

Program 3005-5 Term Date of Award To 3/31/2020
 TITLE: VA Health Benefit Communications

ITEM NO	DESCRIPTION	BASIS OF AWARD	Cenveo 040-18610		NPC, Inc. 370-64115		PREVIOUS/ESTIMATE	
			UNIT RATE	COST	UNIT RATE	COST	UNIT RATE	COST
I. PRE-PRODUCTION TESTS:								
(a)	Transmission Test. Per test.	1	1000.00	\$ 1,000.00	N/C	\$ -	N/C	\$ -
(b)	Preproduction Validation Tests							
1.	Printed Samples. Per test.	1	1000.00	\$ 1,000.00	N/C	\$ -	N/C	\$ -
2.	Electronic Samples. Per test.	1	1000.00	\$ 1,000.00	N/C	\$ -	N/C	\$ -
3.	Mail Management Files. Per test.	1	1000.00	\$ 1,000.00	N/C	\$ -	N/C	\$ -
(c)	System Change/Updated Content Validation Test. Per test	8	500.00	\$ 4,000.00	2000.00	\$ 16,000.00	N/C	\$ -
II. PRINTING, VARIABLE IMAGING, BINDING AND CONSTRUCTION:								
Prices offered must be all inclusive and include the cost of materials and operations (including the cost of envelopes) necessary for the printing, imaging, binding, and construction of the product listed in accordance with these specifications.								
(a)	<i>Handbooks -</i>							
1.	Text - Printing in black ink and imaging in black, including binding. Per page.							
(1)	Makeready and/or setup	4046	2.00	\$ 8,092.00	9.26	\$ 37,465.96	13.75	\$ 55,632.50
(2)	Running Per 1,000 copies	34146	20.00	\$ 682,920.00	8.27	\$ 282,387.42	7.30	\$ 249,265.80
2.	Complete Cover - Printing in four-color process and imaging in black including binding. Per complete cover.							
(1)	Makeready and/or setup	52	20.00	\$ 1,040.00	190.33	\$ 9,897.16	171.00	\$ 8,892.00
(2)	Running Per 1,000 copies	440	100.00	\$ 44,000.00	31.72	\$ 13,956.80	17.00	\$ 7,480.00
(b)	<i>Cover Letters -</i>							
	Printing in black and imaging in black, including binding per letter							
(1)	Makeready and/or setup	52	50.00	\$ 2,600.00	123.22	\$ 6,407.44	13.75	\$ 715.00
(2)	Running Per 1,000 copies	440	80.00	\$ 35,200.00	27.95	\$ 12,298.00	15.90	\$ 6,996.00
(c)	<i>Health Benefits Insert -</i>							
	Printing in black and imaging in black, including binding per insert							
(1)	Makeready and/or setup	52	50.00	\$ 2,600.00	103.32	\$ 5,372.64	12.50	\$ 650.00
(2)	Running Per 1,000 copies	358	65.00	\$ 23,270.00	27.95	\$ 10,006.10	14.25	\$ 5,101.50
(d)	<i>Preferred Facility Insert-</i>							
	Printing in black and imaging in black, including binding per insert							
(1)	Makeready and/or setup	52	50.00	\$ 2,600.00	103.32	\$ 5,372.64	12.50	\$ 650.00
(2)	Running Per 1,000 copies	20	65.00	\$ 1,300.00	27.95	\$ 559.00	14.25	\$ 285.00
(e)	<i>Appellate Rights Form-</i>							
	Printing in black, including binding. Per form.							
(1)	Makeready and/or setup	52	15.00	\$ 780.00	163.66	\$ 8,510.32	72.50	\$ 3,770.00
(2)	Running Per 1,000 copies	796	25.00	\$ 19,900.00	27.95	\$ 22,248.20	3.80	\$ 3,024.80
(f)	<i>Notice of Privacy Practices -</i>							
	Printing in black, including binding. Per notice.							
(1)	Makeready and/or setup	52	15.00	\$ 780.00	252.30	\$ 13,119.60	78.25	\$ 4,069.00
(2)	Running Per 1,000 copies	440	25.00	\$ 11,000.00	37.95	\$ 16,698.00	5.77	\$ 2,538.80
(g)	<i>Mail-out Envelope (6-1/4 x 9-1/8") -</i>							
	Printing in black, including construction. Per envelope.							
(1)	Makeready and/or setup	52	50.00	\$ 2,600.00	94.79	\$ 4,929.08	25.00	\$ 1,300.00
(2)	Running Per 1,000 copies	463	50.00	\$ 23,150.00	68.61	\$ 31,766.43	93.24	\$ 43,170.12
(h)	<i>Mail-out Envelope (No. 10) -</i>							
	Printing in black, including construction. Per envelope.							
(1)	Makeready and/or setup	52	50.00	\$ 2,600.00	94.79	\$ 4,929.08	25.00	\$ 1,300.00
(2)	Running Per 1,000 copies	375	30.00	\$ 11,250.00	45.36	\$ 17,010.00	25.00	\$ 9,375.00

III. PAPER:	Payment for all paper supplied by the contractor under the terms of these specifications, as ordered on the individual print orders, 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: Text - Each page-size leaf Covers - Two page-size leaves will be allowed for each complete cover. Prices offered must include the cost of paper for backstrip, when required. Inserts, Forms, and Notices - Each page-size leaf.							
(a)	White Offset Books (50 lb.). Per 1,000 leaves.	17450	10.00	\$ 174,500.00	5.91	\$ 103,129.50	6.00	\$ 104,700.00
(b)	White Litho (Gloss) Coated Cover (60 pound). Per 1,000 leaves.	880	26.00	\$ 22,880.00	14.23	\$ 12,522.40	14.00	\$ 12,320.00
(c)	White Writing (20 lb). Per 1,000 leaves.	2200	10.00	\$ 22,000.00	10.68	\$ 23,496.00	9.50	\$ 20,900.00
(d)	White Bond (20 lb). Per 1,000 leaves.	440	9.00	\$ 3,960.00	10.68	\$ 4,699.20	9.50	\$ 4,180.00
IV. ADDITIONAL OPERATIONS:								
(a)	CMS Initial Population (English). One-time charge.	1	7000.00	\$ 7,000.00	500.00	\$ 500.00	500.00	\$ 500.00
(b)	CMS Initial Population (Spanish). One-time charge.	1	7000.00	\$ 7,000.00	500.00	\$ 500.00	500.00	\$ 500.00
(c)	Server Maintenance. Per month.	12	9750.00	\$ 117,000.00	10625.00	\$ 127,500.00	10625.00	\$ 127,500.00
(d)	Training. Per session.	6	3500.00	\$ 21,000.00	7500.00	\$ 45,000.00	500.00	\$ 3,000.00
(e)	On-line handbook Web Interface. Monthly.	12	5000.00	\$ 60,000.00	72300.00	\$ 867,600.00	101000.00	\$ 1,212,000.00
(f)	Weekly Progress Reports. Per report.	52	250.00	\$ 13,000.00	200.00	\$ 10,400.00	200.00	\$ 10,400.00
(g)	Creation of "stand-alone" (PDF). Per record submitted.	867876	0.21	\$ 182,253.96	0.07	\$ 60,751.32	0.07	\$ 60,751.32
(h)	Creation of ".txt" file containing extracted information from all files. Per print order.	52	250.00	\$ 13,000.00	360.00	\$ 18,720.00	360.00	\$ 18,720.00
(i)	Weight Calculation / pre-composition adjustment. Per record printed.	440000	0.10	\$ 44,000.00	0.12	\$ 52,800.00	0.12	\$ 52,800.00
(j)	Return of White Mail. When required.	120	200.00	\$ 24,000.00	400.00	\$ 48,000.00	300.00	\$ 36,000.00
(k)	Help Desk Technical Support. Per Hour.	6	250.00	\$ 1,500.00	200.00	\$ 1,200.00	400.00	\$ 2,400.00
(l)	Processing of Undeliverable / Returned Mail. Per 1,000 pieces.	28	250.00	\$ 7,000.00	793.93	\$ 22,230.04	521.97	\$ 14,615.02
V. PACKAGING AND MAILING:	Prices offered must include the cost of all required materials and operations necessary for the mailing of the Handbooks and Inserts including the cost of collating components in proper sequence and folding (if applicable) in accordance with these specifications, insertion of components and into appropriate mail-out envelope and mailing in accordance with these specifications.							
(a)	<i>Veterans Health Benefits Handbook Package</i> - Inserting of handbook, cover letter, Appellate Rights form, Notice of Privacy Practice and 6-1/4 x 9-1/8" mail-out envelope. Per 1,000 packages.	463	90.00	\$ 41,670.00	206.11	\$ 95,428.93	180.00	\$ 83,340.00
(b)	<i>Health Benefits Insert Package</i> - Insert Appellate Rights form, into No. 10 mail-out envelope. Per 1,000 packages.	356	45.00	\$ 16,020.00	120.06	\$ 42,741.36	41.50	\$ 14,774.00
(c)	Additional performance when 2nd leaf of health benefits insert is required. Per 1,000 copies.	2	100.00	\$ 200.00	75.83	\$ 151.66	40.00	\$ 80.00
(d)	<i>Preferred Facility Insert Package</i> - Consisting of inserting into No. 10 mail-out envelope. Per 1,000 packages.	20	50.00	\$ 1,000.00	600.32	\$ 12,006.40	250.00	\$ 5,000.00
CONTRACTOR TOTALS				\$ 1,662,665.96		\$ 2,068,310.68		\$ 2,188,695.86
DISCOUNT		1%		\$ 16,626.66	0.25%	\$ 5,170.78	0.25%	\$ 5,471.74
DISCOUNTED TOTALS		20 days		\$ 1,646,039.30	20 days	\$ 2,063,139.90		\$ 2,183,224.12

AWARDED

Reviewed by: _____

U.S. GOVERNMENT PUBLISHING OFFICE

Seattle, Washington

GENERAL TERMS, CONDITIONS, AND SPECIFICATIONS

For the Procurement of

VA Health Benefit Communications

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

Department of the Veterans Affairs (VA)

Single Award

TERM OF CONTRACT: The term of this contract is for the period beginning **Date of Award** and ending **March 31, 2020** 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: Required post award preparations and testing will take place from Date of Award through March 31, 2019. This will include tasks as indicated in Attachments A, B, & C. Actual production begins April 1, 2019.

BID OPENING: Bids will be publicly open at 2:00 P.M., prevailing Seattle, WA, time, on **January 16, 2019**

BID SUBMISSION: Submit bid to: U.S. GOVERNMENT PUBLISHING OFFICE; 4735 E. Marginal Way South; Suite 1111; Seattle; Washington; 98134. Fill out Section 4; Schedule of Prices; of this specification. Mark your bid “ATTN: 3005-S” on the outside of the envelope. Facsimile bids in response to this solicitation are permitted. Facsimile bids may be submitted directly to Seattle GPO, Fax No. (206)764-6706. The Program number (Program 3005-S) and bid opening date must be specified with the bid. Refer to Facsimile Bids in Solicitation Provisions of GPO Contract Terms, GPO Publication 310.2, as revised January 2018. Hand delivered bids are to be taken to: U.S. GOVERNMENT PUBLISHING OFFICE; 4735 E. Marginal Way South; Suite 1111; Seattle; Washington; 98134, between the hours of 8:00 a.m. and 2:00 p.m., prevailing Pacific time, Monday through Friday. If further instruction or assistance is required, call (206)764-3726.

BIDDERS, PLEASE NOTE: 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 the following:

- GPO has issued a new *GPO Publication 310.2, GPO Contract Terms - Solicitation Provisions, Supplemental Specifications, and Contract Clauses (Rev 1-18)*. Prospective bidders should carefully read this publication as the applicable terms within become an integral part of this contract. The document is posted at: <https://www.gpo.gov/how-to-work-with-us/vendors/forms-and-standards> along with a list of major revisions.
- The GPO 910 “BID” Form is no longer required. Bidders are to fill out, sign/initial, as applicable, all pages of SECTION 4. – SCHEDULE OF PRICES.

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

For information of a technical nature, contact Felicia Buchko at 206-764-3726 or (infoseattle@gpo.gov).

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. August 2002)).

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

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

SUBCONTRACTING: Contract Clause 6, "Subcontracts," of GPO Contract Terms (GPO Publication 310.2, effective December 1, 1987 (Rev. 6-01)), is modified to permit subcontracting of the printing of the Appellate Rights form, Notice of Privacy Practices, and for the manufacturing of envelopes only.

GPO IMPRINT REQUIREMENTS: The GPO imprint requirement, GPO Contract Terms, Supplemental Specifications, No. 9, is waived.

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 Z1.4):

- (a) Non-destructive Tests - General Inspection Level I.
- (b) Destructive Tests - Special Inspection Level S-2.

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

<u>Attribute</u>	<u>Specified Standard</u>
P-7. Type Quality and Uniformity	Average Type Dimension/ Electronic Media
P-8. Halftone Match (Single and Double Impression)	Electronic Media
P-10. Process Color Match	Electronic Media

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 three months for preparations and testing plus five years for actual production as a result of, and including any extension(s) added under this clause. Further extension may be negotiated under the "EXTENSION OF CONTRACT TERM" clause. See also "ECONOMIC PRICE ADJUSTMENT" for authorized pricing adjustment(s).

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

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

For the purpose of this clause, performance under this contract will be divided into successive periods. The first period will extend from **Date of Award** to **March 31, 2020** and the second and any succeeding period(s) will extend for 12 months from the end of the last preceding period, except that the length of the final period may vary. The first day of the second and any succeeding period(s) will be the effective date of the economic price adjustment for that period.

NOTE: The term of the first contract year (base year) is expected to be approximately 14 months; however, the Economic Price Adjustment will be based on the date of actual production. Actual production begins on April 1, 2019.

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 **December 31, 2018**, 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.

If the Government exercises an option, the extended contract shall be considered to include this economic price adjustment clause.

NOTE: Economic price adjustments are not cumulative and are to be applied to original bid prices only.

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 April 1, 2019.

