Advanced Function Presentation (AFP; Fully Composed or Mixed Mode) 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 SSA will provide revised Advanced Function Presentation (AFP; Fully Composed or Mixed Mode) resource file(s) via email to the contractor as a replacement(s).

The contractor is cautioned that there may be a signature change(s) during the term of this contract. If this occurs, SSA will provide the contractor with a new Advanced Function Presentation (AFP; Fully Composed or Mixed Mode) resource file.

Dataset transfer names for notice workloads are listed as follows:

<u>NOTICES</u>	<u>MAILER</u>	<u>DATA SET NAME*</u>
ROAR	1	OLBG.BTI.vendor.RORAFP.M1#aaaaa.Ryymmdd
	2	OLBG.BTI.vendor.RORAFP.M2#aaaaa.Ryymmdd



RECOOP	3	OLBG.BTI.vendor.RECAFP.M3#aaaaa.Ryymmdd
	4	OLBG.BTI.vendor.RECAFP.M4#aaaaa.Ryymmdd
REACT	5	OLBG.BTI.vendor.REAAFP.M5#aaaaa.Ryymmdd
	6	OLBG.BTI.vendor.REAAFP.M6#aaaaa.Ryymmdd
GARNISHMENT	7	OLBG.BTI.vendor.GARAFP.M7#aaaaa.Ryymmdd
	8	OLBG.BTI.vendor.GARAFP.M8#aaaaa.Ryymmdd
TAX LEVY	9	OLBG.BTI.vendor.TXLAFP.M9#aaaaa.Ryymmdd
	10	OLBG.BTI.vendor.TXLAFP.MA#aaaaa.Ryymmdd
TTW TERMINATION	11	OLBG.BTI.vendor.TTTAFP.MB1aaaaa.Ryymmdd
TTW STARTUP	12	OLBG.BTI.vendor.TTSAFP.MC1aaaaa.Ryymmdd
ECO	13	OLBG.BTI.vendor.ECOAFP.MD1aaaaa.Ryymmdd
New Notices	14 - 16	File Names/Data Set Names for each new notice workload will be supplied to the contractor as they are developed.

NOTE: All of the data set names are not listed for each mailer. The “#” within the data set names represents eight (8) data set names (or files) for that mailer (PC1 through PC8). RECOOP only contains six (6) data set names (or files) for that mailer (PC1 through PC6). The data set names for each mailer are the same except for the PC number. For example, there are eight (8) files (or data set names) for ROAR Mailer 1, as follows:

Vendor.RORAFP.M11aaaaa.Ryymmdd  
 Vendor.RORAFP.M12aaaaa.Ryymmdd  
 Vendor.RORAFP.M13aaaaa.Ryymmdd  
 Vendor.RORAFP.M14aaaaa.Ryymmdd  
 Vendor.RORAFP.M15aaaaa.Ryymmdd  
 Vendor.RORAFP.M16aaaaa.Ryymmdd  
 Vendor.RORAFP.M17aaaaa.Ryymmdd  
 Vendor.RORAFP.M18aaaaa.Ryymmdd

The files will be transmitted in segment by Program Service Center (PC) codes. Each file transmitted will have a banner page identifying the PC and required inserts.

The PC codes correspond to the mail-out envelope required as follows:

- PC 1 – Northeastern (Jamaica, NY)
- PC 2 – Mid-Atlantic (Philadelphia, PA)
- PC 3 – Southeaster (Birmingham, AL)
- PC 4 – Great Lakes (Chicago, IL)
- PC 5 – Western (Richmond, CA)
- PC 6 – Mid-America (Kansas City, MO)
- PC 7 – Office of Central Operations (Domestic and Foreign) (Baltimore, MD)
- PC 8 – Office of International Operations (Baltimore, MD)

**TRANSMISSIONS:** The cost of establishing the connection will be borne by the Government. The Government shall 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.

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 shall be the HELP DESK at (410) 965-2580.

**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.

**SECURE FILE TRANSFER PROTOCOLS (SFTP) SITE:** Immediately after award, the contractor is required to set up, establish, and maintain an SFTP 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.

**FILE TRANSFER MANAGEMENT SYSTEM (FTMS) REQUIREMENTS:** The contractor shall provide the capability to interface with SSA's National File Transfer Management System for electronic transmission of notice 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, Managed File Transfer software from TIBCO. The contractor may implement the Managed File Transfer Platform Server that has embedded software encryption capable of being enabled. 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 their 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 the 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 software Checkpoint/Restart feature.

***NOTE: The contractor may not use VM/VSE/ESA on a mainframe system, as this hampers automated file transmission.***

The contractor's FTMS software shall be operational for the receipt of data files 24 hours per day, seven (7) days per week, unless otherwise specified by the Government. The communications protocol between SSA and the contractor shall be the Internet Protocol (IP). The contractor must specify the type of 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 dictated by SSA.

The contractor will be required to provide server(s) to ensure the successful and uninterrupted simultaneous transmission of Daily files. This server(s) must be of a size large enough to handle each workload.

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.

**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 mixed mode. Any alteration of the notice content in the file is not permitted.

For quality control and auditing purposes, the contractor must not merge different file dates or mailers with different mailing schedules during processing, printing, and mailing.

**ROAR Notices (Mailers 1 and 2):** The ROAR mailers are divided into two (2) notice categories by data set names according to language (either English only or bilingual Spanish/English). These mailers consist of a notice and mail-out envelope but may also include a BRM window envelope or a CRM envelope.

- |                                    |  |
|------------------------------------|--|
| 1. Vendor.RORAFP.M1#aaaaa.Ryymmdd: | Personalized English Notice<br>Mail-out Envelope<br>BRM Window Envelope<br>CRM Envelope                    |
| 2. Vendor.RORAFP.M2#aaaaa.Ryymmdd: | Personalized Bilingual Spanish/English Notices<br>Mail-out Envelope<br>BRM Window Envelope<br>CRM Envelope |

**RECOOP Notices (Mailers 3 and 4):** The RECOOP mailers are divided into two (2) notice categories by data set names according to language (either English only or bilingual Spanish/English). These mailers consist of a notice and mail-out envelope but may also include a BRM window envelope.

- |                                    |  |
|------------------------------------|--|
| 3. Vendor.RECAFP.M3#aaaaa.Ryymmdd: | Personalized English Notice<br>Mail-out Envelope<br>BRM Window Envelope                    |
| 4. Vendor.RECAFP.M4#aaaaa.Ryymmdd: | Personalized Bilingual Spanish/English Notices<br>Mail-out Envelope<br>BRM Window Envelope |

**REACT Notices (Mailers 5 and 6):** The REACT mailers are divided into two (2) notice categories by data set names according to language (either English only or bilingual Spanish/English). These mailers may generate any combination of the following components:

- 5. Vendor.REAAFP.M5#aaaaa.Ryymmdd: Personalized English Notice  
Mail-out Envelope  
Form SSA-3105 (English)  
BRM Non-Window Envelope  
CRM Envelope
  
- 6. Vendor.REAAFP.M6#aaaaa.Ryymmdd: Personalized Bilingual Spanish/English Notices  
Mail-out Envelope  
Form SSA-3105 (English)  
BRM Non-Window Envelope  
CRM Envelope

**GARNISHMENT Notices (Mailers 7 and 8):** The GARNISHMENT mailers are divided into two (2) notice categories by data set names according to language (either English only or bilingual Spanish/English). These mailers consist of a notice and a mail-out envelope.

