

Prog:	290-S											
Title:	Customer Satisfaction Survey Packets											
Agency:	Department of the Treasury / IRS											
Term:	Beginning 02.01.19 and ending 05.31.20											
			CENVEO WORLDWIDE, LA Los Angeles, CA		GRAY GRAPHICS, MD Capitol Heights, MD		I COLOR PRTG. & MAILING Los Angeles, CA		DATA RECOGNITION CORP. Maple Grove, MN		CURRENT CONTRACTOR Data Recognition Corp.	
ITEM NO	DESCRIPTION	BASIS OF AWARD	UNIT RATE	COST	UNIT RATE	COST	UNIT RATE	COST	UNIT RATE	COST	UNIT RATE	COST
I.	<b>PRINTING AND VARIABLE IMAGING, BINDING, CONSTRUCTION, PACKAGE ASSEMBLY, AND DISTRIBUTION:</b>											
(a)	Two-Page Survey: Category 1 (8-1/2 x 11"): Printing face and back in black ink and imaging in black, including binding.....per survey.....	311568	0.42	130,858.56	0.23	71,660.64	0.04	12,462.72	0.1082	33,711.66	0.0565	17,603.59
(b)	Two-Page Survey: Category 2 (8-1/2 x 11"): Printing face and back in black ink and one Pantone ink color and imaging in black, including binding.....per survey.....	90232	0.46	41,506.72	0.26	23,460.32	0.042	3,789.74	0.1516	13,679.17	0.1000	9,023.20
(c)	Four-Page Survey (17 x 11"): Printing face and back in black and one Pantone ink color and imaging in black, including folding from 17 x 11" to 8-1/2 x 11".....per survey.....	62128	0.95	59,021.60	0.45	27,957.60	0.168	10,437.50	0.1997	12,406.96	0.1626	10,102.01
(d)	Pre-Note: Printing face only in black ink and imaging in black, including binding.....per pre-note.....	244904	0.19	46,531.76	0.14	34,286.56	0.036	8,816.54	0.0709	17,363.69	0.0684	16,751.43
(e)	Explanation Letters 1 and 2: Printing face only in black ink and imaging in black, including binding.....per letter.....	463928	0.34	157,735.52	0.27	125,260.56	0.048	22,268.54	0.0747	34,655.42	0.0614	28,485.18
(f)	Postcard: Printing face and back in black ink and imaging in black, including binding.....per postcard.....	244904	0.17	41,633.68	0.14	34,286.56	0.035	8,571.64	0.0423	10,359.44	0.0395	9,673.71
(g)	Business Reply Envelopes (No. 9): Printing in a single ink color, including cost of envelopes.....per envelope.....	463928	0.05	23,196.40	0.11	51,032.08	0.033	15,309.62	0.0160	7,422.85	0.019	8,814.63
(h)	Mailing Envelopes (No. 10): Printing in black ink, including the cost of envelopes.....per envelope.....	708832	0.05	35,441.60	0.11	77,971.52	0.084	59,541.89	0.0280	19,847.30	0.098	69,465.54
II.	<b>ADDITIONAL OPERATIONS:</b>											
	Programming.....per hour.....	5	125.00	625.00	250.00	1,250.00	150.00	750.00	150.00	750.00	100.00	500.00
	<b>CONTRACTOR TOTALS</b>			<b>\$536,550.84</b>		<b>\$447,165.84</b>				<b>\$150,196.49</b>		<b>\$170,419.29</b>
	<b>DISCOUNT</b>				2.00%	<b>\$8,943.32</b>						
	<b>DISCOUNTED TOTALS</b>			<b>\$536,550.84</b>		<b>\$438,222.52</b>				<b>\$150,196.49</b>		<b>\$170,419.29</b>
										<b>AWARDED</b>		

U.S. GOVERNMENT PUBLISHING OFFICE

Washington, DC

GENERAL TERMS, CONDITIONS, AND SPECIFICATIONS

For the Procurement of

***Customer Satisfaction Survey Packets***

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

Department of the Treasury/IRS

Single Award

**TERM OF CONTRACT:** The term of this contract is for the period beginning February 1, 2019 and ending May 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: The period from February 1, 2019 and ending May 31, 2019 will be a non-production period for setup and security investigative processing tasks as outlined in Attachment 1. Live production begins June 1, 2019.

**BID OPENING:** Bids shall be publicly opened at 11:00 a.m., prevailing Washington, DC time, on January 3, 2019.

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

**RESTRICTION ON LOCATION OF PRODUCTION FACILITIES:** All production facilities used in the manufacture of the products ordered under this contract must be located within the continental United States.

**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.

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 Rebecca Swan at [rswan@gpo.gov](mailto:rswan@gpo.gov) or (202) 512-1239.

## SECTION 1. - GENERAL TERMS AND CONDITIONS

**GPO CONTRACT TERMS:** Any contract which results from this Invitation for Bid will be subject to the applicable provisions, clauses, and supplemental specifications of GPO Contract Terms (GPO Publication 310.2, effective December 1, 1987 (Rev. 1-18)) and GPO Contract Terms, Quality Assurance through Attributes Program for Printing and Binding (GPO Pub. 310.1, effective May 1979 (Rev. 8-02)).