1. BLS code 0913 for All Paper will apply to all paper required under this contract.
2. The applicable index figures for the month of **March 2019**, will establish the base index.
3. There shall be no price adjustment for the first three 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 the month that 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:

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

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 line items III (a) thru (d) 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 – PRIVACY REQUIREMENTS:

General - All contractors and contractor personnel shall be subject to the Federal laws, regulations, standards and VA Directives and Handbooks, regarding information system security as delineated in this contract. Contractors must follow policies and procedures outlined in VA Directive 6500, *Information Security Program* and its handbooks to ensure appropriate security controls are in place.

SECURITY REQUIREMENTS: Protection of Confidential Information

- (a) The contractor shall restrict access to all confidential information obtained from the Department of Veterans Affairs 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 post award conference between the Contracting Officer and the responsible contractor representative.
- (b) The contractor shall process all confidential information obtained from VA 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 VA 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 VA. 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.
- (f) All confidential information obtained from VA for use in the performance of this contract shall, at all times, be stored in an area that is physically safe from unauthorized access.

See page 16 of 44: Preaward Survey, Security Control Plan - Production Area

- (g) 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. (See "PREAWARD" for more information.)

SECURITY REQUIREMENTS: Protection of Confidential Information

This contract has been designated Public Trust Position Level 1 (Limited). Due to the sensitive nature of the information contained in the products produced under this contract, contractor employees performing under this contract will be subject to a thorough civil and criminal background check. "Performing under this contract" is defined as working on-site at a VA facility (including visiting the VA site for any reason) or having access to Government programmatic or sensitive information.

The contractor shall submit a completed Background Investigation Request Worksheet for each contractor employee who will be working on this contract within seven calendar days of contract award. VA will process all required background checks. Contractor employees are required to be fingerprinted within fourteen calendar days of contract award, unless otherwise notified by VA. It is the responsibility of the contractor to ensure fingerprint cards are processed through their local police departments or other authorized finger printers. VA will provide additional information on fingerprinting requirements at contract award.

See Exhibit A: Employee Background Investigative Request Worksheet

The general requirements as listed above are required of any new and current contractor employees performing contract work, and any project supervisors and management officials who have access to Government sensitive information.

The contractor is responsible for updating the background investigation template as personnel are added to the contract. The contractor must submit the updated roster to the Contracting Officer within seven calendar days after the added personnel are approved by VA. The background investigation forms and fingerprinting must be completed within seven calendar days of the personnel being added to the contract.

Access to VA Information and VA Information System –

1. A contractor shall request logical (technical) and/or physical access to VA information and VA information systems for employees only to the extent necessary: (1) to perform the services specified in the contract; (2) to perform necessary maintenance functions for electronic storage or transmission media necessary for performance of the contract; and, (3) for individuals who first satisfy the same conditions, requirements and restrictions that comparable VA employees must meet in order to have access to the same type of VA information.
2. All contractor employees working with VA Sensitive Information are subject to the same investigative requirements as those of regular VA appointees or employees who have access to the same types of information. The level of background security investigation will be in accordance with VA Directive 0710, Handbook 0710, which are available at: <http://www1.va.gov/vapubs/> and VHA Directive 0710 and implementing Handbook 0710.01 which are available at: <http://www.va.gov/vhapublications/index.cfm>. Contractors are responsible for screening their employees. The following are VA's approved policy exceptions for meeting VA's background screenings/investigative requirements for certain types of contractors:

Contract personnel not accessing VA information resources such as personnel hired to maintain the medical facility grounds; construction contracts; utility system contractors; etc., contract personnel with limited and intermittent access to equipment connected to facility networks on which no VA sensitive information is available, including contractors who install, maintain, and repair networked building equipment, such as fire alarm; heating, ventilation, and air conditioning equipment; elevator control systems, etc. If equipment to be repaired is located within sensitive areas of a VA facility (e.g., computer room/communications closets) VA IT staff must escort contractors while on-site.

VA Information Custodial Requirements –

1. Information made available to the contractor by VA for the performance and/or administration of this contract or information developed by the contractor in performance and/or administration of the contract shall be used only for those purposes and shall not be used in any other way without the prior written agreement of the Contracting Officer. This clause expressly limits the contractor's rights to use data as described in Rights in Data - General, Federal Acquisition Regulation (FAR) 52.227-14(d) (1).
2. VA information will NOT be commingled with any other data on the contractor's information systems/media storage systems in order to ensure VA requirements related to data protection and media sanitization can be met. VA also reserves the right to conduct IT resource inspections to ensure data separation and on-site inspection of information destruction/media sanitization procedures to ensure they are in compliance with VA policy requirements.
3. Prior to termination or completion of this contract, the contractor will not destroy information received from VA or gathered or created by the contractor in the course of performing this contract without prior written approval by VA. Any data destruction done on behalf of VA by a contractor must be done in accordance with National Archives and Records Administration (NARA) requirements as outlined in VA Directive 6300, *Records and Information Management* and its Handbook 6300.1 *Records Management Procedures*, and applicable VA Records Control Schedules. These Directives are available at: <http://www.va.gov/vapubs/>.
4. The contractor will receive, gather, store, back up, maintain, use, disclose and dispose of VA information only in compliance with the terms of the contract and applicable Federal and VA information confidentiality and security laws, regulations and policies. Applicable Federal information security regulations include all Federal Information Processing Standards (FIPS) and Special Publications (SP) issued by the National Institute of Standards and Technology (NIST). If Federal or VA information confidentiality and security laws, regulations and policies become applicable to the VA information or information systems after execution of the contract, or if NIST issues or updates applicable FIPS after execution of this contract, the parties agree to negotiate in good faith to implement the information confidentiality and security laws, regulations and policies, including FIPS or SP, in this contract.
5. Contractors collecting, storing, or disseminating personally identifiable information (PII) or protected health information (PHI) data must conform to all pertinent regulations, laws, and VA directives related to privacy. Contractors must provide access for VA privacy reviews and assessments and provide appropriate documentation as directed.
6. The contractor shall not make copies of VA information except as necessary to perform the terms of the agreement or to preserve electronic information stored on contractor electronic storage media for restoration in case any electronic equipment or data used by the contractor needs to be restored to an operating state.
7. If VA determines that the contractor has violated any of the information confidentiality, privacy, and security provisions of the contract, it shall be sufficient grounds for the Government to terminate the contract for default or terminate for cause under the GPO Printing Procurement Regulations (GPO Publication 305.3).
8. If a Veterans Health Administration (VHA) contract is terminated for cause, the associated business associate agreement (BAA) will also be terminated and appropriate actions taken in accordance with VHA Handbook 1600.01 Business Associates.
9. Contractor will store, transport or transmit VA sensitive information in an encrypted form, using a VA-approved encryption application that meets the requirements of NIST's FIPS 140-2 standard.
10. The contractor's firewall and Web services security controls, if applicable, shall meet or exceed VA's minimum requirements. VA directives are available on the VA directives Web site at <http://www.va.gov/vapubs/>.
11. Except for uses and disclosures of VA information authorized by this contract for performance of the contract, the contractor may use and disclose VA information only in two other situations: (1) in response to a qualifying order of a court of competent jurisdiction; or, (2) with VA's prior written approval. The contractor will refer

all requests for, demands for production of, or inquiries about, VA information and information systems to VA for response.

12. Notwithstanding the provision above, the contractor shall NOT release medical quality assurance records protected by 38 U.S.C. 5705 or records pertaining to drug addiction, sickle cell anemia, alcoholism or alcohol abuse, or infection with human immunodeficiency virus protected under 38 U.S.C. 7332 under any circumstances, including in response to a court order, and shall immediately refer such court orders or other inquiries to VA for response.
13. The contractor will not use technologies banned in VA in meeting the requirements of the contract (e.g., Bluetooth enabled devices).

Information System Design and Development –

1. Information systems that are designed or developed for, or on behalf of, VA at non-VA facilities shall comply with all VA policies developed in accordance with Federal Information Security Management Act (FISMA), Health Insurance Portability and Accountability Act (HIPAA), NIST, and related VA security and privacy control requirements for Federal information systems. This includes standards for the protection of electronic PHI, outlined in 45 C.F.R. Part 164, Subpart C, information and system security categorization level designations in accordance with FIPS 199 and FIPS 200 with implementation of all baseline security controls commensurate with the FIPS 199 system security categorization (reference Appendix D of VA Handbook 6500, VA Information Security Program). During the development cycle, a privacy impact assessment will be completed, provided to the VA representative, and approved by the VA Privacy Service in accordance with VA Privacy Impact Assessment Handbook 6500.3.
2. The security controls must be designed, developed, approved by VA, and implemented in accordance with the provisions of VA security system development life cycle as outlined in NIST Special Publication 800-37 and VA Handbook 6500.
3. The contractor will be required to design, develop, or operate a System of Records on individuals to accomplish an agency function subject to the Privacy Act of 1974, (as amended), Public Law 93-579, December 31, 1974 (5 U.S.C.552a) and applicable agency regulations. Violation of the Privacy Act may involve the imposition of criminal and civil penalties.
4. The contractor agrees to –
 - a. Comply with the Privacy Act of 1974 (the Act) and the agency rules and regulations issued under the Act in the design, development, or operation of any system of records on individuals to accomplish an agency function when the contract specifically identifies the systems of records; and the design, development, or operation work that the contractor is to perform;
 - b. Include the Privacy Act notification contained in this contract in every solicitation and resulting subcontract and in every subcontract awarded without a solicitation, when the work statement in the proposed subcontract requires the redesign, development, or operation of a system of records on individuals that is subject to the Act; and,
 - c. Include this Privacy Act clause, including this subparagraph (3), in all subcontracts awarded under this contract which requires the design, development, or operation of such a system of records.
5. In the event of violations of the Act, a civil action may be brought against the agency involved when 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 when 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 is considered to be an employee of the agency.
6. “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.

7. "Record" means any item, collection, or grouping of information about an individual that is maintained by an agency, including, but not limited to, education, financial transactions, medical history, and criminal or employment history and contains the person's name, or the identifying number, symbol, or other identifying particular assigned to the individual, such as a fingerprint or voiceprint, or a photograph.
8. "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.

Information System Hosting, Operation, Maintenance and/or Use –

1. For information systems that are hosted, operated, maintained, or used on behalf of VA at non-VA facilities, contractors are fully responsible and accountable for ensuring compliance with all HIPAA, Privacy Act, FISMA, NIST, FIPS, and VA security and privacy directives and handbooks. The contractor security control procedures must be identical, not equivalent, to those procedures used to secure VA systems. A privacy impact assessment (PIA) must also be provided to the VA representative and approved by VA Privacy Service prior to operational approval. All external Internet connections involving VA information must be reviewed and approved by VA prior to implementation.
2. Adequate security controls for collecting, processing, transmitting, and storing of personally identifiable information, as determined by the VA Privacy Service, must be in place, tested, and approved by VA prior to hosting, operation, maintenance, or use of the information system, or systems by or on behalf of VA. These security controls need to be stated within the PIA and supported by a risk assessment. If these controls are determined not to be in place, or inadequate, a Plan of Action and Milestones (POA&M) must be submitted and approved prior to the collection of PII.
3. Outsourcing (contractor facility/contractor equipment/contractor staff) of systems or network operations, telecommunications services, or other managed services requires certification and accreditation of the contractor's systems in accordance with NIST Special Publication 800-37 and VA Handbook 6500 and a privacy impact assessment of the contractor's systems prior to operation of the systems. Government-owned (Government facility/Government equipment), contractor-operated systems, third party or business partner networks require a system interconnection agreement and a memorandum of understanding (MOU) which detail what data types will be shared, who will have access, and the appropriate level of security controls for all systems connected to VA networks.
4. The contractor must adhere to all FISMA, FIPS, and NIST standards related to the annual FISMA security controls assessment and review and update the PIA. Any deficiencies noted during this assessment must be provided to the VA Contracting Officer and the Information Security Officer (ISO) for entry into VA's Plan of Action and Milestone management process. The contractor will use VA's POA&M process to document planned remedial actions to address any deficiencies in information security policies, procedures, and practices, and the completion of those activities. Security deficiencies must be corrected within the timeframes approved by the Government. Contractor procedures will be subject to periodic, unannounced assessments by VA officials. The physical security aspects associated with contractor activities will also be subject to such assessments. As updates to the system occur, an updated PIA must be submitted to the VA Privacy Service through the VA representative for approval.
5. All electronic storage media used on non-VA leased or owned IT equipment that is used to store, process, or access VA sensitive information must have all VA sensitive information removed, cleared, sanitized, or destroyed in accordance with VA policies and procedures upon: (1) completion or termination of the contract or (2) disposal or return of the IT equipment by the contractor or any person acting on behalf of the contractor, whichever is earlier.
6. Contractor must have physical and environmental security controls to protect system, buildings and related infrastructures from individuals and environmental threats. Building physical security requirements will meet or exceed the physical security standards and practices as established with VA Directives and Handbook 0730, Security and Law Enforcement. There will be an Annual physical security survey conducted. Specific

requirements and options are found in VA Directive and Handbook 0730 appendix B (Agent Cashier).

7. The contractor shall be required to obtain additional security access to VA servers and information. All VA system access procedures shall be followed to comply with the VA

Security Incident Investigation –

1. The term “security incident” means an event that has, or could have, resulted in unauthorized access to, loss or damage to VA assets or sensitive information, or an action that breaches VA security procedures.

The contractor shall immediately notify the GPO and VA representative and simultaneously, the designated ISO/Privacy Officer for the contract of any known or suspected security/privacy incidents, or any unauthorized disclosure of sensitive information, including that contained in system(s) to which the contractor has access.