- 7. Vendor.GARAFP.M7#aaaaa.Ryymmdd: Personalized English Notice  
Mail-out Envelope
  
- 8. Vendor.GARAFP.M8#aaaaa.Ryymmdd: Personalized Bilingual Spanish/English Notices  
Mail-out Envelope

**TAX LEVY Notices (Mailers 9 and 10):** The TAX LEVY mailers are divided into two (2) notice categories by data set names according to language (either English only or bilingual Spanish/English). These mailers consist of a notice and a mail-out envelope and may include the CRM envelope.

- 9. Vendor.TXLAFP.M9#aaaaa.Ryymmdd: Personalized English Notice  
Mail-out Envelope  
CRM Envelope
  
- 10. Vendor.TXLAFP.MA#aaaaa.Ryymmdd: Personalized Bilingual Spanish/English Notice  
Mail-out Envelope  
CRM Envelope

**TTW TERMINATION Notices (Mailer 11):** The TTW TERMINATION mailers are English or Bilingual Spanish/English notices. This mailer consist of a notice and a mail-out envelope.

- 11. Vendor.TTMAFP.MB1aaaaa.Ryymmdd: Personalized English Notice or Bilingual Notice  
Mail-out Envelope

**TTW STARTUP Notices (Mailer 12):** The TTW STARTUP mailers are English or Bilingual Spanish/English notices. This mailer may generate any combination of the following components:

- |                                    |  |
|------------------------------------|--|
| 12. Vendor.TTSAFP.MC1aaaa.Ryymmdd: | Personalized English Notice or Bilingual Notice<br>Mail-out Envelope<br>English Pamphlet SSA Pub. No. 05-10061<br>Spanish Pamphlet SSA Pub. No. 05-10961<br>English Card Ticket SSA Pub. No. 63-041<br>Spanish Card Ticket SSA Pub. No. 63-042 |
|------------------------------------|--|

**ECO Notices (Mailer 13):** The ECO mailer are English or Bilingual Spanish/English notices. These mailers consist of a notice and a mail-out envelope and may include the BRM window envelope.

- |                                    |   |
|------------------------------------|---|
| 13. Vendor.ECOAFP.MD1aaaa.Ryymmdd: | Personalized English or Bilingual Spanish/English Notice<br>Mail-out Envelope (blue)<br>BRM Window Envelope |
|------------------------------------|---|

**New Notice Workloads:** These new mailers could be English only or Bilingual Spanish/English notices. All notice, form, publication, card ticket, and envelope requirements will match those described in Mailers 1 through 13.

14. through 16. OLBG.BTI.vendor.\*\*\*AFP.M?#aaaa.Ryymmdd

The file/data set names for each new notice workload will be supplied to the contractor as they are developed.

*Vendor* – is the vendor identifier. This is assigned when the transmission connectivity is installed.  
*aaaaa* – is the order identifier 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.  
*M* – mailer identifier. (Mailer # are the two digits that follow the M).

**MAIL-OUT ENVELOPES 90-CALENDAR DAY VOLUMES:**

***Mail-Out Envelopes (Mailers 1 and 2, and Mailers 5 through 10):***

<u>Program Service Center</u>	<u>90-Calendar Day Volumes</u>
Northeastern Program Service Center (PC1)	71,890
Mid-Atlantic Program Service Center (PC2)	65,347
Southeastern Program Service Center (PC3)	96,087
Great Lakes Program Service Center (PC4)	82,746
Western Program Service Center (PC5)	96,481
Mid-America Program Service Center (PC6)	95,305
Office of Central Operations (PC7)	309,885
Office of International Operations (PC8)	7,020

***Mail-Out Envelopes (Mailers 3 and 4):***

<u>Program Service Center</u>	<u>90-Calendar Day Volumes</u>
Northeastern Program Service Center (PC1)	133,285
Mid-Atlantic Program Service Center (PC2)	122,146
Southeastern Program Service Center (PC3)	188,566

Great Lakes Program Service Center (PC4)	133,801
Western Program Service Center (PC5)	187,448
Mid-America Program Service Center (PC6)	183,652

NOTE: The same mail-out envelopes broken down by PC number will be used for the ROAR, REACT, GARNISHMENT, and TAX LEVY Notices. RECOOP envelopes will have their own mail-out envelopes.

***TTW STARTUP and TERMINATION (Mailers 11 and 12):***

90-Calendar Day Volumes

Startup Envelope	210,000
Termination Envelope	210,000

***ECO (Mailer 13):***

90-Calendar Day Volumes

Mail-out Blue Envelope	75,000
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**ENVELOPE INSERTS 90-CALENDAR DAY VOLUMES:**

***ROAR, RECOOP, and ECO BRM Window Envelope:***

Program Service Center

90-Calendar Day Volumes

See *Below	942,179
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\*This BRM window envelope will be inserted in ROAR PC1 through PC7 notices, RECOOP PC1 through PC6, and ECO notices containing a payment stub. The Mid-Atlantic Program Service Center (PC2) address and IMB will appear in the window. The PC2 address will also appear in the return address area (upper left corner).

***ROAR/REACT Green CRM Envelope:***

Program Service Center

90-Calendar Day Volumes

Office of Central Operations (PC8)	522
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NOTE: PC8 ROAR/REACT notices which require a BRM envelope is to receive this PC8 Green CRM envelope instead.

***REACT BRM Non-Window Envelope:***

Program Service Center

90-Calendar Day Volumes

See * Below	3,800
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\*This BRM non-window PC2 envelope will be inserted into REACT PC1 through PC7 notices when required.

***REACT and TAX LEVY CRM Envelope:***

<u>Program Service Center</u>	<u>90-Calendar Day Volumes</u>
Northeastern Program Service Center (PC1)	1,663
Mid-Atlantic Program Service Center (PC2)	1,241
Southeastern Program Service Center (PC3)	1,597
Great Lakes Program Service Center (PC4)	1,321
Western Program Service Center (PC5)	2,064
Mid-America Program Service Center (PC6)	1,597
Office of Central Operations (PC7)	2,936
Office of International Operations (PC8)	1,218

**FORM/PAMPHLET INSERTS 90-CALENDAR DAY VOLUMES:**

***REACT and TTW STARTUP Form/Pamphlet Inserts:***

<u>Form/Pamphlet Number</u>	<u>90-Calendar Day Volumes</u>
Form SSA-3105	5,742
SSA Pub No. 05-10061	220,000
SSA Pub No. 05-10961	10,000
Ticket to Work English Card Ticket	110,000
Ticket to Work Spanish Card Ticket	5,000

**PREPRODUCTION VALIDATION AND TESTS:** 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 perform these tests. The contractor will be required to perform the following tests (after award):

- Transmission Test
- Preproduction Notice Validation Test
- Payment Stub Validation Test
- Preproduction Press and Mail Run Test (12 Hours)

The Government reserves the right to waive the requirements of any of these tests. Contractor will be notified at the postaward conference if any test(s) are to be waived.