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

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

**SUBCONTRACTING:** The provisions of GPO Publication 310.2 are modified to permit subcontracting for the manufacturing of the envelopes only.

**GPO IMPRINT REQUIREMENT:** The GPO imprint requirement, GPO Contract Terms, Supplemental Specification, 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. (See the “NOTE” for Surveys under “PRINTING AND VARIABLE IMAGING.”)
- (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	O.K. Samples / O.K. Proofs / Average Type Dimension / Electronic Media
P-9. Solid and Screen Tint Color Match	Pantone Matching System

Prior to award, contractor may be required to provide information related to specific equipment that will be used for production.

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

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

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

For the purpose of this clause, performance under this contract will be divided into successive periods. The first period will extend from February 1, 2019 to May 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 16 months; however, the Economic Price Adjustment will be based on the date of actual production. Actual production begins on June 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 February 28, 2019, called the base index. The percentage change (plus or minus) of the variable index from the base index will be the economic price adjustment for the period being considered for adjustment.

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

**SECURITY REQUIREMENTS:** The contractor shall comply with all security requirements set forth in these specifications as well as all IRS-specific security requirements as specified in Attachment 1.

**NOTE:** All furnished data is designated as being “Sensitive But Unclassified” (SBU) and contains “Personally Identifiable Information” (PII).

**SECURITY WARNING:** Proper control and handling must be maintained at all times to prevent any information or materials required to produce the product ordered under these specifications from falling into unauthorized hands. All Sensitive But Unclassified (SBU) data must be adequately protected and secured and meet the required physical security minimum protection standards as defined in the latest revisions of Publications 4812 and 4812-A. Unless otherwise indicated herein, all extra copies, materials, waste, etc., must be destroyed in accordance with IRS Publications 4812 and 4812-A. (Links to these publications are found in the Exhibits section).

The contractor agrees that it shall establish and maintain full Secure Data Transfer (SDT) compliance throughout the term of this contract. Contractor receiving SBU information from the IRS shall meet the requirements set forth below, in accordance with the IRS Publications 4812, 4812-A and Federal Information Security Management Act (FISMA) Compliant Data Protection and Internal Revenue Code 6103 (n):

- (b) (a) All federal, state, and local agencies or entities shall comply with IRS Publications, 4812, and 4812-A, if transmitted data contains Federal Taxpayer Information (FTI). All data that originates from the IRS shall be protected to ensure compliance with FISMA, including the technical security, physical security, personnel security, and record retention requirements. All IRS systems that handle or process Federal Tax Information (FTI) or other Sensitive but Unclassified (SBU) information, including Personally Identifiable Information (PII), source code, etc. are categorized at the moderate risk level, as required by Publication FIPS 199, Standards for Security Categorization of Federal Information and Information Systems. The 290-S contract handles FTI at the moderate risk level. The Government has the option to increase the risk level.

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

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

Contractors shall comply with moderate risk controls of National Institute of Standards and Technology (NIST) SP 800-53, Recommended Security Controls for Federal Information Systems and Organizations, Revision 5. NIST is a federal technology agency that develops and promotes measurement, standards, and technology. NIST also provides additional guidance, publications, and compliance tools to Government agencies at <http://csrc.nist.gov/groups/SMA/fisma/index.html>.

1. Authorized Data Recipients. Only authorized individuals may receive SBU information from the IRS. Individual identification and authentication will be accomplished through use of a third-party digital certificate issued by name to authorized individuals.
2. Data Tracking and Accounting. Contractors receiving SBU information are responsible for ensuring the security of SBU information within the firm and shall establish procedures to track and account for data from receipt to disposition. If contracted entity is a federal, state, or local agency and transmitted data contains FTI, these procedures shall meet the requirements of Publications 4812, and 4812-A. All contractors shall ensure that the individual responsible for accounting for receipt of SBU information is provided with the “control file” that accompanies the extract file on SDT. The contractor is required to provide IRS with a separate acknowledgement of receipt of SBU information.
3. Data Transfer Log File. Contractors receiving SBU information must maintain a log file that records complete and incomplete data transfers. For complete transmissions, the log file must identify the sender of the information, the file name, the date/time of receipt, and the record count. For incomplete transfers, the log file must identify as much of the above information as is possible.
4. Confirmation of Successful Data Transfers and Record Count. When a contractor receives a file from the IRS via SDT, the contractor shall check the file to see that it is intact and usable; the contractor shall also validate the record count provided on the “control file.” In the event of incomplete or unsuccessful transfers, including a file where record counts cannot be validated, the contractor shall notify the IRS immediately and request that the file be retransferred. Requests for retransfer shall include the following information: Name, phone number and email address of the person making the request; Name, phone number and email address of an alternate contractor contact; file name, job run file ID number, and complete contractor name.