2. To the extent known by the contractor, the contractor’s notice to GPO and VA will identify the information involved, the circumstances surrounding the incident (including to whom, how, when, and where the VA information/assets were placed at risk or compromised), and any other information that the contractor considers relevant.
3. The contractor will simultaneously report the incident to the appropriate law enforcement entity(ies) of jurisdiction, including the GPO and VA Offices of the Inspector General and Security and Law Enforcement, in instances of theft or break-in or other criminal activity. The contractor and its employees will cooperate with VA and any law enforcement authority responsible for the investigation and prosecution of any possible criminal law violation(s) associated with any incident. The contractor will cooperate with VA in any civil litigation to recover VA information, obtain monetary or other compensation from a third party for damages arising from any incident, or obtain injunctive relief against any third party arising from, or related to, the incident.
4. Liquidated damages will be applied for all expenses caused by the contractor related to data breaches involving VA sensitive personal information (SPI). This includes the specific liquidated damage expense to provide credit monitoring for a 12-month period estimated in the amount of \$37.50 per individual affected by the breach. All damages unrelated to data breaches involving SPI are subject to the actual damages clause, as specified below.
5. Unless otherwise prescribed, the contractor is, upon failure to provide services, materials, supplies, and equipment within the time specified for delivery, chargeable with all expenses caused the Government by reason of such delays in delivery for which no extension of time is provided, as actual damages to the Government on account of such delays. Also, the contractor will be charged, as actual damages, for all expenses caused the Government occasioned by delivery of materials, supplies, and equipment not conforming to specifications.

Security Controls Compliance Testing –

On a periodic basis, VA, including the Office of Inspector General, reserves the right to evaluate any or all of the security controls and privacy practices implemented by the contractor under the clauses contained within this contract. With ten (10) workday’s notice, at the request of the Government, the contractor will fully cooperate and assist in a Government-sponsored security controls assessment at each location wherein VA information is processed or stored, or information systems are developed, operated, maintained, or used on behalf of VA, including those initiated by the Office of Inspector General. The Government may conduct a security control assessment on shorter notice (to include unannounced assessments) determined by VA in the event of a security incident or at any other time.

Security Training –

1. All contractor employees requiring access to VA sensitive information and/or VA information systems shall complete the following before being granted access to VA networks or sensitive information:

- Sign and acknowledge understanding of, and responsibilities for, compliance with the *Contractor Rules of Behavior* relating to access to VA information and information systems;
See Exhibit B: Contractor Rules of Behavior
 - Successfully complete VA Cyber Security Awareness training and annual refresher training as required;
 - Successfully complete VA General Privacy training and annual refresher training as required; and
 - Successfully complete any additional cyber security or privacy training, as required for VA personnel with equivalent information system access.
2. The contractor shall provide to the Contracting Officer a copy of the training certificates for each applicable employee (for the required training as stated above) within seven (7) calendar days of notification of contract award and annually thereafter, as required. These online courses are located at the following web site: <https://www.tms.va.gov/SecureAuth35/>.
 3. Failure to complete this mandatory training within the timeframe required will be grounds for suspension or termination of all physical and/or electronic access privileges and removal from work on the contract until such time as the training is completed.

Contractor Personnel Security –

1. All contractor employees who require access to the Department of Veterans Affairs' computer systems shall be the subject of a background investigation and must receive a favorable adjudication from the VA Security and Investigations Center (07C).

The level of background security investigation shall be in accordance with VA Directive 0710, dated May 18, 2007, and is available at: http://www.va.gov/vhapublications/ViewPublication.asp?pub_ID=1569

(VA Handbook 0710, Appendix A, and Tables 1 - 3).

The contractor shall submit a Background Investigation Request Worksheet within **seven calendar days** of contract award for each employee who will be working on this contract.

See Exhibit A: Employee Background Investigative Request Worksheet

Within seven calendar days of receiving the Background Investigation Request Worksheet, the VA Personnel Security Office will enter a background investigation request into the VA Security Investigation Center (SIC) Contractor Request Database (CRD) for each contractor employee. When the request is entered, an automated "Initial" email is sent to the contractor point of contact listed on the Background Investigation Request Worksheet. The automated email identifies the background investigation level requested and provides a web site link with further instructions. If a contractor employee has a background investigation from another federal agency, it may be reciprocated as long as the background investigation meets the appropriate level, has occurred within the last five years with a favorable adjudication, and no break in service.

If the security clearance investigation is not completed prior to the start date of the contract, the employee shall not work on the contract while the security clearance is being processed. Work will commence as soon as the contractor and contractor employee receive an email message that states the following: "We show that background investigation request on the individual listed below has been completed and the case has been initiated by the Security Investigations Center. When the case is completed, all adjudicative paperwork will be returned to the requesting office. You can provide this email to the Station ISO as proof the investigation has been initiated and access can be granted. This notice does not ensure completion of VetPro or other required security training. Those individuals that require VetPro Credentialing or additional security training must receive those completion notifications from the proper authority prior to start date."

2. The investigative history for contractor personnel working under this contract must be maintained in the databases of either the Office of Personnel Management (OPM) or the Defense Security Service (DSS). Should the contractor use a vendor other than OPM or DSS to conduct investigations, the investigative company must be certified by OPM/DSS to conduct contractor investigations.

Background Investigation –

The position sensitivity impact for this effort has been designated as **Limited Risk** and the level of background investigation is **NACI**.

Contractor Responsibilities –

1. The contractor shall bear the expense of obtaining background investigations. If the investigation is conducted by OPM through the VA, the contractor shall reimburse the VA within 30 calendar days of receipt of invoice from VA.
2. Background investigations from investigating agencies other than OPM/DSS are permitted if the agencies possess an OPM and Defense Security Service certification. The Vendor Cage Code number must be provided to the Security and Investigations Center (07C), which shall verify the information and advise the Contracting Officer whether access to the computer systems can be authorized.
3. The contractor shall prescreen all personnel requiring access to the computer systems to ensure they maintain a U.S. citizenship and are able to read, write, speak and understand the English language.
4. After contract award but prior to contract performance, the contractor shall submit a completed Background Investigation Request Worksheet (Attachment A) for each contractor employee who will be working on this contract.
5. The contractor, when notified of an unfavorable determination by the Government, shall withdraw the employee from consideration from working under the contract.
6. Failure to comply with the contractor personnel security requirements may result in termination of the contract for default.
7. Further, the contractor shall be responsible for the actions of all individuals provided to work for the VA under this contract. In the event that damages arise from work performed by contractor provided personnel, under the auspices of this contract, the contractor shall be responsible for all resources necessary to remedy the incident.

Government Responsibilities –

1. The VA Security and Investigations Center (07C) shall provide the necessary forms to the contractor or to the contractor's employees after receiving a list of names and addresses.
2. Upon receipt, the VA Security and Investigations Center (07C) shall review the completed forms for accuracy and forward the forms to OPM to conduct the background investigation. The VA facility shall pay for investigations conducted by the OPM in advance. In these instances, the contractor shall reimburse the VA facility within 30 calendar days of receipt of invoice from VA.
3. The VA Security and Investigations Center (07C) shall notify the VA representative and contractor after adjudicating the results of the background investigations received from OPM.
4. The VA representative will ensure that the contractor provides evidence that investigations have been completed or are in the process of being requested.

PREAWARD SURVEY: In order to determine the responsibility of the contractor or subcontractor the Government reserves the right to conduct an on-site Preaward survey at the contractor's facility of all of the contractor's, subcontractors computer, printing, and mailing equipment which will be used on this contract or to require other evidence of technical, production, managerial, financial, and similar abilities to perform, prior to the award of a contract. Attending the Preaward survey will be representatives from the GPO and the VA.

Contractors must complete the "Contractor Security Control Assessment (CSCA), Self-Assessment Questionnaire for Contract Service Providers" for VA review and use during the Preaward survey security review.

See Exhibit C: Contractor Security Control Assessment (CSCA)

The Preaward survey will include a review of the contractor's mail, material, personnel, production, quality control/recovery program and security and backup facility plans as required by this specification.

NOTE: If award is predicated on the purchase of systems equipment to meet the file transmission requirements, the contractor must provide purchase order(s) with delivery date(s) at least 45 calendar days prior to the established production date. **PRODUCTION PLANS** - The contractor shall present, in writing, to the Contracting Officer within ten (10) work days of being notified to do so by the Contracting Officer or his/her representative, detailed plans for each of the activities below.

The workday after notification to submit will be the first day of the schedule. These proposed plans are subject to review and approval by the government and award will not be made prior to approval of same.

NOTE: THE GOVERNMENT RESERVES THE RIGHT TO WAIVE SOME OR ALL OF THESE PLANS.

Backup Facility – The failure to deliver these handbooks/inserts in a timely manner would have an impact on the daily operations of VA. Therefore, if for any reason(s) (act of God, labor disagreements, etc.) the contractor is unable to perform at said location for a period of longer than seven (7) calendar days, the contractor must have a backup facility with the capability of producing the handbooks/inserts.

Plans for this 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, security plans at the facility, 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 the other. The contractor must produce items from a test file at the new facility for verification of software prior to producing Health Benefits communications at this facility.

NOTE: All terms and conditions of this contract will apply to the backup facility.

Quality Control Plan – The contractor shall provide and maintain, within his 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 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 plan must provide for periodic samplings to be taken during the production run, a control system that will detect defective, missing, and/or mutilated pieces, and the actions to be taken by the contractor when defective/missing/mutilated pieces are discovered. These actions must be consistent with the requirements found in GPO Contract Terms (GPO Publication 310.2, effective December 1, 1987, (Rev. 1-18). A recovery system is required to replace all defective, missing, and/or mutilated pieces.

This control system must use a unique sequential number to aid in the recovery program which has to be maintained in order to recover any missing or damaged pieces. These pieces must be reprinted and 100% accountability must be maintained throughout the run. The contractor must ensure that there are no missing or duplicated pieces.

The plan must 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. The plan must provide for a complete audit trail (i.e., it must be possible to locate any piece of mail at any time from the point it leaves the press up to and including the point at which the mail is delivered to a USPS facility). An explanation of the contractor's sequential numbering system is required to understand the audit trail required for each and every piece.

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 have an audit trail established that has the ability to comply with this type of request if and when the need arises.

The quality control plan must also include examples of the documentation and a detailed description of the random samples that document all of the contractor's activities. Furthermore, the plan must include the names of all quality assurance officials and describe their duties in relationship to the quality control plan.

The plan must include a detailed description of the number and types of inspections that will be performed as well as the records maintained documenting these activities.

The quality control plan must account for the number of pieces mailed daily, including days when no pieces are mailed.

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

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 and provide for backup and rerunning in the event of an unsatisfactory sample. The plan shall contain control systems that will detect defective, missing, and/or mutilated pieces.

The plan should include the sampling interval the contractor intends to utilize. The contractor will be required to create a quality control sample from each file, to be drawn from the production stream. Samples should be in unsealed envelopes with handbooks or inserts. Mailer number and file date must be indicated on each sample. The contractor must maintain samples as indicated in the contract specifications.

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

Verification of Production and Mailing Plan – Contractor will be responsible for validating the integrity of every item produced in all phases of printing, packaging, and mailing and to ensure all mail pieces were correctly entered into the United States Postal System.

Mail piece Integrity shall be defined as follows: Each mail piece shall include all pages (and only those pages) intended for the designated recipient as contained in the print files received from VA.

The contractor is responsible for providing the automated print integrity control systems and processes required to prevent the commingling of pages intended for different recipients into a completed package. The contractor's printing process must have automated systems that include coding and scanning technology capable of –

1. Validating the count of pages in a set.
2. Validating the sequence of pages in a set.
3. Validating the sequence of sets in a production batch.
4. Interrupting production if variances are detected.

Mailing integrity shall be defined as follows: All records received from VA that are designated for hard copy printing were printed, inserted and entered correctly into the United States Postal System.

The contractor is responsible for providing the automated inserted mail piece tracking/reporting systems and processes required to validate that 100% of all records received from VA which are designated for hard copy printing were printed, inserted and mailed correctly. The contractor's inserting equipment must have automated systems that include coding and scanning technology capable of –

1. Reconciling page counts and quantity counts from VA provided files to print order control totals provided by VA; reporting variances.
2. Uniquely identifying each Product Types within a print order.
3. Unique identifier to be scanned after insertion to ensure all products are present and accounted for.
4. Tracking and reporting all products produced and mailed within a print order at the Product Type level.
5. Identifying and reporting all missing products that were lost or spoiled during production within a print order.
6. Generating a new production file for all missing products.
7. Tracking and reporting all products that were reproduced and mailed within a print order at the Product Type level.
8. Reconciling the total of all products produced and mailed within a print order to the control totals provided by VA; reporting all variances.
9. Reconciling the total of all products mailed to mailing totals contained on Postal Entry Forms within a print order; reporting all variances.
10. Generating a final automated summary report which provides information that all mail pieces have been scanned, after insertion, verifying that all pieces for each mail package and file date are accounted for after contents are inserted, and event information on any spoiled or missing pieces verifying that they were scanned and accounted for. A copy of the summary report must be submitted with the matching GPO 712 form(s).

The contractor must generate an automated audit report when necessary showing the tracking of all products throughout all phases of production for each mailpiece. This audit report will contain all information identified above for each phase of printing, packaging, and mailing.

All product tracking/reporting data must be retained in electronic form for 120 calendar days after mailing, and must be made available to VA for auditing of contractor performance upon request.

The contractor must maintain quality control samples, inspection reports, and records for a period of no less than 120 calendar days subsequent to the date of the check tendered for final payment by the GPO. 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.

Unique Identification Number Plan – Unique identifying numbers will be used to track each individual product, thereby providing 100% accountability. This enables the contractor to track each product through completion of the project. The contractor may create their own sequence number and run date to facilitate their presorting and inserting process but must maintain the original VA Client – Unique ID (UID) for Management Information (MI) reporting.

Recovery System – A recovery system will be required to ensure all defective, missing, and/or mutilated pieces detected are identified, reprinted, and replaced. The contractor's recovery system must use unique sequential alpha/numeric identifiers assigned to each piece (including quality control samples) to aid in the recovery and replacement of any defective/missing/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. 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 they will have an audit trail established that has the ability to comply with this type of request if and when the need arises.

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 VA’s File Transfer Management System (FTMS) for electronic transmission of files from VA. The plan must also include the media type on which files from VA will be received to the extent that operator intervention (e.g., a tape mount) is not required at VA or the contractor’s production facility. The Computer System Plan shall demonstrate the contractor’s ability to provide complete hardware and software compatibility with VA’s existing network.

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.

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 pick-up/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 employee’s will be given to familiarize them with the requirements of this program.