Failure of the contractor to perform any of the following tests satisfactorily may be grounds for immediate default.

***Transmission Test:*** After the appropriate bandwidth connection has been installed, and prior to receiving transmission of live production data files, the contractor will be required to perform a transmission test. SSA will conduct this test on a date and time at SSA's choosing due to other schedules. It is anticipated that this test will occur on a weekend and start during the night.

The contractor will be required to receive within one (1) workday up to 360,000 notices.

The contractor will be required to perform a record count verification within one (1) workday after the complete transmission of all notice test files. The contractor will be required to copy the files to their own system and provide SSA, Printing Management Branch, Baltimore, MD (see Exhibit K) with the exact counts received (broken down by data set name) before proceeding with any other processing.

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. The contractor will be required to report back to SSA with the test results.

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

***Preproduction Notice Validation Test:*** Prior to starting production, and within 10 workdays of receiving the electronic test files, the contractor shall conduct a preproduction notice validation test and provide (via SFTP) PDF sample notices and the same notices printed and inserted from the electronic test files.

The printed notices must include at least 10 samples from every PC for each mailer for the ROAR, RECOOP, REACT, GARNISHMENT, TAX LEVY, TTW TERMINATION, TTW STARTUP, and ECO notices. Notices must be complete and include all variable data from Government furnished files and perforations where applicable. The container and accompanying documentation must include the GPO jacket, purchase order, and program numbers, and must be submitted to: SSA, Printing Management Branch, Baltimore, MD (see Exhibit K).

The Government will approve, conditionally approve, or disapprove the samples within three (3) 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, 10 additional samples of each notice will be required until the validation produces no errors.

***Payment Stub Validation Test:*** Prior to beginning the Preproduction Press and Mail Run Test, the contractor shall furnish SSA 20 printed samples of the notices only (no inserts or envelopes required) for each workload (ROAR, RECOOP, and ECO) 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 shall furnish the samples within 10 workdays of receipt of test files.

Contractor shall furnish 10 samples from each Mailer affected to SSA, Printing Management Branch, Baltimore, MD (see Exhibit K) and 10 samples for each Mailer affected to an address to be determined after award. (See "PREPRODUCTION TEST SCHEDULES, *Payment Stub Validation Test.*")

The Government will approve, conditionally approve, or disapprove the samples 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, 10 additional samples of each notice affected will be required until the validation produces no errors.

***Preproduction Press and Mail Run Test (12-Hour Test):*** The contractor will be required to run a Preproduction and Mail Run test. The contractor will be required to demonstrate their ability to perform the contract requirements prior to production by performing a 12-hour preproduction press and mail run test. The test will utilize the test files transmitted electronically after the postaward conference.

The Government will issue a print order for the Preproduction Press and Mail Run test. Upon successful completion of all test requirements, the contractor will be reimbursed for all applicable costs for a production run, in accordance with the "SCHEDULE OF PRICES," as applicable. 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 test in a continuous 12-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.

NOTE: The contractor will be required to have all composition, proofing, envelopes, forms, pamphlets, card tickets, scanning equipment, and reports for 100% accountability of production and mailing, completed, available, and ready for production prior to beginning the test.

For the test run, the contractor is to produce all notices in accordance with contract requirements consisting of the processing of the electronically transmitted test files; the duplex printing and imaging of notices; gathering; folding; inserting of notices and any required inserts; manifesting; presorting; and preparing finished notices for delivery to the USPS. To simulate actual production conditions, the notices must be produced in accordance with all contract specifications and all USPS regulations.

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

The 12-hour period for the printing process will begin when an "O.K. to Print" is given by the On-Site Government Representative. The 12-hour period for the inserting and mailing process will begin within two (2) hours of the start of the printing to allow time for the contractor to print sufficient materials to begin the inserting process. (See "PREPRODUCTION TEST SCHEDULES, *Preproduction Press and Mail Run Test (12-Hour Test)*".)

The contractor must perform the preproduction press and mail run test on their equipment and using their personnel. The test must be performed on the printing and inserting equipment with required scanning equipment for 100% accountability of production and mailing that will be used in live production. All samples shall be manufactured at the facility and on the equipment in which the contract production quantities are to be manufactured.

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 validation output within seven (7) 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.

**NOTE:** The contractor must perform the same Preproduction Press and Mail Run Test at their backup facility within one (1) week of passing the test at the contractor's primary facility.

Failure to meet the requirements of the Preproduction Press and Mail Run test at either facility is grounds for immediate termination of the contract for default.

The files transmitted during the Transmission Test will be utilized for this 12-hour preproduction press and mail run test. The contractor will be required to print and prepare for mailing 183,975 notices as follows:

ROAR	Mailer 1:	82,500
	Mailer 2:	3,750
RECOOP	Mailer 3:	30,000
	Mailer 4:	1,600
REACT	Mailer 5:	6,050
	Mailer 6:	325

GARNISHMENT	Mailer 7:	37,500
	Mailer 8:	600
TAX LEVY	Mailer 9:	550
	Mailer 10:	100
TTW TERMINATION	Mailer 11:	8,500
TTW STARTUP	Mailer 12:	9,000
ECO	Mailer 13:	<u>3,500</u>
<b>TOTAL:</b>		<b>183,975</b>

For Mailers 1 through 10, the contractor must produce notices from each of the PC files. After SSA transmits the test files, SSA will determine the exact quantities the print vendor must produce for each PC by mailer.

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

The contractor shall furnish (via SFTP) 10 PDF samples from each file affected. Once approved, the contractor will provide the same PDF samples printed and inserted in envelopes with all required inserts for each mailer.

Contractor must submit samples within three (3) workdays of receipt of test files.

The Government will approve, conditionally approve, or disapprove the samples within two (2) workdays of receipt thereof. Submit these samples to SSA, Printing Management Branch, Baltimore, MD (see Exhibit K).

The Systems Change/Signature Change/New and Existing Notice Files Validation Test shall occur without a break in production of other SSA notices being produced by the contractor. 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 25 (18 mail-out, 4 BRM, 3 CRM) envelopes. Helvetica or similar typeface will be utilized.

AFP Century Schoolbook, Sonoran Serif, or equivalent fonts are to be used for producing the notices. Contractor must provide the font for USPS IMB bar code.

SSA will provide the required font numbers. The contractor will be required to validate that they have the proper licenses for each. SSA cannot provided licensed fonts to the contractor; contractor will be required to provide them.

The contractor must use an OCR-A font to print the numeric scan line on the payment stub that appears in Daily Mailer 1, Daily Mailer 2, Daily Mailer 3, Daily Mailer 4, and Monthly Mailer 13.

**PROOFS: Proofs will be required with the initial order and any time that a copy change is required during the term of the contract.**

**NOTE:** SSA uses many of the same forms and pamphlets in several of its print contracts. To reduce the proofing requirements for any revisions, if it is determined that after award the contractor is responsible for the production of any other SSA workloads containing the same publications and/or forms as required for this program, then the revisions may be proofed under one of these other programs.

***Envelopes:***

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, and indicate trim marks. Proofs must show flap, window size, and window placement, as applicable.