5. Sensitive but Unclassified (SBU) Information Breach/Misrouted File. An SBU information breach includes any incident where SBU data is lost, misused, or compromised. This includes but is not limited to situations involving a misrouted file (a file meant for one entity or contractor is received by another entity or contractor) containing SBU data.

In the case of an SBU breach, within one (1) hour, the contractor shall report any incident/situation in accordance with IRM 10.8.1.4.8.5 - Incident Reporting and to the COR. Concurrent with its reporting it to the COR (Lucy Hess (470) 769-2022 / Sylvia Greene (470) 639-2480), the contractor shall report incidents/situations (24x7x365) to Computer Security Incident Response Center (CSIRC)(IT infrastructure)/Situation Awareness Management Center (SAMC) (anything that does not affect the IT infrastructure) through any of the following methods: Telephone: (202) 283-4809 (local) or toll free hotline at (866) 216-4809, Fax: (202) 283-0345, or email: [samc@cirsc.irs.gov](mailto:samc@cirsc.irs.gov).

In addition, if the SBU information is or involves returns or return information, or threatens the safety or security of personnel or information systems, the contractor shall report the incident/situation to the Treasury Inspector General for Tax Administration (TIGTA) hotline at (800) 366-4484.

This is also part of IRS Security Clause IR1052.224-9000. The Government will take appropriate action and advise the contractor of further action, if any, required by the contractor and/or consequences resulting from the SBU Breach.

6. Access Controls and Audit Logs. The contractor shall ensure that any information system (server, workstation, laptop, etc.) storing SBU information maintains access controls to the information and audit logs that document any access to the information in accordance with NIST SP 800-53. Audit logs must be saved for seven (7) years. For all federal, state, and local agencies or entities, if data transmitted through the SDT and stored on the agency's system contains FTI, access to the information shall be recorded and reviewed, as identified for access controls and auditing within Publications 4812 and 4812-A.
7. Validation of Authorized Users. All logical access to IRS information shall be controlled by U.S. Government-approved authentication methods to validate the authorized users.
8. Web Accessible File Sharing Support. There shall be no dial-up or broadband support for web accessible file sharing. Remote administration of the web accessible file sharing systems is permitted only via FIPS 140-2 compliant products.
9. Safeguard Disclosure of Federal Taxpayer Information (FTI) Data Transmitted Through The Secure Data Transfer (SDT). If SDT is used by the contractor to receive FTI data from the IRS, a revised Safeguard Procedures Report (SPR) is not required to participate in SDT. The contractor's next annual Safeguard Activity Report (SAR) submission shall document all protection mechanisms used to secure and store all data received in performing this contract. This shall include identifying the protection procedures, as well as the destruction procedures for data files received via SDT.
10. All SBU must be protected at rest, in transit, and in exchanges (i.e. internal and external communications). The contractor shall employ encryption methods and tools to ensure the confidentiality, integrity, and availability of SBU information.
11. Contractor shall ensure that all laptops being used for this contract use full disk encryption.

All IT assets must be configured to ensure compliance with the NIST Security Content Automation Protocol (SCAP) located on the NIST web site.

In addition, the contractor must comply with all IRS Security Clauses as specified in Attachment 1.

NOTE: Contractor must comply with IR1052.204-9002 IRS SPECIALIZED INFORMATION TECHNOLOGY (IT) SECURITY TRAINING (ROLE-BASED) REQUIREMENTS (MAY 2018), as specified on pages 12 and 13 of Attachment 1. The contractor is responsible for any costs incurred to meet the specialized role-based training requirements.

**PREAWARD SURVEY:** In order to determine the responsibility of the prime contractor or any subcontractor, the Government reserves the right to conduct an on-site preaward survey at the contractor's facility or to require other evidence of technical, production, managerial, financial, and similar abilities to perform, prior to the award of a contract.

Prior to award, contractor must complete and submit:

- A copy of any external security review and findings the contractor may have made within the previous 12 months
- A narrative description of the contractor's proposal to comply with required security measures
- A copy of all the contractor's policies and procedures relating to security
- An organization listing or chart, if available

**PRODUCTION PLANS:** The contractor shall present, in writing, the below listed plans to the Contracting Officer within three (3) workdays of being notified to do so by the Contracting Officer or his/her representative. (The workday after notification to submit will be the first day of the schedule.)

**THE PROPOSED PLANS ARE SUBJECT TO REVIEW AND APPROVAL BY THE GOVERNMENT, AND AWARD WILL NOT BE MADE PRIOR TO APPROVAL OF SAME. ANY OR ALL OF THESE PLANS MAY BE WAIVED AT THE DISCRETION OF THE GOVERNMENT.**

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

The plans must provide for periodic samplings to be taken during the production run and shall contain control systems that will detect defective, missing, mutilated, or mismatched items. The plans shall detail the actions to be taken by the contractor when defective, missing, mutilated, or mismatched items are discovered. These actions must be consistent with the requirements found in GPO Contract Terms (GPO Publication 310.2, effective December 1, 1987 (Rev. 1-18)). The plan shall monitor all aspects of the job including material handling and mail flow, to assure that the production and delivery of the Survey Packets meet specifications and Government requirements. This includes maintaining 100% accountability in the accuracy of imaging and mailing of all pieces throughout each run. The contractor must ensure that there are no missing or duplicate pieces.