NOTE: If employees have current and adequate security clearances, please notate.

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

- a. A listing of all production equipment and equipment capacities to be utilized on this contract.
- b. The production capacity currently being utilized on this equipment.
- c. The capacity that is available for managing and producing the volume of work products identified within this contract.
- d. If new equipment is to be utilized, the documentation of the purchase order, source, delivery schedule and installation dates are required.

Security Control Plan – The contractor shall provide a security plan that addresses all aspects of physical and logical data file handling, processing and transfer, including publication and all associated mail handling as required. The security plan will address employee requirements for security training, background investigations and credit checks. The security plan will address inventory controls, network security, visitor controls and applicable miscellaneous aspects of production. The security plan shall meet or exceed the mandated VA security requirements and be approved by a designated VA Information Security Officer and the Privacy Officer.

The contractor shall review the security plan at least quarterly and update it as soon as changes are indicated. The security plan will be maintained throughout the life of the contract. After acceptance of the security plan, the contractor shall inform the VA representative in writing, within seven (7) calendar days of changes made to the document. In addition to the above, the contractor is also required to complete the Contractor Security Control Assessment (Attachment C) annually and keep a copy with the Security Control Plan.

The contractor shall enter into a Business Associate Agreement (BAA) and establish an Interconnection Security Agreement (ISA) with the VA, and be in accordance with HIPAA with VA prior to initial production of VA’s Health Benefits Communications materials. The system must comply with Federal Information Security Management Act (FISMA) requirements for Government systems.

The proposed Security Control Plan must address the following:

Materials – Address how all accountable materials will be handled throughout all phases of production. This plan shall also include the method of disposal of all production waste materials in accordance with VA directive 6371 and the NIST publication 800-88.

Disposal of Waste Materials – The contractor is required to demonstrate how all waste materials used in the production of sensitive VA records 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. *Definitively* destroying the records means the material cannot be reassembled and used in an appropriate manner in violation of law and regulations. *Sensitive* records are records that are national security classified or exempted from disclosure by statute, including the Privacy Act or regulation.

If the contractor selects shredding as a means of disposal, it is preferred that a cross cut shredder be used. If a strip shredder is used, the strips must not exceed one-quarter inch. The contractor must provide the location and method planned to dispose of the material. The plan must include the names of all contract officials responsible for the plan and describe their duties in relationship to the waste material plan.

Production Area – The contractor must provide a secure area(s) dedicated to the processing and storage of data for the VA Health Benefit Communication mailers, either a separate facility dedicated to this product, 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 VA Health Benefit Communication mailers.

Part of the Security Control 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.

The Government will approve, conditionally approve, or disapprove the plan(s) within **five workdays**. If the Government conditionally approves the plan(s), the prospective bidder will be notified of the deficiencies of the plan(s) and allowed **five workdays** to respond to the issues identified by the Government in a revised Plan. If the Government disapproves the plan(s), contractor will be determined non-responsible, and a notice of disapproval will state the reasons therefore. No further revisions will be allowed.

Option Years: For each option year that may be exercised, the contractor will be required to re-submit, in writing, the above plans detailing any changes and/or revisions that may have occurred. The contractor should be prepared to submit these revised plans at each year’s meeting (See “PREPRODUCTION MEETING”). THE REVISED PLANS ARE SUBJECT TO GOVERNMENT APPROVAL.

If the meeting is waived by the Government, the revised plans must be submitted to GPO within **five workdays** of notification of the option year being exercised.

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

ON-SITE REPRESENTATIVES: One or two full-time Government representatives may be placed on the contractor’s premises on a limited basis or throughout the term of the contract.

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, folding, packaging, mail processing, quality control, sample selections and inspections; and, monitor the packing and staging of the mail and processing of undeliverable mail and secure destruction of undeliverable mail and defective/mutilated pieces.

These coordinators 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 coordinators must have full and unrestricted access to all production areas where work on this program is being performed.

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, a telephone line and an Ethernet connection and one facsimile machine (the Government will supply hookups and cover the cost of the telephone/high speed internet connection/facsimile machine service), two work tables, and two four-drawer letter-size files with combination padlock and pendaflex file folders or equal.

POSTAWARD CONFERENCE: Unless waived by the Government, the total requirements of the job as indicated in these specifications will be reviewed by Government representatives with the contractor’s representatives at a Department of Veterans Affairs office in Washington, DC, or Atlanta, GA, or at the contractor’s facility (to be determined after award) immediately after award. The contractor will be notified of the exact date.

NOTE: Persons that the contractor deems necessary for the successful implementation of the contract must be in attendance.

ASSIGNMENT OF JACKETS, PURCHASE 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 print order for each job placed with the contractor. The print order, when issued, will indicate the quantity to be produced and any other information pertinent to the particular order.

ORDERING: Items to be furnished under the contract shall be ordered by the issuance of print orders by the Government. Orders may be issued under the contract from **April 1, 2019** through **March 31, 2020**, plus for such additional period(s) as the contract is extended. All print 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. A print 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.

SECTION 508 COMPLIANCE:

1. The contractor shall comply with Section 508 of the Rehabilitation Act (29 U.S.C. § 794d), as amended by the Workforce Investment Act of 1998 (P.L. 105-220), August 7, 1998.
2. In December 2000, the Architectural and Transportation Barriers Compliance Board (Access Board), pursuant to Section 508(2) (A) of the Rehabilitation Act Amendments of 1998, established Information Technology accessibility standards for the Federal Government.

Section 508(a)(1) requires that when Federal departments or agencies develop, procure, maintain, or use Electronic and Information Technology (EIT), they shall ensure that the EIT allows Federal employees with disabilities to have access to and use of information and data that is comparable to the access to and use of information and data by other Federal employees. The Section 508 requirement also applies to members of the public seeking information or services from a Federal department or agency.

3. Section 508 text is available at:

- <http://www.opm.gov/HTML/508-textOfLaw.htm>
- <http://www.section508.gov/index.cfm?FuseAction=Content&ID=14>

NOTE: The 508 requirements apply to functionality for user access into the CMS and for Veteran facing web applications as well as the handbook PDFs, which will require tagging.

The following links provide additional guidance to Section 508 Compliance, as required by these specifications:

www.ehealth.va.gov

www.ehealth.va.gov/508/resources_508.html

www.section508.gov

Also See Exhibit I: Section 508 Checklist

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: <http://www.gpo.gov/finance/index.htm>.

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 an Online Handbook package only accessible through secure VA approved portals for Veteran consumption via web browser, print, and PDF format, a Handbook mailing package and two different Insert mailing packages consisting of separate-covered publications, cover letters, loose-leaf inserts, and mail-out envelopes requiring such operations as receipt and processing of transmitted data, electronic prepress, printing, variable imaging, binding, construction, packaging, and distribution. To be supplemented by an online handbook

OBJECTIVES: The contractor shall complete the following:

1. Develop a web interface on the designated secure VA approved portal
 - (a) There are two (2) initial secure VA approved portals
 - (b) The scope includes 2 additional portals in the future, a total of four (4) portals
 - (c) Contractor shall coordinate with system deployment team for each portal to formalize a plan to build, implement, and deploy solution
2. Develop a secure data exchange between the Enrollment System (ES) and the Online Handbook solution to securely query, retrieve, and transmit needed data to generate the Online Handbook
3. Develop and build all content assets used to dynamically generated a personalized Online Handbook for any enrolled Veterans who requests one within a secure VA approved portal
4. Develop and build a mechanism for updating and modifying content when necessary
 - (a) Content Management System shall be available for Office of Communications staff to modify content on a monthly basis
 - (b) Content Management System shall allot for 2-3 changes monthly or approximately 36 changes annually
5. Online Handbook solution shall return a dynamically generated personalized Online Handbook within 30-60 seconds of initiating the request
6. The Online Handbook solution shall be 508 Compliant when:
 - (a) Displayed within common web browsers, or
 - (b) Saved to PDF format
7. A PDF copy of the Online Handbook shall be uploaded into ES for VA Staff access

The contractor shall perform the required activities at their location with additional access to VA servers and information. Contractor agrees to follow all necessary security procedures and complete any necessary forms and processes to gain access to VA servers and information. All processes and procedures needed to gain the necessary access shall be completed in a timely manner, not to exceed 2 weeks after being notified of the requirement.

TASKS: This section defines the tasks that the contractor must complete during contract performance.

1. Create an interface for requesting the Online Handbook
2. Place the Online Handbook Interface on secure VA approved portals
3. Securing retrieved Veteran Information from ES
4. Dynamically generated Online Handbook using secure Veteran data from ES
5. Create the ability to preview, print, and save the Online Handbook
6. Create Content Management system and process
7. Online Handbook Repository in ES

TITLE: VA Health Benefit Communications

Sample Booklet may be found at the following link: <https://www.va.gov/HEALTHBENEFITS/vhbb/index.asp>

BACKGROUND: This project will deliver tailored health benefits communications materials to Veterans. The Department of Veterans Affairs (VA), Veterans Health Administration (VHA) is sponsoring an initiative for the production of a Veterans Health Benefits Handbook. VA intends to provide each enrolled Veteran with a Veterans Health Benefits Handbook and replace its health benefit related letters containing “static” content, with more personalized and dynamic content.

Currently, when a Veteran becomes enrolled in the VA health care system, VA mails the Veteran a printed copy of the VHBH and Handbook Inserts are sent when changes to the Veteran’s health benefit package occur. The Online Veterans Health Benefits Handbook would allow Veterans on demand access to a personalized list of health benefit they are uniquely eligible to receive.

During the life of this contract, VA also plans to expand the content of the Handbook to include clinical information related to the Veteran’s local VA health care facilities and benefits administered by other VA lines of business, such as life insurance, home loans, education, vocational rehabilitation, compensation and pension and funeral and burial benefits.

VA intends to provide all enrolled Veterans a tailored Health Benefits Handbook (Handbook) describing in detail their specific health benefits plan, information about their preferred facility and their responsibilities (financial or other). If a Veteran’s health benefits plan or their local VA facility information changes during the interim period, the Veteran will be informed of those changes by receiving an insert letter describing the changes which the Veteran could place in their Handbook for reference. A subsection of the Handbook is the “Benefits at a Glance” which is a synopsis of the Veteran’s health benefits plan. The “Benefits at a Glance” will be leveraged as the basis for the Health Benefits Insert should the Veteran’s eligibility for VA health benefits change before it is time to issue a new printed Health Benefits Handbook. VA envisions Veterans simply selecting their preferred method of delivery as print or online.

The contractor shall provide a framework for a content repository that supports the customization, creation, management, transformation, and delivery of health benefit communications materials, which will be accessible by Veterans and VA staff through different online portals like MyVA, MyHealthVet and other VA portals, secure email and traditional mail. The contractor shall provide a fully hosted solution and provide VA with outsourced professional services for the management of the content and rules as well as online publication of on demand dynamically produced online copy of a Veteran’s Personalized Handbook. This includes but is not limited to the initial population and modifications to content, rules and style sheets and training of VA staff in maintenance of the content.

The Veterans Health Benefits Handbook will be published in both electronically online and hard copy formats. The Handbook will be available electronically (computable data and PDF) for VA staff on VA’s Enrollment System Changes that occur after initial mailing will trigger generation of a Health Benefits Insert or Preferred Facility Insert and the mail out to the Veteran will always result in a complete update of the Veterans Health Benefits Handbook in electronic (computable data and PDF) form of the Veterans Health Benefits Handbook. This way, VA and Veterans always have an up-to-date electronic version of the Handbook for viewing online or via a VA information system. VA will retrieve all files from the contractor (PDFs, the benefit data files, mail management files) from the contractor’s server.

VA’s Member Services (MS), Communications Office, in conjunction with the MS Project Manager, is responsible for the authoring of communications material and development of rules associated with it. This office will be responsible for providing the contractor with the initial set of content, and rules and updates, as they occur, and for approving test outputs prior to implementation of changes.

A web interface must be developed that is only accessible through a secure VA approved portal such as MyVA or MyHealthVet that allows the Veteran to request or trigger a personalized online handbook. The Veteran will access the Online Handbook through a secure VA approved portal that validates the Veteran’s identity. Once the Veteran’s identity is confirmed, the Veteran will have the ability to generate an electronic personalized handbook. The contractor shall design a web query to securely connect, successfully retrieve necessary data points, and securely transmit the

Veteran's data to generate a dynamic 508 compliant electronic handbook. The handbook must be generated within 30 to 60 seconds, display within common web browsers and have the capability to be printed and/or saved.

Veterans are enrolled into one of eight enrollment priorities based on their unique characteristics, such as military experience, service-connected disabilities, and financial status. Priority Group 1 is the highest priority. A Veteran's enrollment is generally continued from year to year, unless the Veteran requests disenrollment. VA intends to mail Handbooks to newly enrolled Veterans as enrollment is verified. The Veteran will be mailed a hard copy of the Handbook when the Veteran enrolls with the VA health care system.

The contractor shall provide services to achieve the objectives stated above and as described in these specifications. There are five (5) major components to these services:

- (a) Project Management.
- (b) Content Management Solution. The Content Management Solution is hosted by the contractor and includes failover and disaster recovery capability.
- (c) Publishing. Publication and delivery of VA's health benefit communications in electronic and hard copy formats, English and Spanish.
- (d) Undeliverable Mail Management. The contractor shall receive and account for undeliverable mail produced under this contract and provide VA files of undeliverable mail pieces to update its information systems. After processing, the contractor shall securely destroy the undeliverable mail pieces in accordance with these specifications.
- (e) Managed Services. The contractor will provide day-to-day technology and operational management of VA's content and rules as well as train and transition VA staff to be able to assume this responsibility. VA expects to assume primary responsibility for managing content and rules during the first option period.

Product Type and Mail Package Make-Up are as follows –

- 400H VA Veterans Health Benefits Handbook – consists of a personalized Handbook, a cover letter, Appellate Rights form, Notice of Privacy Practices, and a mail-out envelope.
- 400B VA Health Benefits Insert – consists of a personalized Health Benefits Insert, Appellate Rights form, and a mail-out envelope.
- 400F Preferred Facility Insert – consists of a personalized Facility Insert and a mail-out envelope.