***Forms, Pamphlets, and Card Tickets:***

- Three (3) sets of inkjet proofs that are G7 profiled and use pigment-based inks. A proofing RIP that provides an option for high quality color matching (such as Device Links Technology and/or ICC Profiles Technology), and meets or exceeds industry tolerance to ISO 12647-7 Standard for Graphic Technology (as of 3/19/09, and future amendments) must be utilized plus GRACoL 2006 Coated #1 specifications (CGATS TR006) must be achieved. Output must be a minimum of 720 x 720 dpi on a GRACoL or SWOP certified proofing media. Proofs must contain the following color control strip to be evaluated for accuracy: IDEAlliance ISO 12647-7 Control Strip 2009 or 2013(i1).

Proofs must contain color control bars (such as Brunner, GATF, GRETAG, or RIT) for each color of ink on the sheet. Control bars must be placed parallel to the press’s ink rollers and must show areas consisting of minimum 1/8 x 1/8” 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 consecutively across the sheet.

The make and model number of the proofing system utilized shall be furnished with the proofs. These proofs must contain all elements, be in press configuration, and indicate margins. Proofs will be used for color match on press. Direct to plate must be used to produce the final product with a minimum of 2400 x 2400 dpi.

Pantone colors must be simulated on proofs and must be proofed separately on a digital color content, overlay, or inkjet proof.

Contractor may be required to submit ink drawdowns on actual production stock of Pantone color(s) used to produce the product.

- When requested, 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.

NOTE: When ordered, PDF soft proofs will only be required when changes are made to copy. Typically, changes are no more than one time per year.

SSA reserves the right to make changes to all proofs. The Government may require one (1) or more sets of revised proofs before rendering an “O.K. to Print.”

If any Author’s Alterations (AA’s) require additional proofs, the Government will allow for additional time to process this additional requirement

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.

The contractor must not print prior to receipt of an “O.K. to Print.”

**PRIOR TO PRODUCTION SAMPLE (ENVELOPES ONLY):** Prior to the commencement of production of the contract production quantity, the contractor shall submit not less than two (2) samples of each envelope required on this contract. The container and accompanying documentation shall be marked “PREPRODUCTION SAMPLES” and shall include the GPO Purchase Order, Jacket, Program, and Print Order Numbers.

All samples shall be printed and constructed, as applicable for each envelope, as specified herein and must be of the size, kind, and quality that the contractor will furnish. Samples will be inspected and tested for conformance of materials and must comply with the specifications as to construction, kind, and quality of materials. All samples must be printed on the paper required for that envelope as specified under “STOCK/PAPER.”

Contractor must submit samples to the SSA, Printing Management Branch, Baltimore, MD (see Exhibit K).

Contractor must submit samples within five (5) workdays of receipt of “O.K. to Print” on proofs.

The Government will approve, conditionally approve, or disapprove the samples within two (2) workdays of the 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 therefore.

If the samples are disapproved by the Government, the Government, at its option, may require the contractor to submit additional samples for inspection and test, in the time and under the terms and conditions specified in the notice of rejection. Such additional samples shall be furnished, and necessary changes made, at no additional cost to the Government. The Government will require the time specified above to inspect and test any additional samples required.

In the event that the samples are disapproved by the Government, the contractor shall be deemed to have failed to make delivery within the meaning of the default clause in which event this contract shall be subject to termination for default, provided however, that the failure of the Government to terminate the contract for default in such event shall not relieve the contractor of the responsibility to deliver the contract quantities in accordance with the shipping schedule.

In the event the Government fails to approve, conditionally approve, or disapprove the samples within the time specified, the Contracting Officer shall automatically extend the shipping schedule in accordance with article 12 “Notice of Compliance with Schedules” of contract clauses in GPO Contract Terms (GPO Publication 310.2, effective December 1, 1987 (Rev. 01-18)).

Manufacture of the final product prior to approval of the samples submitted is at the contractor’s risk. Samples will not be returned to the contractor. All costs, including the costs of all samples, shall be included in the contract price for the production quantity.

All samples shall be manufactured at the facilities and on the equipment in which the contract production quantities are to be manufactured.

**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: [http://www.gpo.gov/pdfs/customers/sfas/vol12/vol\\_12.pdf](http://www.gpo.gov/pdfs/customers/sfas/vol12/vol_12.pdf).

Color of stock furnished shall be of a uniform shade and a close match by visual inspection of Pantone colors. The Contracting Officer reserves the right to reject shipments of any order which, in his opinion, materially differs from that of the Pantone color(s) specified.

**NOTE Regarding JCP Code A60 Only:** 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.

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

The paper to be used will be indicated on each print order.

**Personalized Notices:** White Offset Book, basis weight: 50 lbs. per 500 sheets, 25 x 38", equal to JCP Code A60; or, at contractor's option, White Writing, basis weight: 20 lbs. per 500 sheets, 17 x 22", equal to JCP Code D10.

**Forms:** White Offset Book, basis weight: 50 lbs. per 500 sheets, 25 x 38", equal to JCP Code A60; or, at contractor's option, White Writing, basis weight: 20 lbs. per 500 sheets, 17 x 22", equal to JCP Code D10.

**Pamphlets:** White Offset Book, basis weight: 60 lbs. per 500 sheets, 25 x 38", equal to JCP Code A60.

**Card Tickets:** White Matte Coated Cover, basis weight: 80 lbs. per 500 sheets, 20 x 26", equal to JCP L50.

**Mail-out Envelopes:** 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.

**ECO Mail-Out Envelopes:** Blue Writing Envelope (close match to Pantone 290 (Blue)), basis weight: 24 lbs. per 500 sheets, 17 x 22", equal to JCP Code V20; or, at contractor's option, Blue Offset Book, basis weight: 60 lbs. per 500 sheets, 25 x 38", equal to JCP Code A63.

**BRM/CRM Envelopes:** Green Writing Envelope (match of Pantone 344 (Green)), basis weight: 20 lbs. per 500 sheets, 17 x 22", equal to JCP Code V20.

**CRM Envelopes:** White Writing Envelope, basis weight: 20 lbs. per 500 sheets, 17 x 22", equal to JCP Code V20.

**PRINTING/IMAGING:** The contractor must maintain a thorough quality assurance program to guarantee that digital imaging is securely fused to the paper; clear and legible; and, that a copy of the finished product is mailed to all addresses contained on furnished files.

**NOTE:** *The Government reserves the right to make changes to the envelopes or the format(s)/text of the pamphlets 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 should not preprint or maintain more than a \*90-day inventory of any of the components required for the notices on this contract. The Government shall not be required to purchase from the contractor the inventory of any component remaining on hand in excess of what was authorized when an envelope or format/text change is implemented.*

**Personalized Notices:** Contractor will be required to convert furnished data from electronic transmission for either laser or ion deposition imaging. All printing/imaging of notices shall have a minimum resolution of 600 x 600 dpi.

All notices are duplex printed (face and back, head to head) and one-side only (when an odd page is required) in black ink only. *Notices must appear exactly as was approved during validation. Absolutely no deviation will be accepted.*

**NOTE:** Spanish notices consist of two (2) parts: The first part is the Spanish notice; the second part is the same notice in English.