A recovery system will be required to ensure that all defective, missing, mutilated, or mismatched pieces detected are identified, reprinted, and replaced.

The quality control plan must also include examples and a detailed description of all reports or logs the contractor will keep to document the quality control inspections performed on each run. Contractor must submit a quality control checklist for approval prior to award

Furthermore, the plan must include the names of all quality assurance officials and describe their duties in relationship to the quality control plan.

The Government may 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.

Mail Plan: This plan shall include sufficient detail as to how the contractor will comply with all applicable U.S. Postal Service (USPS) mailing requirements as listed in the USPS Domestic and International Mail Manuals in effect at the time of mailing and other USPS instructional material such as the Postal Bulletin. (See “DISTRIBUTION.”)

Many of the mailing cycles occur simultaneously and overlap in production. When a revision (creating a new version) of a survey needs to take place, the contractor must have the following quality checks in place to ensure errors are avoided:

1. Validate with the IRS that the correct revision is in use and is correct, and maintain a spreadsheet that shows revision histories.
2. Implement an enhanced quality check sheet that is used on each mailing. The check sheet will require the positive match of the form number against the print order and the actual print output as well as random checks on aesthetic items such as address placement.
3. Prior to mailing any revised pre-notes, surveys, or postcards, proofs and construction/prior to production samples will be required for IRS approval. Receipt of the proofs/prior to production sample approval will be required before the mailing can occur.
4. IRS will submit Form 14573 - Survey Checklist of Scanned Mail Components for the contractor to complete prior to mailing revised survey components.

NOTE: Revisions will be made at the beginning of a quarter.

Material Handling and Inventory Control: This plan shall explain in detail how the following materials will be handled: incoming data files; 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 shall include a listing of all personnel who will be involved with this contract. For any new employees, the plan shall include the source of these employees and a description of the training programs the employee will be given to familiarize them with the requirements of this program.

Production Plan: This plan shall include items such as a detailed listing of all production equipment and equipment capacities to be utilized on this contract. If new equipment is to be utilized, documentation of the source, delivery schedule, and installation dates are required.

Security Control Plan: This plan must address, at a minimum, the following:

- (a) Materials – 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.
- (b) Production Area – The contractor must provide a secure area(s) dedicated to the processing and storage of data for the Survey Packets (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 the survey packets.

The following items must be stored in locked containers:

- IRS Letterhead
- Survey components with variable data, such as pre-printed and packaged survey packets awaiting mailing.

(For further information, see “Attachment 1” and Publication 4812 (See Exhibit J).

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.



These documents will be reviewed and analyzed by both Physical Security and Cybersecurity and any other security components, if implicated, for completeness, accuracy, and compliance to security standards. Any questions identified during the analysis will be coordinated with the GPO for clarification and verification.

After coordination with security personnel, a recommendation on whether the contractor is able to meet the security standards will be made to GPO.

Physical Security and Cyber Security Self-Assessments: When the contractor is notified to present their production plans, they will be provided the Physical Security Self-Assessment and Cyber Security Self-Assessment via Microsoft Excel file format. Contractor must submit the completed self-assessments in conjunction with the production plans. (See Exhibit L and Exhibit M.)

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 REVISED PLANS ARE SUBJECT TO GOVERNMENT APPROVAL. The revised plans must be submitted to GPO within three (3) 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.

**PREAWARD TEST:** The contractor being considered for award may be required to demonstrate their ability to produce the items required in these specifications at the requisite quality level by completing a preaward test. The Government reserves the right to waive the preaward test if there is other evidence that, in the opinion of the Contracting Officer, indicates that the contractor being considered for award has the capability to successfully produce the items required.

For the preaward test, electronic files representative of the files to be furnished under these specifications (consisting of all required components for each wave of a “test survey”) will be furnished by the Government via email.

The preaward test samples must be of the type required by these specifications. Each sample shall be printed and constructed as specified and must be of the size, kind, and quality that the contractor will furnish.

The sample surveys, explanation letters, postcards, and envelopes must be printed on the paper required under these specifications. NOTE: The pre-notes will be printed on the same paper as the explanation letter for the preaward test only.

The contractor will be required to submit separate, complete packages of preaward test samples to 13 different addresses within the continental US. Addresses will be provided at the time of testing.

The prospective contractor shall provide the following to each address:

- One (1) complete, assembled packet containing one sample of each required component for each wave of the furnished survey.

In addition, four (4) of these addresses shall receive:

- 10 additional samples of the survey component only to be tested on scanners.

**NOTE:** The sample surveys must be compatible for scanning on a Canon Image Formula DR-M160, Insight30, and Insight4ES.

Preaward test samples must be submitted within seven (7) workdays of receipt of the Government furnished preaward test materials.