FREQUENCY OF ORDERS:

Full Production – Weekly print orders will be issued for files sent for the handbook packages and both types of insert packages. One Print Order will be issued monthly for Server Maintenance to be billed under line item IV(c).

NOTE: Files may be sent to the contractor's server on a daily basis. When the print order is issued each week, it will be for that week's files. Contractor is not to start production of received files until the print order for that week's files has been issued. The print order will also be for the production of materials with static content, such as the Appellate Rights form and the Notice of Privacy Practices needed for that week.

QUANTITY: Estimated total quantity of at least 260,000 handbooks per year.

Full Production –

400H VA Veterans Health Benefits Handbook – Approximately 5,000 to 15,000 copies per week.

Note: Up to 3 orders per year will be approximately 130,000 copies.

400B VA Health Benefits Insert – Approximately 600 to 30,000 copies per week.

400F Preferred Facility Insert – Approximately 150 to 1,500 copies per week.

ONLINE HANDBOOK: Must be operational and in compliance with all VA system access procedures by March 26, 2019.

NUMBER OF PAGES:

Handbook – Approximately 64 to 96 pages (plus cover) per order.

Cover Letter – Face only or face and back.

Health Benefits Insert – Face only or face and back.

NOTE: An occasional order may require a 2nd leaf printing face and back.

Preferred Facility Insert – Face only or face and back

Appellate Rights Form – Face and back.

Notice of Privacy Practices – 8 pages per order.

TRIM SIZE:

Handbook – 5-1/2 x 8-1/2”

Cover Letter – 8-1/2 x 11”.

Inserts – 8-1/2 x 11”.

Appellate Rights Form – 8-1/2 x 11”.

Notice of Privacy Practices – 8-1/2 x 11” (folded down from 17 x 11”).

Mail-out Handbook Envelope – 6-1/4 x 9-1/8” plus flap.

Mail-out Insert Envelope – 4-1/8 x 9-1/2 (No. 10) plus flap.

GOVERNMENT TO FURNISH: A record will be transmitted for each mailing address. The records will contain all the PII data relevant for the mailing of an associated mail piece. Files will be in record specification format, represented by dataset name. On a weekly basis, VA will also provide the contractor a file containing a facility information reference file that will be used in the development of the Handbook content. Any alteration of the data contained in the VA files is not permitted without specific instruction, in writing, from VA. All files transmitted by VA will be physical sequential. Any alteration of the notice content in the file is not permitted, without specific instruction, in writing from VA.

VA shall provide contractor with Veteran information needed to create the personalized Online Handbook, rules needed to customize the Online Handbook, and updates to the content as required. The contractor shall comply with every stipulation associated with information security as prescribed by VA Directive 6500, Information Security Program

Print-ready PDF (Acrobat DC) for the Appellate Rights Form and the Notice of Privacy Practices will be furnished via email at the beginning of the contract to be held for reuse throughout the term of the contract. NOTE: VA will give notification of form/notice changes at least 30 calendar days prior to the change implementation.

All files will be electronically transmitted to the contractor’s server by VA. 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 VA’s validation.

Variable data will be furnished in text files. Variable data triggers will be provided in a delimited data file that will be uploaded to the contractor’s server on a weekly basis.

Currently, the base layout is in Adobe InDesign CC 14.0 (NOTE: The layout is available to change based on requirements of the contractor as long as the goal of the base design is obtained. File has been used on both a PC and Mac.) Visuals will be furnished for the base layout.

The files may be furnished as native application files, but this will need to be finalized based on final production of the contractor's workflow. The files will include all illustrations/graphics in place. Contractor will be responsible to flow text and generate books based on databases provided to web-based server. Color identification system used is CMYK and Pantone Matching System.

A template will be established and furnished at the beginning of the contract for use throughout the term of the contract. The template will remain the same throughout the term of the contract. The method of furnishing the template is at the contractor's option and will be discussed at the post-award conference.

EXHIBITS:

Exhibit A: Employee Background Investigative Request Worksheet

Exhibit B: Contractor Rules of Behavior

Exhibit C: Contractor Security Control Assessment (CSCA)

Exhibit D: Sample Pages of Veterans Health Benefits Handbook

Exhibit E: Sample Cover Letter

Exhibit F: Sample Health Benefits Insert

Exhibit G: Sample Preferred Facility Insert

NOTE: The facsimiles of samples pages shown as Exhibits D through G are representative of the requirements which will be ordered under this contract. However, it cannot be guaranteed that future orders will correspond exactly to these attachments.

Exhibit H: Sample File Layouts

Exhibit I: Section 508 Checklist

Exhibit J: PreAward and Pre-production Various Timelines/Deadlines

Identification markings such as register marks, commercial identification marks of any kind, etc., carried in the electronic files, must not print on the finished product.

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.

The contractor will be responsible for establishing a web-based server that will allow VA access to the Content Management System in order to view and manage the content and rules.

The contractor shall provide a secure server for VA to place files for the contractor's use in creating VA health benefits communications materials. Upon completion of work, the contractor will place files on this server for VA's retrieval.

FILE TRANSFER MANAGEMENT SYSTEM (FTMS):

Within the first year of the contract, VA will require the contractor to develop a Web Service based interface in order to support VA's initiative of migrating away from the legacy SFTP based protocols and interfaces. The contractor shall convert the interface from flat-file based SFTP communication to a Web Service based interface to support a 'real time' print request transactions from VA (i.e. SOAP or REST protocol over mutual TLS). The Web Service shall support all data fields and information exchanges currently in use by the SFTP file based processes. The Web Service shall be compliant with VA enterprise security controls and design standards and is subject to VA technical review and approval. The contractor shall support integration testing and VA client integration activities related to migrating

VA application communications to the new Web Service. The contractor assumes all expense for development and responsibility for configuration, maintenance, and troubleshooting of their equipment and software.

VA 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 VA's network, the contractor will be provided a suitable IP address for access to VA's network via a firewall. VA will provide the necessary subnet(s) for connection at the remote site.

The contractor will be responsible for their own name/address to fulfill the intended purpose of data transfers. VA will provide connection information for establishing a VPN tunnel or configurations for SFTP node information to the contractor as required to accomplish file transfers.

The contractor may determine the media type on which files from VA will be received, to the extent that operator intervention (e.g. tape mount) is not required at VA or the contractor's production facility. Multiple transmission sessions must be possible simultaneously on the contractor's equipment.

All files transmitted by VA will be written as Physical Sequential or "flat" files at the contractor's location and will be distinguished with a "run date" in the file name. Virtual Storage Access Method files and Generation Data Groups, supported by IBM/MVS or IBM/ZOS390 operating systems are not permitted under this contract. The contractor's storage format must not preclude the availability of VA's software restart feature.

VA will send files to the contractor's secure server and retrieve files from the contractor from that server. The contractor's FTMS software shall be operational for the receipt and retrieval of data files from 00:01 ET Monday until 24:00 ET Sunday, unless otherwise specified by the Government.

The communications protocol between VA and the contractor shall be the Internet Protocol (IP). The contractor must specify the type Local Area Network (LAN) connection that will be used at the location where the VA connection is to be installed. The contractor is responsible for providing complete hardware and software compatibility with VA's existing network. Production file transfers will be established according to VA'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 VA.

NOTE: The above will apply, regardless of the number of files sent to the contractor's secure server weekly.

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 VA's validation.

Whenever the contractor makes a change in the programming, the contractor is 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 VA.

In the event that any file cannot be processed due to media problems, the contractor shall notify VA's Help Desk immediately at (512) 326-6780 within two (2) hours of receipt of print order.

The contractor shall notify VA of any reprogramming and/or reformatting of data supplied by transmission necessitated due to the contractor's method of production, within two (2) hours of receipt of print order. The cost of such reprogramming and/or reformatting shall be the responsibility of the contractor and is at no cost to the Government.

PREPRODUCTION MEETING: A preproduction meeting covering the content management system implementation, printing, and mailing shall be held at the contractor's facility after award of the contract to review the contractor's production plans and to establish coordination of all operations.

Option Years: For each option year that may be exercised, the Government's representatives may request a pre-production meeting with the contractor's representatives to be held at the contractor's facility to discuss the requirements of that contract year's jobs. The Government reserves the right to waive the preproduction meeting in the option years.

VA shall schedule the date and time of the preproduction meeting with the contractor, which shall be hosted by the contractor at the contractor's production facility. Attending this meeting will be representatives from GPO, VA and USPS. The contractor and the Government will introduce key project personnel including the person responsible for the mailing operation, and that person's backup. The contractor shall brief the VA project team on their Project Management Plan, Communications Plan, Training Plan, Configuration Management and Master Test Plan, and Change Management Process (as specified below) during the pre-production meeting describing their plan for fulfillment of the contract requirements.

The contractor shall provide the VA and GPO a hard copy of each of the documents at the preproduction meeting along with electronic versions of these documents on a CD. VA shall review and provide feedback as to their acceptance or required amendments to the Plans within seven calendar days. The contractor shall provide amended plans to VA and GPO via email within seven calendar days of receiving VA's requested edits.

After plans are approved Contractor must get pre-approval from VA for any changes prior to implementation. See above for timeline on process of review and approval.

The contractor will conduct a tour of their facility demonstrating compliance with VA security and privacy requirements, quality assurance standards, content management, and publication systems. The VA will conduct an on-site inspection of the contractor's production facility where the contractor is to furnish specific mail flow information as follows:

Project Management Plan – The contractor shall develop and maintain a project management plan that includes the project structure, scope, risk, quality and technical management approach, work breakdown structure, detailed schedule, cost requirements and proposed personnel. The work breakdown structure will be documented using Microsoft Project 2007 or a version agreed to by VA.

Communications Plan – The contractor shall create a communications plan that depicts all lines of communications to be considered for this project. It also incorporates the mechanisms, frequency and audience by which status is reported to VA.

Training Plan – The contractor shall create a training plan that describes the delivery method for training and knowledge transfer. The plan shall identify key resources and interaction points, and provide the appropriate documentation (electronically, or as otherwise agreed with the Government) for staff to use as a reference. The training plan shall reflect practical user training covering the features of the CMS used by staff for, including but not limited to, authoring and/or editing content, including inputting different content types, previewing, checking and changing content before publishing, testing and validation.

Configuration Management and Master Test Plan – The contractor shall describe, in detail, the testing approach including, but not limited to: development, testing and production environments, methods, quality assurance, definition of success metrics, and configuration management.

Change Management Process – The contractor shall establish a change management process that shall provide VA the ability to review and approve any changes to content and rules prior to implementation in the production environment and that these changes are appropriately documented in appropriate project documents. The contractor shall assure all validation tests are included in the change management process. This process may be tailored by VA based on assessment of complexity of the change, experience or outcomes.

Other Project Documentation – The contractor shall be responsible for generating presentations, reports and other project documentation necessary to brief GPO and VA on project status. The contractor will be required to conduct these presentations or briefings.

Ongoing Customer Support – Effective the day immediately following the pre-production meeting, the contractor will provide VA customer support through email and phone during regular business hours (8:00 a.m. to 5:00 p.m. Eastern Time) or otherwise as agreed with VA. The contractor's support teams will be expected to handle questions from VA on the management of the CMS content and rules and to troubleshoot and resolve issues with the generation of the handbook/inserts and mailing.

VA must be able to leave a message for the contractor during off hours. The contractor shall return calls or respond to emails within one hour of receipt during the regular business hours or within one (1) hour of the beginning of the regular business hours.

Reporting Requirements – The contractor shall email progress reports to the VA representative. The contractor will be required to submit the following –

Project Conference Calls – The contractor’s key personnel will participate in weekly conference calls with the VA program office until full production of the Veterans Health Benefits Handbook has been implemented, at which time, the frequency of the calls may progress to monthly at the discretion of the VA. The contractor will prepare and share minutes of the meetings with the VA. The calls will commence the week immediately following the pre-production meeting. VA will schedule the calls with the contractor.

Daily Reports – The contractor shall send VA a daily report in Microsoft Excel, or in a version agreed to by VA, showing the following information. The daily report shall include a subtotal for the month’s work, as well as a Fiscal Year summary –

1. The number of records for printing received during the reporting period and Fiscal Year to Date (FYTD), by Product Type (e.g., Handbooks, Health Benefits Inserts, and Preferred Facility Inserts).
2. Of the total number of records received for printing during the reporting period and FYTD, the total pieces mailed during the reporting period and FYTD, by Product Type and Preferred Facility Station Number.
3. Of the total number of records received for printing during the week and FYTD, the number of records not mailed due to: a) invalid address, as determined by CASS or a Bad Address Indicator in the Veteran’s record; and, b) the number of records not processed due to data corruption (missing required data or improperly formatted data) for the reporting period and FYTD, by Product Type.
4. Number of undeliverable mail pieces processed for the reporting period and FYTD, by Product Type.
5. On-time mail-out percentage for the reporting period and FYTD (number of mailings which were not mailed within the 7 calendar day timeframe/total number of mailings).
6. Average number of calendar days from receipt of the print order to mailing for the reporting period and FYTD.

The daily reports are to begin on the first day of printing. The reports shall continue each workday until the end of the term of the contract. If no work is completed on a given workday, a negative report shall be sent. The report will be sent each day via email by 4:00 p.m. Eastern Time. The name and email address will be provided at the pre-production meeting.

Weekly Progress Reports – The contractor shall submit weekly progress reports that cover all work completed during the previous week, and any non-production work accomplished (e.g., Content Management System population or edits of content or rules), and that to be accomplished during the subsequent weeks and months. The contractor’s report shall include a narrative that addresses accomplishments, actual vs. planned project schedule, project risks and mitigations, quality and security issues and resolutions, escalation process for outstanding issues, and remediation for any issues that cause the project to be delayed.

The contractor shall submit the first report via email to VA **seven calendar days** after the preproduction meeting. Thereafter, the weekly report shall be provided to VA via email by 4:00 p.m., Eastern Time, on Friday of each week.

The weekly report shall include the following processing information described below. This information shall be provided in a format conducive of statistical analysis (e.g. Microsoft Excel).