**Payment Stub Notices:** Daily Mailer 1, Daily Mailer 2, Daily Mailer 3, Daily Mailer 4, and Mailer 13 files will contain notices requiring a micro-perforated payment stub page with an alpha-numeric scanline. The micro-perforation on the payment stub page shall be located 3-1/2" (plus or minus 1/16") up from the bottom of the page and run along the entire 8-1/2" dimension. The alpha-numeric scanline shall be printed using the OCR-A font. The payment stub page (full 8-1/2 x 11" leaf) is part of the notice itself and will be electronically transmitted.

NOTE: The payment stub portion (i.e., the portion below the micro-perforation), once detached, will be scanned. It is critical that the bottom of the OCR-A scan line 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. The payment stub produced requires precision spacing, printing, and trimming, and must be guaranteed to 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.

**Forms:** Print head-to-head, face and back in black ink only.

**Card Tickets:** Print head-to-head in four color process.

**Pamphlets:** Print head-to-head in two (2) Pantone ink colors. Match Pantone ink colors specified on the print order.

**Mail-Out, BRM, and CRM Envelopes:** Contractor to follow copy presented at postaward conference. Envelopes print face and back (after manufacture) in black ink only.

Print FIM and IMB on the BRM and CRM envelopes using the furnished camera copy. The FIM and IMB should be placed on the mailing piece according to the current USPS Domestic Mail Manual, "Barcoded Mail pieces."

Printing on all envelopes shall be in accordance with the requirements for the style envelope ordered. All printing shall comply with all applicable U.S. Postal Service regulations. The envelope shall accept printing without feathering or penetrating to the reverse side.

All envelopes require a security tint (lining is acceptable) printed on the inside (back – before manufacture) in black ink. Contractor may use his own design but must guarantee that the product will ensure complete opacity and prevent show through of any material contained therein. The inside of the BRM and CRM envelopes must contain a clear area (no pantograph design), approximately 3-1/2 x 5/8" in size, behind the barcode to ensure the readability of barcode by the U.S. Postal Service equipment.

**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. If the forms and pamphlets are printed on recycled paper, the recycled paper logo and legend must print in the same Pantone ink color as the text.

**Notices:** The recycled paper logo/legend must be digitized by the contractor and imaged in the bottom right corner aligned with the contractor's control number on the first page of each notice. For bilingual Spanish/English notices, the logo will appear on the Spanish copy only.

**Forms/Pamphlets:** The SSA furnished electronic file(s) will already contain the recycled paper logo/legend in either English or Spanish (as appropriate).

**Envelopes:** The recycled paper logo/legend must be digitized by the contractor and imaged 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.

**MARGINS:** Margins will be as indicated on the print order, furnished copy, or furnished electronic file. For the pamphlets, the self-cover pages bleed three (3) sides. Pages contain adequate gripper margins.

#### **BINDING/CONSTRUCTION:**

*Notices:* Trim four sides. All pages in the notice are gathered 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 5-1/2", title out.

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.

*Perforation:* For the affected workloads, the micro-perforated payment stub is part of the notice itself and is a full 8-1/2 x 11" leaf. The micro-perforation on the payment stub page shall be located approximately 3-1/2" up from the bottom of the page and run along the entire 8-1/2" dimension.

NOTE: The last leaf of approximately 2% of ROAR notices and 80% of RECOOP notices contain the micro-perforated payment stub. (For bilingual Spanish/English notices, the payment stub will be on the last leaf of the Spanish notice and on the last leaf of the English notice.) However, the payment stub may not be on the same page for every notice due to ROAR and RECOOP notices having variable page counts. The contractor will be required to identify the payment stub page(s) (English/Spanish) requiring perforation.

*Forms:* Trim four sides. Fold from a flat size of 10-1/2 x 8" down to 3-1/2 x 8" with two parallel wraparound folds, title out. Perforate (slit or slot, no ink) on the fold 7" from left edge. Perforation must allow for easy, clean separation.

*Pamphlets:* Saddle-wire stitch in two places and trim three sides. Each product must contain complete 4-page signatures after trimming. Single leaves connected with a lip (i.e., binding stub) to left or right side of stitches will not be allowed.

*Card Tickets:* Trim four sides.

**ROAR, RECOOP, and ECO BRM Envelopes:** Envelopes 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 be 1-1/2" and 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.

Face of envelope to contain one die-cut address window (1 x 3-1/2" in size) with slightly rounded corners. Window is

to be located 7/8" from the bottom edge of the envelope and 3/4" from the right edge of the envelope. The address and barcode on the payment stub will appear in the envelope window. 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 payment stub is not obscured, and other extraneous information is not visible when the payment stub is inserted into the envelope.

Window is to be covered with a suitable transparent, low-gloss, 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. Poly-type material must meet the current U.S. Postal Service's (USPS) readability standards/requirements.

***REACT BRM Envelopes (without Window):*** Envelopes 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 be 1-1/2" and 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.

***CRM Envelopes:*** 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 be 1-1/2" and 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.

***Mail-out Envelopes:*** Envelopes must be open side, with gummed fold-over flap for sealing and contain high-cut diagonal seams. Flap depth is at contractor's option but must meet USPS requirements and must be coated with a suitable 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 (1-1/2 x 4-1/4" in size) with slightly rounded corners. Window is to be located 1-3/4" 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 transparent, low-gloss, 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. Poly-type material must meet the current U.S. Postal Service's readability standards/requirements.

**GATHERING/INSERTING:** Gather the appropriate number of leaves per notice (folded), and insert into mail-out envelope with recipient's name and address on first page facing out for visibility through window envelope.

When required (as specified according to each notice workload), any combination of the following components shall be inserted behind the notice (when viewed from the window side of the envelope): Forms, pamphlets, card tickets, BRM envelope, and/or CRM envelope. In the case of bilingual Spanish/English notices, the recipient's name and address on the Spanish notice should be visible through the window envelope. NOTE: The bilingual Spanish/English notices must be nested together.)

It is the contractor's responsibility to assure that only the computer-generated address, field office code, and IMB barcode on the notice will be visible through the bottom window in the mail-out envelope and that only one notice and one copy of each required insert is inserted into each mail-out envelope.



It is also the contractor's responsibility to assure that only the SSA field office return address on the notice will be visible through the top window of the mail-out envelope. In the case of bilingual Spanish/English notices, the recipient's name and address on the Spanish notice should be visible through the bottom window of the mail-out envelope. (The Spanish notice will be in front with the English notice inserted behind the Spanish notice (when viewed from the window side of the envelope).)

Seal mail-out envelopes.

**PRODUCTION INSPECTION:** Production inspection(s) may be required at the contractor's/subcontractor's plant for the purpose of establishing the receipt of transmitted files, printing of forms, pamphlets, card tickets, and/or envelopes, imaging, collating, folding, inserting, and mailing is being accomplished in accordance with contract quality attributes and requirements. NOTE: 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: A production inspection may be required at the contractor's facility before production begins on any new workload.

**DISTRIBUTION:** Mail f.o.b. contractor's each individual notice package. Contractor is responsible for all costs associated with transporting notice packages to the USPS.