If the contractor fails the first test, the reason(s) for the failure will be conveyed to the contractor, and he/she will be allowed to make the appropriate corrections. The number of workdays allowed for the testing will be based upon the needs of the Government. A maximum of TWO (2) attempts will be allowed.

In the event the revised test samples are disapproved by the Government, the contractor shall be deemed to have failed to comply with the applicable requirements of these specifications for electronic prepress and printing and may be reason for a determination of non-responsibility.

All operations necessary in the complete performance of this preaward test shall be performed at the facilities and on the equipment in which the contract production will be performed.

No charges will be allowed for costs incurred in the performance of this preaward test.

**POSTAWARD CONFERENCE:** Unless waived by the Contracting Officer, the total requirements of the job as indicated in these specifications will be reviewed by Government representatives with the contractor's representatives at the contractor's plant or the GPO, Washington, DC, immediately after award. At the option of the Government, the postaward conference may be held via teleconference. ***NOTE: Contractor is responsible for his/her expenses related to the postaward conference.***

**NOTE:** Any person(s) 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 February 1, 2019 through May 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.

**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.

**IRS PRIVACY ACT CLAUSES:** In conjunction with the Privacy Act of 1974, adherence to the following clauses are required:

**CRIMINAL SANCTIONS:** 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) which is made applicable to contractors by 5 U.S.C. 552a (m)(1), provides that any officer or employee of an agency, who by virtue of his/her employment of official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$10,000.00.

**CRIMINAL/CIVIL SANCTIONS:**

(a) Each officer or employee of any person at any tier to whom returns or return information is or may be disclosed shall be notified in writing by the person that returns or return information disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any such returns or return information for a purpose or to an extent unauthorized herein constitutes a felony punishable upon conviction by a fine of as much as \$5,000 or imprisonment for as long as five years, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized future disclosure of returns or return information may also result in an award of civil damages against the officer or employee in an amount not less than \$1,000 with respect to each instance of unauthorized disclosure plus in the case of willful disclosure or a disclosure which is the result of gross negligence, punitive damages, plus the cost of the action. These penalties are prescribed by IRC Sections 7213 and 7431 and set forth at 26 CFR 301.6103(n)-1.

(b) Each officer or employee of any person to whom returns or return information is or may be disclosed shall be notified in writing by such person that any return or return information made available in any format shall be used only for the purpose of carrying out the provisions of this contract and that inspection of any such returns or return information for a purpose or to an extent not authorized herein constitutes a criminal misdemeanor punishable upon conviction by a fine of as much as \$1,000.00 or imprisonment for as long as 1 year, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized inspection of returns or return information may also result in an award of civil damages against the officer or employee in an amount equal to the sum of the greater of \$1,000.00 for each act of unauthorized inspection with respect to which such defendant is found liable or the sum of the actual damages sustained by the plaintiff as a result of such unauthorized inspection plus in the case of a willful inspection or an inspection which is the result of gross negligence, punitive damages, plus the costs of the action. The penalties are prescribed by IRC Sections 7213A and 7431.

(c) Additionally, 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), which is made applicable to contractors by 5 U.S.C. 552a(m)(1), provides that any officer or employee of a contractor, who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established there under, and who knowing that disclosure of the specific material is so prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

**INSPECTION:** The contractor shall be subject at the option/discretion of the ordering agency, to periodical testing (but no less than annually) and evaluation of the effectiveness of information security controls and techniques. The assessment of information security controls may be performed by an agency independent auditor, security team or Inspector General, and shall include testing of management, operational and technical controls, as indicated by the security plan or every information system that maintain, collect, operate or use federal information on behalf of the IRS. The IRS and contractor shall document and maintain a remedial action plan, also known as a Plan of Action and Milestones (POA&M) to address any deficiencies identified during the test and evaluation. The contractor must cost-effectively reduce information security risks to an acceptable level within the scope, terms and conditions of the contract. The contractor has the responsibility of ensuring that all identified weaknesses are either corrected and/or mitigated.

The Government shall have the right to send its officers and employees into the offices and plants of the contractor for inspection of the facilities and operations provided for the performance of any work under this contract. On the basis of such inspection, the Contracting Officer of the Washington GPO Office, may require specific measures in cases where the contractor is found to be noncompliant with contract safeguards.

**BREACH RELATED TERMINATION OF DATA TRANSMISSION:**

If the Government determines that an authorized recipient has failed to maintain adequate safeguards (in the transmission, retention, and/or use of SBU) or has made any unauthorized inspections or disclosures of SBU, the Government may terminate or suspend transmission of SBU to any authorized recipient until the Government is satisfied that adequate steps have been taken to ensure adequate safeguards or prevent additional unauthorized inspections or disclosures (see IRC section 6103(p)(4) and (p)(7)).

**SENSITIVE BUT UNCLASSIFIED SYSTEMS OR INFORMATION:**

(a) In addition to complying with any functional and technical security requirements set forth in the schedule and elsewhere in the contract, the contractor shall request that the Government initiate personnel screening checks and provide signed user nondisclosure agreements, as required by this clause, for each contractor employee requiring staff-like access, i.e., unescorted or unsupervised physical access or electronic access, to the following limited or controlled areas, systems, programs, and data: IRS facilities, information systems, security items and products, and sensitive but unclassified information. Examples of electronic access would include the ability to access records by a system or security administrator.