1. Number of requests received from VA for modifications to rules contained in the Content Management System, the number of requests processed, and the number of requests pending the contractor’s action for the reporting period and FYTD. (See “CONTENT MANAGEMENT SYSTEM” below.)

2. Number of requests received from VA for modifications to content contained in the Content Management System, the number of requests processed, and the number of requests pending the contractor's action for the reporting period and FYTD. (See "CONTENT MANAGEMENT SYSTEM" below.)
3. Number of requests received from VA for modifications to style sheets contained in the Content Management System, the number of requests processed, and the number of requests pending the contractor's action for the reporting period and FYTD. (See "CONTENT MANAGEMENT SYSTEM" below.)
4. Number of overnight shipping requests from VA Project Manager for the reporting period and FYTD.
5. The contractor shall report whether electronic files and media have been destroyed according to VA security requirements as specified in this contract.

CONTENT MANAGEMENT SYSTEM: The contractor shall establish a Content Management System (CMS) which enables VA to provide, in print and electronic format, tailored health benefits information to Veterans driven by their characteristics and history. The Content Management System shall provide a central repository, supported by a range of tools for manipulating and managing the content, generation and presentation of the information. The solution will take the content and rules stored in the repository and produce tailored content for the Veteran in accordance to the instructions provided in each record.

The content should be separated from presentation at the time of authoring to allow for distinct style sheets to be used for each output. The final appearance of the content will be controlled through the use of style sheets. The overall page layout will be specified by page templates furnished by VA. A non-technical interface must be provided for managing this. The CMS must publish to multiple formats, such as HTML (web), hard copy print, data files, and PDF. The CMS should allow for adding support for additional formats, as new standards emerge.

Key requirements include:

- *Integrated Authoring Environment* – The CMS must provide a seamless and powerful environment for content creators, which does not require knowledge of specialized programming languages.
- *Separation of Content and Presentation* – Authoring must be style-based, with all formatting applied during publishing. The final appearance of the published material is controlled through the use of style sheets. The CMS provides page and layout templates to shorten development and publishing time and effort. The CMS must keep content and layout separate.
- *Personalization* – The CMS must be able to personalize information to the recipient based on rules, metadata, and recipient profile information.
- *Multi-User Authoring* – The CMS must be able to support multiple users and ensure data integrity and prevent access clashes.
- *Content Re-Use* – The CMS must be able to re-use content to avoid data redundancy.
- *Metadata Creation* – The CMS must be able to capture metadata to facilitate search and management.
- *Usability* – The CMS must provide an authoring environment that allows the user to create and maintain content with minimal setup and training.
- *Version Control and Archiving* – The CMS must provide strict version control as necessary for legal accountability, backup, and disaster recovery. The solution must provide an interface for these features. The CMS must provide the ability to view content as it was on a specified date in time to assist in addressing legal and record keeping compliance issues.
- *Workflow* – The CMS must provide built-in, or must support, automated workflow processes and technologies. Workflow will support authoring, testing and approval of content and rules. The solution must be easily customized and adaptable to change.

- *Security* – Security will assure adequate security levels and audit trails in place to assure integrity of content and rules.
- *Reporting* – The CMS must provide an extensive range of reports, for both users and administrators.
- *Integration with External Systems* – The CMS must be capable of receiving and processing information sent by VA and to publish the Handbook and other tailored communications and support mailing of hard copy materials to Veterans. The CMS will provide information back to VA including an electronic version of the communications material, mailing information (e.g., correspondence type, status, date) and user and administrator level reporting.
- *Extensibility* – The CMS must allow for a mechanism to extend publishing mediums and channels. The CMS must support a web-based tool which enables a query functionality (challenge and return routine) that would allow a VA portal site to provide basic information for a Veteran eligibility.

The CMS would then run challenges against the existing (most up-to-date) rules, and return a listing of available benefits (content as established by the database of the handbook) based on the supplied query.

This information will be returned to VA in HTML format for display through the VA portal to the requestor.

- *Multi-language(s)* – The CMS must allow the ability to publish the communications materials in a specified foreign language (Spanish). Initially, the CMS must allow an authorized user to select the foreign language for which a unique Veteran's material would be published. When VA's information systems are enhanced, the data string sent by VA to the CMS will reflect the Veteran's language preference. When that enhancement is in place, the CMS will publish the communications material in the designated language as per the instruction. (NOTE: Less than 5% of all handbooks and inserts ordered will be in Spanish.)

Implement Content Management System Environments – The contractor shall implement test and production environments for the storage and manipulation of VA's Veterans Health Benefits Handbook and other tailored communications materials. These environments should conform to the key requirements of the CMS specified above and be able to expand to hold content and rules for all VA lines of business.

Populate the Content Management System Environments (English) – The contractor shall perform an initial population of the content, rules and style sheets provided by VA into the Content Management System. These form the content and format baseline for the Veterans Health Benefits Handbook, Health Benefits Insert, Preferred Facility Insert and cover letters. The draft style sheets, content and rules for the Veterans Health Benefits Handbook, Health Benefits Insert, Preferred Facility Insert and cover letters will be provided on the Internet. The content and rules will be provided in Microsoft Word 2010, or a version agreed to by VA. Final versions of the initial set of style sheets, content and rules will be provided at Pre-Production meeting. Additionally, VA will provide the initial facility reference file, which will be used in the Pre-Production Validation Test. Population of the Content Management System shall be completed within 20 calendar days of the Pre-Production meeting.

Populate the Content Management System environments (Spanish) – The contractor shall perform an initial population of the content, rules and style sheets provided by VA into the Content Management System. These form the content and format baseline for the Veterans Health Benefits Handbook, Health Benefits Insert, Preferred Facility Insert and cover letters.

The style sheets, content and rules for the Veterans Health Benefits Handbook, Health Benefits Insert, Preferred Facility Insert and cover letters will be provided to the contractor by VA via email. The content and rules will be provided in Microsoft Word 2010, or a version agreed to by VA. VA expects to provide the contractor with the Spanish version content within six (6) months after beginning Full Production. Population with the Spanish version content will be completed within 21 calendar days after provision by VA.

Implement the Change Management Process – The contractor shall implement the change management process that controls versions and ensures the integrity of the style sheets, and content and rules residing in the Content Management System.

The contractor shall ensure updates to the content and rules provided by VA are accurately implemented in the Content Management System and that these are accurately documented in appropriate business documents. The contractor shall implement the Change Management Process with the initial population of the Content Management System.

Operational Management of VA's Style Sheets, Content and Rules – After the initial population of the Content Management System, the contractor shall receive and execute changes to style sheets, content and rules furnished by the designated VA office. The contractor shall implement the changes in a test environment within five (5) calendar days of provision by VA and without disrupting ongoing production, unless otherwise specified by VA. The contractor will notify the VA that the proposed changes are available for review by the VA. The VA's approval is required before they may be placed into production.

Populate the Content Management System Environments with Clinical Inventory Information – The contractor shall perform an initial population of the content, rules and style sheets for clinical inventory information provided by VA into the Content Management System. These will form the new baseline for the enhanced Veterans Health Benefits Handbook, Health Benefits Insert, Preferred Facility Insert and cover letters. The updated style sheets, content and rules for VA's Veterans Health Benefits Handbook, Health Benefits Insert, Preferred Facility Insert and cover letters will be provided by VA as they are identified. VA will provide the contractor with clinical inventory information to be added to the Content Management System approximately six (6) months after the Pre-Production meeting. The contractor shall implement those changes within **21 calendar days** of receipt.

Populate the Content Management System Environments with Veteran's Non-Health Related Benefits Information – The contractor shall perform an initial population of the content, rules, and style sheets for non-health related benefits information provided by VA into the Content Management System. These will form the new baseline for the enhanced Veterans Health Benefits Handbook, Health Benefits Insert, Preferred Facility Insert and cover letters. The updated content, rules, and style sheets for VA's Veterans Health Benefits Handbook, Health Benefits Insert, Preferred Facility Insert and cover letters will be provided by VA as they are identified. VA will provide the contractor with the non-health related benefits information to be added to the Content Management System approximately 12 months after the preproduction meeting. The contractor shall implement those changes within **21 calendar days** of receipt.

Create a Self-Service Web-Interface to the Content Management System. The contractor shall create an interface which allows Veterans to anonymously enter information about themselves into a VA created web-based tool which calls the content and rules in the CMS and delivers benefits information to the Veteran on a VA internet site. This interface shall be completed nine months after the pre-production meeting.

KNOWLEDGE TRANSFER TRAINING – The contractor shall develop training materials for training VA staff in the use of the Content Management System. The training materials will focus on the following areas: maintaining style sheets, content and rules; validation testing (unit, regression, functional and impact testing); promoting/releasing updates to content and rules; and support and troubleshooting of the environment and components.

Additionally, the contractor will provide up to four (4) separate periods of on-site desk-side coaching at VA's Health Eligibility Center in Atlanta, GA. Each period will extend for four (4) workdays, with each day of desk-side coaching being an 8-hour workday.

NOTE: The contractor shall be reimbursed for all travel costs and per diem incurred for the training and on-site desk-side coaching sessions (as specified in this contract) in accordance with the Federal Travel Regulations (FTR) in effect at the time of travel.

Develop Training Materials – The contractor shall develop the following training packages: a) Module for authoring of content and business rules and use of the Content Management System; b) Module for testing and promoting/releasing content and rules changes; c) Module for product administration tailored to the support staff responsible for granting access and managing the environment and its components.

Provide VA Staff Access to the CMS – The contractor will allow designated VA staff to have secure access to view the content and rules managed in the CMS and to be able to see the results of validation tests.

Access to the CMS shall be provided no later than 21 calendar days after the preproduction meeting, and thereafter, within three (3) calendar days of receipt of new VA staff information. The total number of VA users will not exceed 15 users.

Provide Training to Business Users – The contractor shall begin to train the business users in: a) authoring/communicating business rules; b) module for testing and promoting/releasing content and rules changes; and, c) module for product administration tailored to the support staff responsible for granting access and managing the environment and its components within 30 calendar days of the Pre-Production meeting.

Provide Training to Support Staff – The contractor shall perform administrative training to the support staff responsible for granting access and managing and troubleshooting the environment and its components within 30 calendar days of the Pre-Production meeting.

Provide On-Site Desk-Side Coaching Sessions – The contractor shall provide four (4) separate on-site desk-side coaching sessions to business users and administrative support. The training requirements for these sessions should be defined by the VA Project Manager (PM) and the contractor. The purpose of this on-site training is to address any questions regarding the product functionality and features, and implementation of best practices. These sessions shall be scheduled by VA, with the first session beginning no earlier than 30 calendar days of the preproduction meeting.

VALIDATION TESTS: Prior to commencement of production of orders placed under this contract, VA will furnish electronic test files that are to be used in performing Preproduction Validation Tests.

Dataset names and formats for this test will be provided at the Pre-Production meeting.

All production files for Health Benefit communications will be electronically transmitted. The Government will not furnish back-up cartridges at any time during the term of this contract.

NOTE: Failure of the contractor to perform the Transmission Test satisfactorily may be cause for default. The Government reserves the right to waive the requirements of the test. Contractor will be notified at the Post-award Conference if test is to be waived.

Pre-production Validation Test – Twenty-one calendar days after the Pre-Production meeting, VA will transmit a Test File containing no more than 250 test records to the contractor for their use in producing product samples. The Government will approve, conditionally approve, or disapprove the validation output within seven calendar days 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.

The contractor shall deliver the following –

- ***Printed Samples*** – For each test record, the contractor shall provide a set of sample products to VA (address to be supplied at the Pre-Production meeting) within five calendar days of receipt of the test file. No envelopes will be required for the samples. The contractor must produce these samples on their equipment that will be used in production, and with their personnel. The samples are to be printed (on the paper required by these specifications) and bound, as specified herein. The samples must be complete (reflect the complete mailing package, e.g., cover letter, Appellate Rights form, and Notice of Privacy Practices) and include all variable fill-ins.

- *Electronic Handbook/Insert Samples* – For each record in the Test File, the contractor shall provide an electronic PDF of the Handbooks/Inserts to VA (on the contractor’s secure server for retrieval by VA) within three (3) calendar days of receipt of the test file. The Handbook cover letter, Appellate Rights form, and Notice of Privacy Practices shall not be provided electronically unless specifically requested by VA in advance.
- *Online Handbook Samples* – For each record in the Test File, the contractor shall provide a coded text file (ex.: HTML Mark-up) of the Handbooks to VA (on the contractor’s secure server for retrieval by VA) within three calendar days of receipt of the test file. The Handbook cover letter, Appellate Rights form, and Notice of Privacy Practices shall not be provided electronically unless specifically requested by VA in advance.
- *Mail Management Files* – For the Handbooks and related materials generated as a result of the Pre-Production Validation Test, the contractor will make available on the contractor’s secure server to VA three mail status files:
 - (1) A file containing records that have invalid addresses;
 - (2) A file containing records that were mailed, and,
 - (3) A file identifying records that could not be processed due to data corruption.

These files will be retrieved from the contractor’s server by VA, within three calendar days of the Pre-Production Validation Test, for processing and approval of the Test file.

To test the Undeliverable Mail processing, VA will select up to 20 records as having mail that was returned as undeliverable by the post office and provide the record information to the contractor within three calendar days of the pre-production validation test.

The contractor will make a file containing Undeliverable Records information available on their secure server available to VA within three (3) calendar days of receipt of the test undeliverable records information.

The Government will approve, conditionally approve, or disapprove the validation output within 14 calendar days 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.

All data provided by the Government or duplicates made by the contractor 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.

System Change/Updated Content Validation Test – When required, VA will furnish test files containing up to 250 records for transmission that are to be used in performing a Systems Change/Updated Content Validation test. This test is required whenever VA initiates a systems/programming change or when Health Benefits communications content is created or modified. The contractor shall furnish 10 printed samples from each file (no envelopes) within five calendar days of receipt of files. The samples are to be printed (on the paper required by these specifications) and bound, as specified herein.

The samples must be complete (reflect the complete package, e.g., cover letter, Appellate Rights form, and Notice of Privacy Practices), and must include all variable fill-ins. In addition, for each System Change/Updated Validation Test, the contractor must provide an electronic version of each Handbook or Insert produced from the test file.