**Domestic First-Class Letter-Size Mail:** The contractor is required to prepare domestic First-Class letter-size mail 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.

When volumes warrant, SSA requires the use of a permit imprint. The contractor must use SSA's "Postage and Fees Paid First Class Mail" permit imprint mailing indicia printed on each mail piece. Permit imprint indicia may be printed directly on mail pieces. Permit imprint mailings must contain at least 200 pieces or 50 pounds.

Each mail piece sent under this payment method must bear a permit imprint indicia showing that postage is paid.

The contractor is cautioned to use the permit imprint only for mailing material produced under this contract.

Contractors are strongly encouraged to apply for an exception in the Domestic Mail Manual, Section 604.5.1.2, called the Minimum Volume Reduction Provision (MVRP) through their local Business Mail Entry Unit (BMEU). (See Exhibit R for MVRP Request Letter for local BMEU.)

The MVRP provides an exception to the "200 pieces or 50 pounds" rule for Permit Imprint mailings (including certified and foreign mail). With the MVRP exception, contractors will be allowed to mail pieces under the 200 pieces or less than 50 pounds on a permit imprint eliminating metering (this includes certified and foreign mail). Mailers must submit USPS postal paperwork electronically, including piece level barcode information. Contractor will be required to contact USPS, prior to any MVRP expiration date (if specified by USPS). All MVRP agreements must be current.

This workload contains various weight pieces. 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. Requirements for the MMS are contained in Publication 401, "USPS Guide to the Manifest Mailing System," in effect at the time of the mailing.

NOTE: A copy of the USPS approval for the MMS must be presented at the postaward conference.

***If a Government meter is required:*** All meter equipment and supplies must be borne by the contractor. SSA will provide an Official Government Postage Meter head only, but will not supply the meter mail machine. SSA will fund the postage for meters through the USPS' Official Mail Accounting System (OMAS).

The contractor is responsible for the security of the Government postage meters and access is to be restricted to authorized personnel only. The contractor is to advise all staff there is a penalty for the private use of official Government postage meters (39USC3203).

The contractor should always maintain sufficient postage on the Government meter. 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 USPS website since they contain a barcode making each form unique. The contractor 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. 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 Program Lead.

The contractor must have approval from SSA's Postage Meter Accountability Team for turn-in of 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, 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.

The Government reserves the right to request the contractor to upload 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.

Contractor is not to relocate any Government postage meter containing SSA postage funds to any other building. Contractor is required to contact the SSA Program Lead before any movement of a Government postage meter containing SSA postage funds.

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.

Contractors should not receive invoicing for meter rentals. If an invoice is received, the contractor is to contact the SSA Program Lead immediately.

***“Official Government” Postage Meters with Automated Reporting Capability (Detailed):*** Postage meters with “Detailed Account Reporting” are capable of providing detailed meter usage reports (see Exhibit S). If the contractor utilizes meters with the detailed account reporting, the contractor is required to provide copies of detailed meter usage reports to SSA with each print order. The detailed report must be contract/print order specific.

When setting up the detail report for SSA, the contractor must set up the meter to record usage via contract program number, mailer number, and file date. The contractor may have to utilize the account and subaccount feature in order to capture the contract program number, mailer number, and file date.

If the contractor utilizes detailed reporting, the contractor will be required to utilize the postage meter account feature for each SSA print program that the contractor is producing. If the contractor requires assistance with set-up and operation of the “accounting” features of the postage meters, they are to contact SSA along with the meter manufacturer.

***Contractor Sites Using an SSA Postage Meter Activity Log (Manual Process):*** If the contractor is using mailing equipment that cannot support a postage meter with an internal accounting feature and/or capable of providing SSA with the detailed reporting, they will be required to complete an SSA Postage Meter Activity Log (see Exhibit T). Contractor must submit a copy of the Postage Meter Activity Log to SSA with each print order. The Postage Meter Activity log must be contract/print order specific.

NOTE: If the contractor produces multiple SSA contracts, they must submit a separate SSA Postage Meter Activity Log for each contract and each print order.

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. NOTE: If a primary meter fails, and a backup or replacement 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) and create a new activity log documenting the necessary fields to use with the backup or replacement meter.

The contractor is required to obtain the maximum USPS postage discounts possible in accordance with the USPS First-Class Domestic Mail automated and nonautomated mail discount structure in effect at the time of mailing: (a) Automation (5-digit); (b) Automation (3-digit); (c) Automation (AADC); (d) Automation (Mixed AADC); (e) Nonautomation (Presorted); and, (f) Nonautomation (Single Piece).

Mail addressed to United States possessions (e.g., American Samoa, Federated States of Micronesia, Guam, Marshall Islands, Northern Mariana Islands, Palau, Puerto Rico, U.S. Virgin Islands, and Wake Island) and Military Overseas Addresses (APO/FPO mail) is Domestic Mail, not International Mail, and should be included in the discount sorting above.

To maximize automation discounts, Intelligent Mail Barcode 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.

Contractor will be required to produce and use a USPS Intelligent Mail Barcode 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 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. The Full-Service option requires the contractor to use Postal One.

SSA will provide the contractor with a 6-digit Mailer Identifier (MID) for the mailing. The Mailer Identifier is a field within the Intelligent Mail barcode that is used to identify the owner of the mail.

USPS uses 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 inch between the barcode and the left and right edges of the window and at least 0.028-inch clearance between the Intelligent Mail Barcode 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 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.

The 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.

***Coding Accuracy Support System (CASS):*** Addresses for this contract will come from SSA's Supplemental Security Record (except RECOOP). SSA will provide a certificate indicating that, within the last 180 calendar days, the addresses have been matched against USPS certified Coding Accuracy Support System (CASS) certified ZIP Code software. New CASS certificates will be provided to the contractor as required by the USPS Domestic Mail Manual.

***National Change of Address (NCOA):*** Addresses for this contract will come from SSA's Supplemental Security Record (except RECOOP). SSA will provide the latest USPS National Change of Address certificate to the contractor throughout the duration of the contract as required by the USPS Domestic Mail Manual.

The contractor is required to fill in all applicable items on USPS form(s) and submit in duplicate to the entry post office. The post office will return a verified copy of USPS form(s) to the contractor. The contractor must immediately forward a copy to the ordering agency identifying the Program Number, Print Order Number, Jacket Number, as appropriate.

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

Permit Imprint is to be used for International Mail providing the mailing consists of at least 200 pieces. 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). All meter supplies must be borne by the contractor.

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 at the time of the mailing. Contractor must prepare mail pieces in accordance with the shape-based requirements of First-Class Mail International service listed in the USPS International Mail Manual and the additional requirements for IPA as specified in the most recent IMM.

The contractor is required to sort the mail to achieve the maximum postage discounts available with the IPA program. To maximize postage savings, the contractor shall sort to the IPA Rate Groups 1 through 15. Due to heightened security, many foreign postal administrations require complete sender and addressee information in roman letters and arabic numerals on postal items.

The complete address of the sender, including ZIP Code and country of origin, should be shown in the upper left corner of the address side of the envelope. International Mail return addresses must show as the last line of the address "UNITED STATES OF AMERICA," or "USA," all in upper-case 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 these requirements.