(b) The contractor shall submit a properly completed set of investigative request processing forms for each such employee in compliance with instructions to be furnished by IRS.

(c) Depending upon the nature of the type of investigation necessary, it may take a period up to eleven months to complete complex personnel screening investigations.

To verify the acceptability of a non-IRS, favorable investigation, the contractor shall submit the forms or information needed, according to instructions furnished by the IRS.

The contractor shall ensure that each contractor employee requiring access executes any nondisclosure agreements required by the Government prior to gaining staff-like access. The contractor shall provide signed copies of the agreements to the Contracting Officer's Representative for inclusion in the employee's security file. Unauthorized access is a violation of law and may be punishable under the provisions of Title 5 U.S.C. 552a, Executive Order 12356; Section 7211 of Title 5, United States Code (governing disclosures to Congress); Section 1034 of Title 10, United States Code, as amended by the Military Whistleblower Protection Act (governing disclosure to Congress by members of the military); Section 2302(b)(8) of Title 5, United States Code, as amended by the Whistleblower Protection Act (governing disclosures of illegality, waste, fraud, abuse or public health or safety threats); the Intelligence Identities Protection Act of 1982 (50 U.S.C. 421 et seq.)(governing disclosures that could expose confidential Government agents); and the statutes which protect against disclosure that may compromise the national security, including Sections 641, 793, 794, 798, and 952 of Title 18, United States Code, and Section 4(b) of the Subversive Activities Act of 1950 (50 U.S.C. Section 783(b)) and other applicable statutes.

**NOTE:** The contractor shall immediately notify the Contracting Officer (GPO) and the Contracting Officer's Representative of the termination, resignation, or reassignment of any authorized personnel under the contract. Further, the contractor shall include the steps taken to ensure continued performance in accordance with the contract. Replacement personnel or new hires must have qualifications that are equal to or higher than the qualifications of the person(s) to be replaced.

The contractor may contact Lucy Hess at [lucille.p.hess@irs.gov](mailto:lucille.p.hess@irs.gov) or Sylvia Greene at [Sylvia.j.greene@irs.gov](mailto:Sylvia.j.greene@irs.gov) regarding questions concerning requirements for a security clearance. The requirements include, but are not limited to, financial history of the contractor's firm and on-site visit(s) by the IRS security personnel.

**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 invoicing. Instruction for using this method can be found at the following web address: <http://winapps.access.gpo.gov/fms/vouchers/barcode/instructions.html>.

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

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

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

On the SAME DAY the billing invoice is submitted to GPO for payment, the contractor is to email a copy of the invoice to the IRS at: [Lucille.P.Hess@irs.gov](mailto:Lucille.P.Hess@irs.gov) and [Sylvia.J.Greene@irs.gov](mailto:Sylvia.J.Greene@irs.gov). The requisition number, program number, print order number, and form number shall be noted on the billing documents.

## SECTION 2. - SPECIFICATIONS

**SCOPE:** These specifications cover the production of IRS Customer Satisfaction Survey Packets consisting of letters, surveys, envelopes, and postcards requiring such operations as electronic prepress, printing and variable imaging, binding, construction, package assembly, and distribution. Additionally, the contractor will be required to perform survey administration tasks such as managing multiple surveys in varying stages, monitoring ID numbers, and accepting existing (and future) surveys in a press quality PDF format.

**TITLE:** Customer Satisfaction Survey Packets.

**DOMAIN NAME AND SSL CERTIFICATE:** The contractor's application will be protected using Secure Socket Layer (SSL), or equal, technology which is a protocol for transmitting private documents via the Internet. Both Netscape Navigator and Internet Explorer support SSL and many web sites use the protocol to obtain confidential user information, such as credit card numbers. By convention, URLs that require an SSL connection start with "https:" instead of "http:".

In a coordinated effort to meet the survey requirements of the IRS, the contractor will be required to interact closely with the IRS and one or more Marketing Research Firms (MRF). (NOTE: Hereinafter whenever MRF is referenced, it is understood that the contractor will be receiving files from the MRF). Further, it is the responsibility of the contractor to put safeguards in place that will distinguish between files generated by each MRF, to ensure that there is no possibility of inter-mixing data/files/etc.

The contractor must appoint someone at his/her company to serve as the Project Manager to oversee the operation from beginning to end. The name and phone numbers of the Project Manager and his/her core team will be furnished to GPO and the IRS.

Conferences for each survey project may require more contact initially. Where appropriate, teleconferences with all involved parties may be held in lieu of face-to-face meetings. An overview of expectations and goals of the project will be shared. There will be opportunity for the contractor to obtain clarification and project-specific information as needed to fulfill the goals of the project. Discussions include, but are not limited to, such issues as file layout, preferred format of sample, and target timeframes.