The Government will approve, conditionally approve or disapprove the samples within seven calendar days of receipt thereof.

NOTE: The contractor is not to implement the change in live production until approved by VA. (cont. Pg. 33)

The System Change Validation Test shall occur without a break in production of Health Benefit Communications. The Government anticipates changes in systems may occur four times per year and will inform the contractor in advance when the transmissions will contain the system changes. Changes in content or rules may occur 12 times per year.

PRODUCTION OF HEALTH BENEFIT COMMUNICATION MATERIALS:

When it is time to publish Health Benefits Communications materials, VA will create a Health Benefits Communications request file containing records for which the communications materials should be published and place it on the contractor's secure server. A record will be created for each mailing address on the file. The record will contain all the data relevant for the mailing of an associated mail piece. Request files will be in record specification format, represented by dataset name. Any alteration of the data contained in the file is not permitted, unless specifically directed by VA, in writing.

Each record on the Health Benefits Communications Request File will contain a field that identifies the delivery preference (e.g., hardcopy printing or electronic only). At the inception of this contract, all products will require hardcopy printing; however, if a Bad Address Indicator value is "Yes" or if the CASS software finds that the address provided is invalid or undeliverable, the requested material will be published in electronic format only. The electronic copy should display "Electronic Only" embedded in the background to indicate a hard copy was not mailed. Another field in each record will identify the Product Type, (e.g., Handbook, Preferred Facility Insert or Health Benefits Insert). When the record indicates publication of a Preferred Facility Insert and/or Health Benefits Insert is to be generated, the Handbook will be regenerated in electronic format and the Insert will be printed and mailed to the Veteran. When the Veterans Health Benefit Handbook, the Health Benefits Insert, or the Preferred Facility Insert is created (regardless of whether a hardcopy of the Handbook was mailed to the Veteran), the PDF files of the Handbook and Benefits at a Glance will be sent electronically to VA for retention and access, as well as the computable data file.

Within **seven calendar days** of receipt of the print order, the contractor will place on its secure server for VA retrieval three (3) Mail Status files (in the format prescribed by VA) as follows:

1. A file containing records that have invalid addresses;
2. A file containing records that were mailed; and,
3. A file identifying records that could not be processed due to data corruption (e.g., missing required data or improperly formatted data).

Additionally, the contractor shall be required to receive and process undeliverable Health Benefits Communications mail returned by USPS. The contractor is responsible for processing the undeliverable mail within **two workdays** of receipt from USPS. The contractor shall place a file on its secure server each *calendar* day of each piece of undeliverable mail received and processed that day. Any returned mail must be securely destroyed by the contractor within 24 hours of processing and making the file available for VA's receipt.

The final version will be provided at the Pre-Production meeting.

See Exhibit H: Sample File Layouts

NOTE: VA data provided to the contractor must be retained for 14 calendar days after mailing. The files created by the contractor in the production of Health Benefits Communications, such as PDFs and data files for Handbooks, Inserts, and mail management files, must be stored on the contractor's server for 14 calendar days for VA's use.

On the 15th calendar day, the contractor is required to delete (scrub) the files from the server, unless otherwise instructed by VA. The undeliverable mail files must be deleted (scrubbed) from the contractor's server on the 15th **calendar** day after retrieval by VA.

VA destruction requirements are found in VA Directive 6371 and the NIST publication 800-88.

All data provided by the Government or duplicates made by the contractor 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 or resultant printouts must be destroyed by the contractor.

ELECTRONIC INFORMATION TRANSFER REQUIREMENTS:

Upon award of this contract, the Government will determine the connectivity method between VA and the contractor. Internet Protocol (IP) will be the connection protocol for the transmissions. At the Government's option, the Government will either place an order for a dedicated circuit data connection under GSA's FTS 2001 contract to be installed (within 60 calendar days) between the contractor's location(s) and VA's network interface location or the connectivity method will be through the Internet using VA Rescue connection. The connection method is at the sole discretion of 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.

If a VPN Rescue connection method is deemed necessary, the contractor must have an Internet-ready VPN IP security (IPsec) capable device. The Government is not responsible for any cost associated with the VPN Internet connection that the contractor may incur.

If a dedicated circuit transmission is deemed necessary, VA will determine the appropriate bandwidth for the connection. The cost of this connection will be borne by the Government. The contractor shall immediately provide a complete delivery address with nearest cross street, contact name and phone number for installation of data transmission services and equipment. The contact person at the contractor's site will be available for delivery of services at the specified location. The Government shall not be responsible for incorrect or lack of address information nor for non-availability of contact person at the delivery site. VA will provide the necessary dedicated data connection including router, modem, and firewall at the contractor's specified locations(s).

ELECTRONIC PREPRESS: Prior to image processing, the contractor shall perform a basic check (preflight) of the furnished media and publishing files to assure correct output of the required reproduction image. Any errors, media damage, or data corruption that might interfere with proper file image processing must be reported to the ordering agency as specified on the print order.

The contractor shall create or alter any necessary trapping, set proper screen angles and screen frequency, and define file output selection for the imaging device being utilized. Furnished files must be imaged as necessary to meet the assigned quality level.

All halftones are to be 150 line screen or finer.

GPO imprint is waived and must not print on the finished products.

When required by the Government, the contractor shall make minor revisions to the electronic files. It is anticipated that the Government will make all major revisions.

Prior to making revisions, contractor shall copy the furnished files and make all changes to the copy.

Upon completion of each order, the contractor must furnish final production native application files (digital deliverables) with the furnished material. The digital deliverables must be an exact representation of the final printed product and shall be returned on the same type of storage media as was originally furnished.

The Government will not accept, as digital deliverables, PostScript files, Adobe Acrobat Portable Document Format (PDF) files, or any proprietary file formats other than those supplied, unless specified by the Government. (The Government will accept Adobe Acrobat Portable Document Format (PDF) files as digital deliverables when furnished by the Government.)

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.

https://www.gpo.gov/docs/default-source/forms-and-standards-files-for-vendors/vol_12.pdf?sfvrsn=2.

All text paper used in each copy must be of a uniform shade. All cover paper must have the grain parallel to the spine.

<i>Handbook Cover</i>	White Litho (Gloss) Coated Cover, basis weight: 60 pounds per 500 sheets, 20 x 26", equal to JCP Code L10.
<i>Handbook Text</i>	White Offset Book, basis weight: 50 pounds per 500 sheets, 25 x 38", equal to JCP Code A60.
<i>Cover Letter</i>	White Offset Book, basis weight: 50 pounds per 500 sheets, 25"x38", equal to JCP A60.
<i>Inserts</i>	White Offset Book, basis weight: 50 pounds per 500 sheets, 25 x 38", equal to JCP Code A60.
<i>Appellate Rights Form</i>	White Offset Book, basis weight: 50 pounds per 500 sheets, 25"x38", equal to JCP A60.
<i>Notice of Privacy Practices</i>	White Offset Book, basis weight: 50 pounds per 500 sheets, 25"x38", equal to JCP A60..
<i>Mail-out Handbook Envelope</i>	White or Light Brown Kraft Shade, (at contractor's option), basis weight: 32 pounds per 500 sheets, 17 x 22", equal to JCP Code V10.
<i>Mail-out Insert Envelope</i>	White Writing Envelope basis weight: 24 lbs. per 500 sheets, 17 x 22", equal to JCP Code V20.

PRINTING/VARIABLE IMAGING: At contractor's option, the printing of the handbook text pages, cover letters, inserts, forms, notices, and envelopes may be produced via conventional offset or digital printing provided that Quality Level 3 standards are maintained. Final output must be a minimum of 150 line screen and at a minimum resolution of 1200 x 1200 x 1 dpi or 600 x 600 x 4 bit depth technology.

NOTE: GPO imprint is waived and must not print on the finished products.

<i>Handbook Cover</i>	Prints in four-color process. Some type reverses out white. Covers 1 has full ink coverage. Image in black only on Cover 4 only consisting of agency seal, text and recipient's mailing address, Covers 2 and 3 print black only with variable information consisting of text, rules and images. Handbook covers 1 and 4 must be printed via offset <i>with the variable imaging of data</i> . Covers must be printed on a press capable of printing four colors in a single pass.
<i>Handbook Text</i>	Prints head-to-head in black ink only. Image in black only throughout the text pages consisting of variable text matter
<i>Cover Letters</i>	Print face only or face and back in black ink. Printing consists of text and line matter and the agency seal. Image in black only. Imaging consists of text matter and image for signature.
<i>Inserts</i>	Print face only or face and back in black ink. Printing consists of text and line matter, and the agency seal. Image in black only. Imaging consists of text matter.
<i>Appellate Rights Form</i>	Print face and back in black ink only. Printing consists of text and line matter.
<i>Notice of Privacy Practices</i>	Print head-to-head in black ink. Printing consists of text and line matter.
<i>All Envelopes</i>	Print envelopes face only (after construction) in black ink only.

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

NOTE: VA reserves the right to make changes to the format/text on any of forms, notices, or envelopes at any time during the term of the contract. Therefore, the contractor shall not pre-print or maintain more than a 30-day supply of any of the forms, notices, or envelopes required under this contract. VA will not be required to purchase from the contractor the inventory of any component remaining on hand in excess of what was authorized when a format/text change to the form, notice or envelope change is implemented.

MARGINS: Margins will be as indicated on the print order or furnished electronic files. Covers 1 and 4 of the Handbook bleed on all four sides.

BINDING: Bind as follows –

<i>Handbooks</i>	Saddle-wire stitch in two places and trim three sides. Each product must contain complete four-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.
<i>Cover Letters</i>	Trim four sides.
<i>Inserts</i>	Trim four sides.
<i>Appellate Rights Form</i>	Trim four sides.
<i>Notice of Privacy Practices</i>	Fold from 17 x 11” down to 8-1/2 x 11”, title out. Trim three sides and paste on fold.

CONSTRUCTION (All Envelopes): All envelopes must be open side, side seam, with gummed fold-over flap for sealing. Flap depth is at the contractor’s option but must meet all USPS requirements. Flap must be coated with 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. Envelopes shall be sufficiently high cut so as to prevent the flap adhesive from coming in contact with the envelope’s contents. The sealed seam shall not adhere to the inside of the envelope. Envelopes shall be free from cuts, folds, tears, machine marks, foreign matter, dirt, ink smears, and adhesive stains.

Face of envelopes to contain one die-cut address window.

- On the 6-1/4 x 9-1/8” envelope, the window is located on the lower left face of the envelope, vertical placement (after manufacture). (NOTE: The size of the die-cut window for the 6-1/4 x 9-1/8” envelope will be provided at the preproduction meeting.) The die-cut window is to be located in alignment with the address location on the back of the handbook (the long dimension of the window is parallel with the long dimension of the envelope; envelope flap to the top side of the window).
- On the No. 10 envelope, the window is 1-1/8 x 4-1/2” in size, and is located 7/8” from the left edge and 1/2” from the bottom edge of the envelope. Die-cut window is to be located in alignment with the address location on the insert.

NOTE: Die-cut windows on all envelopes must allow for the viewing of the imaged mailing address (up to five (5) lines plus IMB bar code) on the handbook or insert, as applicable.

The window may have rounded or slightly rounded corners, as specified on the print order.

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

PACKAGING:

Handbooks – Gather, fold and insert in specified order, the cover letter, the Appellate Rights form, and the Notice of Privacy Practices under the handbook, with all facing toward the back of envelope, into a 6-1/4 x 9-1/8” kraft envelope with the recipient’ name, address, and bar code on back cover of the handbook facing out for visibility through the envelope window.

It is the contractor's responsibility to assure:

- a) That the name on the cover letter corresponds with the name on the handbook;
- b) That only the recipient's name, address, and bar code on the handbook will be visible through the window; and,
- c) That only one (1) each of the required components is inserted into each mail-out envelope.

Health Benefits Inserts – Gather the insert and Appellate Rights form and letter-fold together with the recipient's name and address on the insert facing out. Insert into a No. 10 mail-out envelope with the recipient's name and address facing out for visibility through the envelope window. It is the contractor's responsibility to assure that only the recipients' name and address on the insert will be visible through the window and that only one (1) each of the required insert and form is inserted into the mail-out envelope.

Preferred Facility Inserts – Letter-fold and insert into a No. 10 mail-out envelope with the recipient's name and address facing out for visibility through the envelope window. It is the contractor's responsibility to ensure that only the recipient's name and address on the insert is visible through the window and that only one (1) each of the required insert is inserted into the envelope.

NOTE: It is possible that a recipient may receive one (1) each of the Health Benefit Insert and the Preferred Facility Insert, in which case the Health Benefit Insert is to be placed on top. It is the contractor's responsibility to assure that the name on the Health Benefit Insert corresponds with the name on the Preferred Facility Insert.

For most recipients, either a handbook or insert will be inserted into the envelope. On a rare occasion, a recipient may receive both a handbook and insert(s), in which case, the contractor is to place the insert(s) behind the Notice of Privacy Practices, and insert as specified above. The contractor will be responsible for establishing a web-based server that will allow VA access to the Content Management System in order to view and manage the content and rules.

After inserting all required components for each package type into applicable mail-out envelopes, seal mail-out envelopes.

Mail each individual package.

LABELING AND MARKING: On all mail-out envelopes, the contractor must use the agency's name ("Department of Veterans Affairs"), the VA seal, and the contractor's mailing address as the return address, with "Official Business" underneath the address. (VA to furnish a PDF file containing the VA seal.)

DISTRIBUTION: Mail f.o.b. contractor's city each individual mail package to both domestic (nationwide) and foreign addresses.

NOTE: Less than 10,000 addresses annually are for foreign destinations.

Mailing of all materials shall be made at Presort First Class rate (reimbursable), unless specified otherwise.

Contractor is required to apply the appropriate postage to each mailing. Contractor will be reimbursed for postage by submitting a properly completed postal service form (or equivalent) with billing invoice for payment.