NOTE: International mail cannot contain a presort endorsement. Again, mail addressed to United States possessions (e.g., American Samoa, Federated States of Micronesia, Guam, Marshall Islands, Northern Mariana Islands, Palua, Puerto Rico, Virgin Islands, and Wake Island), and Military Overseas addresses (APO/FPO mail) is Domestic Mail, NOT International Mail.

***Mailing Documentation:*** The contractor shall 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 USPS 3607R and/or GPO's Form 712 (Certificate of Conformance) noted with file date and mailer number.

**Certificate of Conformance:** When using Permit Imprint Mail, the contractor must complete GPO Form 712 –

Certificate of Conformance (Rev. 10-15), and the appropriate mailing statement(s) supplied by the USPS. A fillable GPO Form 712 Certificate of Conformance can be found at <https://www.gpo.gov/how-to-work-with-us/vendors/forms-and-standards>.

The contractor shall 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. The contractor will use Federal Agency Code 276-00016 on all mailing documents. All copies must be legible and include both obverse and reverse side.

Within three (3) workdays of completion of each print order, the contractor shall provide PDF copies of all mailing documentation and 100% Accountability Summary reports to SSA, Printing Management Branch, Baltimore, MD (see Exhibit K). All copies must be legible and include required information to disseminate what the file date and Mailer documentation is for.

Furnished material and USPS validated copies of postal documentation must be delivered (via overnight carrier or PDF copies via email) to the SSA, Printing Management Branch, Baltimore, MD (see Exhibit K).

Upon completion of this contract, the contractor must return all furnished materials (if applicable) to Social Security Administration, Printing Management Team (see Exhibit K).

All expenses incidental to picking up and returning materials (if applicable), submitting proofs and prior to production samples, 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 task order or print order (GPO Form 2511), as applicable. *NOTE: If contractor should not receive the electronic task order, they must notify SSA's Printing Management Team immediately.*

For each option year exercised, the amount of time in the schedule will remain the same. The contractor must not deviate from the specified mailing schedule or the quantity to be mailed. In the event that the contractor is to deviate from the specified mail-out date or the quantity to be mailed, the SSA's Printing Management Team must be notified immediately.

When required, the furnished material and hard copy proofs must be picked up from and delivered to: SSA, Printing Management Branch, Baltimore, MD (see Exhibit K). Furnished manuscript and/or camera copy must be returned with proofs.

When required, the contractor to email PDF soft proofs to email address specified on the print order. Contractor is required to follow up with a phone call to the requestor to confirm receipt.

**The first task order for actual production will transmit on the morning of November 1, 2020. Contractor will be notified in advance if this date should change.**

***TRANSMISSION SCHEDULE:***

- ROAR Runs – Early mornings Tuesday through Saturday
- RECOOP Runs - Early mornings Tuesday through Saturday
- REACT Runs - Early mornings Tuesday through Saturday
- GARNISHMENT Runs - Early mornings Tuesday through Saturday
- TAX LEVY - Early mornings Tuesday through Saturday
- TTW TERMINATION Runs – First of the month
- TTW STARTUP Runs – Middle of the month
- ECO Runs – Last Friday of the month

**PROOF AND PRIOR TO PRODUCTION SAMPLES SCHEDULE:**

The following schedule begins the workday after receipt of furnished material; the workday after receipt will be the first workday of the schedule.

- Contractor to submit all required proofs for envelopes, forms, pamphlets, and card tickets 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 they are made available for pickup (hard copy proofs) or until changes/corrections/“O.K. to Print” are furnished via email (PDF soft proofs). (NOTE: The first workday after receipt of proofs at the ordering agency is day one (1) of the hold time.)
- Contractor to submit revised proofs, if necessary due to author’s alterations, within five (5) workdays of receipt of author’s alterations.
- Revised proofs will be withheld no more than three (3) workdays from their receipt at the ordering agency until they are made available for pickup (hard copy proofs) or until changes/corrections/“O.K. to Print” are furnished via email (PDF soft proofs). (NOTE: The first workday after receipt of proofs at the ordering agency is day one (1) of the hold time).
- For envelopes only, the contractor must submit prior to production samples within five (5) workdays of receipt of “O.K. to Print” on proofs.
- The Government will approve, conditionally approve, or disapprove the samples within two (2) workdays of the receipt thereof.

**PREPRODUCTION TEST SCHEDULES:** Contractor will be issued a print order for each of these tests.

***Preproduction Validations and Tests:***

Contractor must complete validation prior to testing. Prior to receiving transmission of live production data files, the contractor will be required to perform the following tests:

In order for proper arrangements to be made, notification must be given at least five (5) 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.

***Daily/Monthly Transmission Test:***

This test is to be performed within one (1) week after the bandwidth connection has been installed. The contractor will be required to perform the ROAR, RECOOP, REACT, GARNISHMENT, TAX LEVY, TTW (TERMINATION/STARTUP), and ECO Notice Transmission Test.

- The contractor will be required to receive approximately 360,000 notices within one (1) workday.
- The contractor will be required to perform a Record Count Verification within one (1) workday of receipt of complete transmission of all notice test files and furnish the Government with the exact counts.
- The Government will provide verification within one (1) workday of receipt thereof.

*Preproduction Notice Validation Test:*

- Contractor to submit the required samples from test files within 10 workdays of receipt of electronic test files.
- The Government will approve, conditionally approve, or disapprove within three (3) workdays of receipt thereof.

*Payment Stub Validation Test:*

This test is to be performed prior to the Preproduction Press and Mail Run Test.

- Contractor to submit the required samples within 10 workdays of receipt of test files.
- The Government will approve, conditionally approve, or disapprove within five (5) workdays of receipt thereof.

*Preproduction Press and Mail Run Test (12-Hour Test):*

The Daily/Monthly Notice 12-Hour Preproduction Press and Mail Run Test is to be performed within seven (7) workdays after the Transmission Test has been successfully completed and the Transmission Test samples have been approved by SSA.

- The contractor must produce 183,975 notices in continuous 12-hour period.
- The Government will approve, conditionally approve, or disapprove within seven (7) workdays of receipt thereof.

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

- When required, contractor must submit required notice samples within three (3) workdays of receipt of test files.
- The Government will approve, conditionally approve, or disapprove within two (2) workdays of receipt thereof.

**PRODUCTION SCHEDULE:**

**Workday** – The term “workday” is defined as Monday through Friday\* each week, exclusive of 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.

\*NOTE: The contractor’s FTMS software shall 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” specified herein for additional information).

Live production files will be transmitted on a daily basis Tuesday (early morning) through Saturday for the Daily/Monthly notices,

**NOTE:** Contractor should 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) 965-2580.

***Daily Production Schedule: Daily files transmit each morning Tuesday through Saturday.***

**Mailers 1, 2, and 5 through 10:** Complete production and mailing must be made within five (5) workdays of receipt of each transmitted file (for example, transmissions received on Tuesday must be mailed by the close of business the following Tuesday; transmissions received on Saturday must be mailed by the close of business the following Friday).

**Mailers 3 and 4:** Complete production and mailing must be made within two (2) workdays of receipt of each transmitted file (for example, transmissions received on Tuesday must be mailed by the close of business the following Thursday; transmissions received on Saturday must be mailed by the close of business the following Tuesday).