### CONTRACT DATA FILE REQUIREMENTS SUMMARY AND OVERVIEW:

Incoming Data/Preparation: Each month, the MRF will furnish the contractor with a file containing names and addresses of selected taxpayers (and other variables) targeted to receive a survey. Upon receipt, the contractor will check the integrity of the data contained in the file to ensure that there are no duplications and that all information is in the proper field, and send an email to the publishing specialists and MRF confirming data integrity in timely manner (within three (3) hours of receipt of data file), as follows: "Data received. Counts verified. Formatting verified." Addresses will be in Zip Code sequence and not truncated. Files will be in MS Excel format. Zip code column should be formatted as general or text, not numeric or custom "zip code". Contractor must be able to receive and utilize data that is furnished in various formats, for example 9-digit zip, 5+4 zip.

In addition to the names and addresses, the data set will include a unique ID associated with each taxpayer. That unique ID must be converted to a standard barcode format so that when surveys are received by the MRF, they can match respondents against the master file. The contractor may use, at his option, a second barcode, or whatever means necessary, to ensure consistency among components throughout the process. One hundred percent accuracy is required when matching letters and surveys for Waves 2 and 4.

It is the responsibility of the contractor to monitor all ID numbers to ensure that the unique number assigned to the individual selected taxpayer follows that selected taxpayer on all correspondence from start to finish of that survey process.

The contractor must create a barcode, readable on his/her equipment that is associated with the unique ID number overprinted onto each survey. Once assigned, this number must be reproduced on all applicable documents associated with that unique taxpayer (i.e., pre-notification letter, survey, postcard).

When the unique ID number is in barcode format, it should appear in 3 of 9 barcode font. When the unique ID number is human readable, it must be in Arial font with a minimum font size of 10. The barcode must consist of the unique ID number followed by the year and month corresponding to the closed case month. For example: 201301 for January 2013; 201302 for February 2013.

The contractor must mail survey packets according to the schedules furnished. To provide the highest level of readability for the post office, the software must standardize abbreviations and fonts and add ZIP+4 codes and Full Service Intelligent Mail Barcode (IMB).

Contractor must pass all files (with the exception of those proof purposes and specified mailings, as indicated on the print order) against a USPS Code Accuracy Support System (CASS) certified software address hygiene program. Contractor's software must also be Presort Accuracy Validation and Evaluation (PAVE) certified.

NCOA Link Processing, LACSLink and Delivery Point Validation (DPV): Contractor is responsible for taking the IRS raw data files (with the exception of those furnished for proof purposes and specified mailings, as indicated on the print order) and passing the files against the National Change of Address Link (NCOALINK), LACSLink, and Validation (DPV) file using a licensed USPS Full Service Provider.

Contractor must select the new move addresses from the mail file, verify the service center code of the new move addresses making all necessary service center code corrections using the furnished electronic file, and merge the new move addresses back into the mail file. Any addresses that are determined to be undeliverable must be pulled from the mail file.

Any changes must be furnished to the Marketing Research firm via SFTP within one (1) week of the update. All NCOA update files should be an Excel spreadsheet with the following variables: Unique ID, Name, Previous Street 1, Street 1, Street2, City, State, Zip, and Zip4.

There will also be certain surveys in which the addresses have been verified by the IRS (confirmed by current correspondence to the recipient) that have more accurate/current addresses than are on the database from the USPS. These surveys will be designated as "do not use NCOA Link, Accumail, or any other postal verification."

NOTE: If the file is furnished as a comma delimited file, contractor will be required to manipulate the file in order for the zero to print. Files saved in a comma delimited format do not allow for leading zeros in a zip code.

Presort: Contractor must utilize a commercially prepared software package for assigning the mail file in an approved 5-digit format in order to maximize postage savings.

NOTE: The contractor must supply a local USPS contact name and number at time of award so that the permit process can be expedited.

Contract Closeout: All information must be purged from the contractor's system within 30 calendar days of contract expiration.

**SURVEY PACKET ITEMS:** Upon award, the contractor will be supplied electronic files of all existing survey forms in press quality PDF format with all fonts embedded. Surveys must perform on the scanning equipment utilized to gather data received from the selected taxpayers.

The survey packets consist of the following items:

- 1) Pre-notification letters (printed on Government furnished official IRS letterhead stationary) and No. 10 window mailing envelopes. Print order will specify which letterhead and envelope to use.
- 2) Explanation Letter 1, surveys, No. 9 business reply envelopes, and No. 10 mailing envelopes.
- 3) Follow-up postcards.



- 4) Explanation Letter 2, surveys, No. 9 business reply envelopes, and No. 10 mailing envelopes sent to non-respondents.

A typical mailing schedule for one month's receipt of data per unique survey is in four (4) mailing waves as follows:

Wave 1: Pre-notification letter (hereinafter referred to as "Pre-note"): Pre-note mailed to each recipient using a No. 10 window mailing envelope.

Wave 2: Initial Survey Packet 1 consisting of:

- a) Explanation Letter 1
- b) Survey
- c) No. 9 Business Reply Envelope
- d) No. 10 window Mailing Envelope

Wave 3: Postcard to encourage and remind taxpayer to respond.