The contractor must validate Veteran addresses for improved mail delivery by using Coding Accuracy Support System (CASS) Certified software to ensure the address conforms to United States Postal Service (USPS) standards. *Prior to printing hard copy materials*, the contractor will run each address through CASS-certified software to identify invalid mailing addresses. Records with invalid addresses will not have hardcopy material printed and will be published in electronic format only.

On occasion, the Government may request overnight express mailing of Communications based on special requests from VA, Congress and the Executive Branch. Such requests will be authorized through the VA representative. Contractor will be reimbursed for all express mailing costs by submitting a properly completed postal service form (or equivalent) with billing invoice for payment.

The contractor is responsible for all costs incurred in transporting materials published as a result of this contract to the Post Office.

The contractor is required to prepare domestic Presort Standard Class mail in accordance with appropriate USPS rules and regulations, including the USPS Domestic Mail Manual, in effect at the time of the mailing. The contractor is required to obtain the maximum USPS postage discounts possible in accordance with the USPS Presort Standard Class Domestic Mail automated and non-automated mail discount structure in effect at the time of the mailing: (A) Automation (5-digit); (B) Automation (3-digit); (C) Automation (AADC); (D) Automation (Mixed AADC); (E) Non-automation (Presorted); and (F) Non-automated (Single Piece).

For each file retrieved by the contractor for delivery of communications material to Veterans, the contractor will return to VA three (3) Mail Status files: 1) a file containing records that have invalid addresses; 2) a file containing records that were mailed; and, 3) a file identifying records that could not be processed due to data corruption (e.g., missing required data or improperly formatted data). These files shall be placed in the VA-specified server location by the contractor through the use of One-VA VPN. Examples of the file formats are provided in Attachment H. The final versions will be provided at the preproduction meeting.

All copies mailed must conform to the appropriate regulations in the U.S. Postal Service manuals for “Domestic Mail” or “International Mail”, as applicable.

The following US Postal Service (USPS) Ancillary Service Endorsements will be used if the piece of mail is Undeliverable as Address (UAA).

1. If a new address is identified within Months 1 through 12 – Forward the mailpiece to the new address.
2. If a new address is identified within Months 13 through 18 – Return the mailpiece to the contractor with the new address attached. The contractor will re-address the mailpiece and re-mail to the Veteran. The contractor will send VA a file containing information about the old and new address.
3. After Month 18 or if undeliverable – The mailpiece will be returned to the contractor with reason for non-delivery. The contractor will send VA a file identifying the records for which mail is undeliverable. The contractor will securely dispose of the undeliverable mail by shredding it with a cross cut shredder; the strips must not exceed one-quarter inch. The contractor must provide the location and method planned to dispose of the material.

Upon completion of each order, all furnished material, including electronic media, if applicable, and digital deliverables) and sample copies must be returned to: Department of Veterans Affairs, Chief Business Office, 2957 Clairmont Road, Atlanta, GA 30329.

All expenses incidental to picking up and returning materials and furnishing sample copies must be borne by the contractor.

WHITE MAIL: Contractor shall receive and process white mail communications relative to Program 3005-S, as follows:

When mail is received by the vendor, it shall remain unopened (if it is clearly indicated that it is in reference to the Program 3005-S contract). If the mail is not clearly marked, then said mail is to be opened only by an individual that has passed VA’s security clearance.

This mail will be gathered in a secure location and held until scheduled for return to the designated VA representative. When requested by VA, all gathered white mail relating to Program 3005-S is to be inserted into a secure shipping container (box, padded envelope, etc.). A tracking number at the time of shipment shall be provided via email to the point of contact designated by VA.

All materials will be handled/processed by a cleared employee, per VA privacy/security requirements. The VA shall have the option to select the preferred vendor/small package carrier, if multiple carriers are available.

SCHEDULE: Adherence to this schedule must be maintained. Contractor must not start production of any job prior to receipt of the individual print order (GPO Form 2511).

If required, furnished material must be picked up from to: Department of Veterans Affairs, Health Eligibility Center, 2957 Clairmont Road, Atlanta, GA 30329.

No definite schedule for pickup of material can be predetermined.

It is anticipated that the first print order for this program will be issued approximately 60 calendar days after award, effective only upon approval of the required post-award preparations and testing.

NOTE: The contractor's FTMS software shall be operational for the receipt of data files 24 hour per day, seven days per week, unless otherwise specified by the Government

Live production files may be transmitted on a daily basis Monday through Sunday, including Federal holidays.

- On Quantities up to 100,000 Health Benefits Handbooks and any required printed inserts (printed and/or electronic versions) the contractor must complete production and distribution of each week's files within seven calendar days of receipt of the print order.
- On Quantities exceeding 100,000 up to 130,000 Health Benefits Handbooks and any required inserts (printed and/or electronic versions) the contractor must complete production and distribution of each week's files within 15 calendar days of receipt of the print order.
- The contractor must furnish the electronic version of the Veterans Health Benefits Handbook and Benefits at a Glance to VA within seven calendar days of receipt of the print order.

NOTE: An electronic version of the communications will be published for each record contained on the file even if the Veteran's address is invalid (e.g. by the Bad Address Indicator, or determined invalid by CASS).

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 U.S Postal Service (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, contractors are to report information regarding each order with date of shipment or delivery, as applicable, in accordance with the contract requirements by contacting the Shared Support Services Compliance Section via email at compliance@gpo.gov, via telephone at (202) 512-0520, or via facsimile at (202) 512-1364. Personnel receiving the email, call, or facsimile will be unable to respond to questions of a technical nature or to transfer any inquiries.

SECTION 3. – DETERMINATION OF AWARD

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

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

- I. (a) 1
- (b) 1.
 - 1. 1
 - 2. 1
 - 3. 1
- (c) 8

- | | (1) | (2) |
|------------|-------|--------|
| II. (a) 1. | 4,046 | 34,146 |
| 2. | 52 | 440 |
| (b) | 52 | 440 |
| (c) | 52 | 358 |
| (d) | 52 | 20 |
| (e) | 52 | 796 |
| (f) | 52 | 440 |
| (g) | 52 | 463 |
| (h) | 52 | 375 |

- III. (a) 17450
- (b) 880
- (c) 2,200
- (d) 440

- IV. (a) 1
- (b) 1
- (c) 12
- (d) 6
- (e) 12
- (f) 52
- (g) 867,876
- (h) 52
- (i) 440,000
- (j) 6
- (k) 6

- V. (a) 463
- (b) 356
- (c) 2
- (d) 20

SECTION 4. – SCHEDULE OF PRICES

Bids offered are f.o.b. contractor’s city for all mailing.

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

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

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

All 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.

I. PRE-PRODUCTION TESTS:

- (a) Transmission Test.....per test..... \$ _____
- (b) Preproduction Validation Tests –
 - 1. Printed Samples.....per test..... \$ _____
 - 2. Electronic Samples.....per test..... \$ _____
 - 3. Mail Management Files.....per test..... \$ _____
- (c) System Change/Updated Content Validation Testper test..... \$ _____

II. PRINTING, VARIABLE IMAGING, BINDING AND CONSTRUCTION: Prices offered must be all inclusive and include the cost of materials and operations (including the cost of envelopes) necessary for the printing, imaging, binding, and construction of the product listed in accordance with these specifications.

	<u>Makeready and/or Setup</u> (1)	<u>Running Per 1,000 Copies</u> (2)
(a) <i>Handbooks</i> –		
1. <i>Text</i> – Printing in black ink and imaging in black, including binding..... per page	\$ _____	\$ _____
2. <i>Complete Cover</i> Printing in four-color process and imaging in black including binding per complete cover	\$ _____	\$ _____

(Initials)

	<u>Makeready and/or Setup</u> (1)	<u>Running Per 1,000 Copies</u> (2)
(b) <i>Cover Letters</i> – Printing in black and imaging in black, including binding per letter.....	\$ _____	\$ _____
(c) <i>Health Benefits Insert</i> – Printing in black and imaging in black, including binding per insert.....	\$ _____	\$ _____
(d) <i>Preferred Facility Insert</i> – Printing in black and imaging in black, including binding per insert.....	\$ _____	\$ _____
(e) <i>Appellate Rights Form</i> – Printing in black, including bindingper form	\$ _____	\$ _____
(f) <i>Notice of Privacy Practices</i> – Printing in black, including bindingper notice	\$ _____	\$ _____
(g) <i>Mail-out Envelope (6-1/4 x 9-1/8")</i> – Printing in black, including construction..... per envelope	\$ _____	\$ _____
(h) <i>Mail-out Envelope (No. 10)</i> – Printing in black, including construction..... per envelope	\$ _____	\$ _____

III. PAPER: Payment for all paper supplied by the contractor under the terms of these specifications, as ordered on the individual print orders, 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:

Text - Each page-size leaf.

Covers – Two page-size leaves will be allowed for each complete cover. Prices offered must include the cost of paper for backstrip, when required.

Inserts, Forms, and Notices – Each page-size leaf.

	<u>Per 1,000 Leaves</u>
(a) White Offset Book (50 lb.)	\$ _____
(b) White Litho (Gloss) Coated Cover (60 pound)	\$ _____
(c) White writing (20 lb)	\$ _____
(d) White Bond (20 lb)	\$ _____

IV. ADDITIONAL OPERATIONS:

(a) CMS Initial Population (English)	one-time charge	\$ _____
(b) CMS Initial Population (Spanish)	one-time charge	\$ _____
(c) Server Maintenance	per month	\$ _____
(d) Training	per session	\$ _____

(Initials)

- (e) On-line handbook Web Interface..... monthly \$ _____
- (f) Weekly Progress Reports.....per report..... \$ _____
- (g) Creation of “stand-alone” (PDF) per record submitted \$ _____
- (h) Creation of “.txt” file containing
extracted information from all files per print order \$ _____
- (i) Weight calculation /
pre-composition adjustmentper record printed..... \$ _____
- (j) Return of White Mail..... when required..... \$ _____
- (j) Help Desk Technical Support..... per hour..... \$ _____
- (k) Destruction of Returned Material per hour..... \$ _____

V. PACKAGING AND MAILING: Prices offered must include the cost of all required materials and operations necessary for the mailing of the Handbooks and Inserts including cost of collating components in proper sequence and folding (if applicable) in accordance with these specifications, insertion of components and into appropriate mail-out envelope and mailing in accordance with these specifications.

- (a) *Veterans Health Benefits Handbook Package* –
Inserting of handbook, cover letter,
Appellate Rights form, Notice of Privacy
Practice, and 6-1/4 x 9-1/8” mail-out envelope per 1,000 packages \$ _____
- (b) *Health Benefits Insert Package* –
Insert, Appellate Rights form, into No. 10 mail-out envelope..... per 1,000 packages \$ _____
- (c) Additional performance when 2nd leaf
of health benefits insert is required..... per 1,000 copies \$ _____
- (d) *Preferred Facility Insert Package* –
Consisting of inserting into
No. 10 mail-out envelope per 1,000 packages \$ _____

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

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

AMENDMENT(S): Bidder hereby acknowledges amendment(s) number(ed) _____

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

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

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

Bidder _____
(Contractor Name) (GPO Contractor's Code)

(Street Address)

(City - State - Zip Code)

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

(Person to be Contacted) (Telephone Number) (Email)

THIS SECTION FOR GPO USE ONLY

Certified by: _____ Date: _____ Contracting Officer: _____ Date: _____



January 9, 2019

This is Amendment No. 1. The specifications in our invitation for bids on Program 3005-S, scheduled for opening at 2:00 P.M. prevailing Seattle, WA, time, on January 16, 2019, are amended as follows:

- 1. On page 40 replace the Determination of Award item designations for IV. (j) and IV. (k) and add an item designation for IV. (l)

Delete the paragraph that reads on page 40:

IV. (j) 6
 (k) 6

And insert in lieu thereof:

IV. (j) 120
 (k) 6
 (l) 6

- 2. On page 43 adjust the line item letters under IV. (j); IV. (j); and IV. (k) to IV. (j); IV. (k); and IV. (l)

Delete the paragraph that reads on page 43:

IV.
 (j) Return of White Mail..... when required \$ _____
 (j) Help Desk Technical Support.....per hour \$ _____
 (k) Destruction of Returned Material.....per hour \$ _____

And insert in lieu thereof:

IV.
 (j) Return of White Mail..... when required \$ _____
 (k) Help Desk Technical Support.....per hour \$ _____
 (l) Destruction of Returned Material.....per hour \$ _____

All other specifications remain the same.

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

U.S. Government Publishing Office
 Seattle Regional Office
 4735 East Marginal Way South, Suite 1111
 Seattle, WA 98134-2397



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

BIDDER MUST ACKNOWLEDGE RECEIPT OF THIS AMENDMENT PRIOR TO BID OPENING.

Failure to acknowledge receipt of amendment, by amendment number, prior to bid-opening time, may be reason for bid being declared nonresponsive.

Sincerely,

A handwritten signature in black ink, appearing to read "Roland D. Whitehurst", with a long horizontal line extending to the right.

ROLAND D. WHITEHURST
Contracting Officer



January 11, 2019

This is Amendment No. 2. The specifications in our invitation for bids on Program 3005-S, scheduled for opening at 2:00 P.M. prevailing Seattle, WA, time, on January 16, 2019, are amended as follows:

- 1. On page 40 replace the Determination of Award item designations for IV. (I)

Delete the paragraph that reads on page 40:

IV. (I) 6

And insert in lieu thereof:

IV. (I) 28

- 2. On page 43 adjust the line item IV. (I)

Delete the paragraph that reads on page 43:

IV.

(I) Destruction of Returned Material.....per hour \$ _____

And insert in lieu thereof:

IV.

(I) Processing of Undeliverable/Returned Mail per 1000 pieces..... \$ _____

All other specifications remain the same.

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

U.S. Government Publishing Office
Seattle Regional Office
4735 East Marginal Way South, Suite 1111
Seattle, WA 98134-2397

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

BIDDER MUST ACKNOWLEDGE RECEIPT OF THIS AMENDMENT PRIOR TO BID OPENING.

Failure to acknowledge receipt of amendment, by amendment number, prior to bid-opening time, may be reason for bid being declared nonresponsive.

Sincerely,

ROLAND D. WHITEHURST
Contracting Officer