***Monthly Production Schedule:***

**Mailers 11 through 13:** Complete production and mailing must be made within five (5) workdays of receipt of each transmitted file (for example, transmissions received on Monday must be mailed by the close of business the following Monday; transmissions received on Saturday must be mailed by the close of business the following Friday).

NOTE: Transmission delays of 24 hours or more will not constitute a backlog. Premium Payments for Daily volume may be used if the next day's transmission exceeds total daily maximums.

Contractor is encouraged to start mailing as soon as they are ready which counts towards the delivery schedule as outlined above.

The contractor must notify the U.S. GPO and SSA of the date and time the production and press sheet inspections can be performed. In order for proper arrangements to be made, notification must be given at least 48 hours prior to the inspection. Notify the U.S. Government Publishing Office, 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 of GPO Contract Terms (GPO Publication 310.2, effective December 1, 1987 (Rev. 01-18)). NOTE: 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

The ship/deliver date indicated on the print order is the date products ordered for mailing f.o.b. contractor's city must be delivered to the USPS.

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 the one (1) year's production 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 under this contract for a like period of time.

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

I. 13

II. 25

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

IV. (a) 6  
(b) 108

V. (a) 250  
(b) 16,556  
(c) 26  
(d) 26,880  
(e) 920  
(f) 8,861  
(g) 5,601  
(h) 320  
(i) 1,905

VI. (a) 16,556  
(b) 26  
(c) 13,440  
(d) 920  
(e) 8,561  
(f) 300  
(g) 1,887  
(h) 18

VII.8,861

**SECTION 4. - SCHEDULE OF PRICES**

Bids offered are f.o.b. contractor’s city.

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 non-responsive.

An entry of NC (No Charge) shall 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 non-responsive.

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 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 VI. “PAPER”.

**I. PROCESSING/FORMATting FILES:** The contractor will be allowed only one (1) charge per mailer for the term of the contract to process and/or format the Advance Function Presentation (AFP) files, AFP resources, and the Mail Run Data files supplied necessary to print and mail the notices for each mailer.

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

**II. COMPOSITION AND PROOFS FOR ENVELOPES:** Prices offered must include the cost of all operations (including prior to production samples), in accordance with the terms of these specifications for each of the 25 envelopes.

Composition and PDF soft proof of envelope ..... per envelope.....\$ \_\_\_\_\_

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

**III. PREPRODUCTION VALIDATION AND TESTS:** Price offered must include all costs incurred in performing the tests as specified in these specifications. These costs shall cover, but are not limited to, machine time, personnel, all required materials, transmissions, electronic prepress, plates, paper, printing, imaging, binding, construction, gathering, 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.

- (a) Transmission Test.....per test.....\$ \_\_\_\_\_
- (b) Preproduction Notice Validation Test.....per test.....\$ \_\_\_\_\_
- (c) Payment Stub Validation Test .....per test.....\$ \_\_\_\_\_

**IV. PROOFS FOR FORMS, PAMPHLETS, AND CARD TICKETS:** Prices offered must include the cost of all materials and operations necessary for the complete production of the product listed in accordance with these specifications.

- (a) Form: Inkjet proof..... per trim/page-size unit.....\$ \_\_\_\_\_
- (b) Pamphlets/Card Tickets: Inkjet proof ..... per trim/page-size unit.....\$ \_\_\_\_\_

**V. PRINTING/IMAGING AND BINDING/CONSTRUCTION:** Prices offered must include the cost of all materials and operations (including PDF soft proofs for forms, pamphlets, and card tickets) necessary for the printing/imaging and binding/construction 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. This combined charge shall include all materials and operations necessary to makeready and/or setup the contractor's equipment for mailers run each workday. Any invoice submitted with more than one makeready/setup charge per workday will be disallowed. NOTE: Workday is Monday through Friday and excludes all Federal Holidays.

- (b) Notices:  
Printing/imaging in black ink, including binding/construction ..... per 1,000 leaves.....\$ \_\_\_\_\_
- (c) Form SSA-3105:  
Printing in black ink, including binding/construction ..... per 1,000 forms.....\$ \_\_\_\_\_
- (d) Pamphlets:  
Printing in two ink colors, including binding/construction ..... per 1,000 pages.....\$ \_\_\_\_\_
- (e) Card Ticket:  
Printing in four color process, including binding/construction ..... per 1,000 leaves.....\$ \_\_\_\_\_
- (f) Mail-out Envelopes:  
Printing in black ink, including binding/construction ..... per 1,000 envelopes.....\$ \_\_\_\_\_

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

- (g) BRM Window Envelopes:  
Printing in black ink, including binding/construction..... per 1,000 envelopes.....\$ \_\_\_\_\_
- (h) BRM Non-Window Envelopes:  
Printing in black ink, including binding/construction..... per 1,000 envelopes.....\$ \_\_\_\_\_
- (i) CRM Envelopes:  
Printing in black ink, including binding/construction..... per 1,000 envelopes.....\$ \_\_\_\_\_

**VI. 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:

- Notices: A charge will be allowed for each page-size leaf.
- Form: A charge will be allowed for each page-size leaf.
- Pamphlets: A charge will be allowed for each page-size leaf.
- Card Ticket: A charge will be allowed for each page-size leaf.
- Envelopes: A charge will be allowed for one page-size leaf for each envelope.

Per 1,000 Leaves

- (a) Notices:  
White Offset Book (50-lb.); or, at contractor’s option, White Writing (20-lb.).....\$ \_\_\_\_\_
- (b) Form SSA-3105:  
White Offset Book (50-lb.); or, at contractor’s option, White Writing (20-lb.).....\$ \_\_\_\_\_
- (c) Pamphlets:  
White Offset Book (60-lb.).....\$ \_\_\_\_\_
- (d) Card Ticket: White Matte Coated Cover (80-lb.).....\$ \_\_\_\_\_
- (e) Mail-out Envelopes:  
White Writing Envelope (24-lb.);  
or, at contractor’s option, White Offset Book (60-lb.).....\$ \_\_\_\_\_
- (f) ECO Mail-out Envelopes:  
Blue Writing Envelope (24-lb.);  
or at contractor’s option, Blue Offset Book (60-lb.) .....\$ \_\_\_\_\_
- (g) BRM/CRM Envelopes (Window and Non-Window): Green Writing Envelope (20-lb.) .....\$ \_\_\_\_\_
- (h) CRM Envelopes: White Writing Envelope (20-lb.).....\$ \_\_\_\_\_

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

**VII. GATHERING AND INSERTING:** Prices offered must include the cost of all required materials and operations necessary for the mailing of the notices including cost of gathering notice(s) (single or multiple leaves) in proper sequence, and inserting notice(s) and appropriate inserts as required into mail-out envelope, and, complete distribution, in accordance with these specifications.

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)

**SHIPMENTS:** 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 Solicitations 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 point(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's Name) (GPO Contractor's Code)

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

\_\_\_\_\_  
(City – State – Zip Code)

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

\_\_\_\_\_  
(Printed Name) (Telephone Number)

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

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**THIS SECTION FOR GPO USE ONLY**

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

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