Wave 4: Non-respondent Survey Packet 2 consisting of:

- a) Explanation Letter 2
- b) Survey
- c) No. 9 Business Reply Envelope
- d) No. 10 window Mailing Envelope

NOTE: The majority of the surveys will have four waves. There are a few exceptions that require mailing Waves 1 through 3 in the 3<sup>rd</sup> month of each quarter with no 4<sup>th</sup> wave. Two surveys require mailing only the pre-note letter on a quarterly basis. However, there are surveys throughout the year that will require unique schedules with varying mailing waves (see Exhibit B for example of schedules). Contractor must mail per the instructions with the individual print order.

**FREQUENCY OF ORDERS:** Approximately 175 to 300 orders per year.

NOTE: Several orders will run concurrently throughout the month/quarter. Usually, a print order will be issued each month of the quarter for each survey for a total of three print orders per quarter/per unique survey; however, occasionally due to a specific requirement, the Government may issue one print order to cover all of the monthly requirements for a particular survey.

During the term of the contract, there may be times when one month (usually the first in a new fiscal year) will be combined with the following month, causing the number of print orders issued to double. While two months of data will follow the same schedule, the number of print orders for each full quarter will always be 3 (for a 6 month collection, there will always be 6). For the surveys sending only pre-notes, the number of print orders placed will vary each quarter. The number of print orders placed correlates with the number of data sets pulled monthly by the Government and sent to the MRF. NOTE: There is a possibility this will occur for the first quarter of the contract.

There are 21 surveys total. The form numbers are: 13257-A, 13257-B, 13257-D, 13257-D (SP), 13257-F, 13257-K, 13257-L, 13423, 13523, 13917, 13917 (SP), 14054, 14384, 14386, 14387, 14755, 14783, 14783 (SP), and 15084. For the two (2) surveys consisting of pre-note letters only, the letter numbers are: L4900 (for the Large Business and International (LB&I) business unit) and L4920 (for the Appeals business unit).

During the term of this contract, additional surveys may be required, and will be generated as needed. The contractor will work closely with the IRS, as well as the MRF, to implement the new surveys as they are required. All terms and conditions in these specifications will apply to any future surveys.

**QUANTITY:**

*Pre-notes:* Up to approximately 5,000 copies per order.

*Explanation Letters 1 and 2:* Up to approximately 5,000 copies per letter per order.

*Survey 1:* Up to approximately 5,000 copies per order.

*Postcards:* Up to approximately 5,000 copies per order.

*Survey 2:* Up to approximately 5,000 copies per order. (Survey 2 is only sent to the non-respondents of Survey 1. Based on historical data, the non-respondent rate is approximately 85%.)

The print order issued each month for a unique survey will reflect the requirements for the 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> mailing waves. The quantity for the 4<sup>th</sup> mailing wave is contingent on the responses.

NOTE: The majority of print orders will be for approximately 1,500 copies or less.

**NUMBER OF PAGES:**

*Surveys:* At this time, there are two (2) different styles of surveys:

*Two-Page Survey:* Face and back. (Seventeen of the existing surveys are two-page surveys.)

*Four-Page Survey:* This survey consists of a four-page survey with a separate explanation letter. (Two of the existing surveys are four-page surveys with separate explanation letter.)

*Pre-notes and Explanation Letters:* Face only.

*Postcards:* Face and back.

*Envelopes (Business Reply and Mailing):* Face only (after construction).

**TRIM SIZES:**

*Surveys:* 8-1/2 x 11" (The four-page surveys fold down from 17 x 11").

*Pre-notes and Explanations Letters:* 8-1/2 x 11".

*Postcards:* 5-1/2 x 4-1/8".

*Business Reply Envelope:* No. 9 (3-7/8 x 8-7/8") plus flap.

*Mailing Envelope:* No. 10 (4-1/8 x 9-1/2") plus flap, with a window.

**GOVERNMENT TO FURNISH:**

Data files with taxpayer information specific to the survey/letters/envelopes/postcards will be furnished with each print order. (See "CONTRACT DATA FILE REQUIREMENTS SUMMARY AND OVERVIEW".)

Existing Surveys: Upon award, press quality PDF files of the current surveys being used will be furnished for the static matter. These files must be held for use throughout the term of the contract. PDFs of revised surveys, postcards, envelopes, and letters will be provided as needed.

Future Surveys: Government will furnish electronic media (see below) for future surveys when required.

Electronic Media will be furnished as follows –

Platform: Microsoft Windows (current or near current version).

Secure Data Transfer: The data files for the mailing addresses will be furnished to the contractor from the MRF via Secure File Transfer Protocol (SFTP). Contractor is responsible for setting up and maintaining a secure network according to the National Institute of Standard and Technology (NIST) SP 800-53 security guidelines. Prior to award, the contractor will be required to submit in writing to GPO that the contractor is able to meet this requirement. Passwords for the encrypted SecureZip™ files will be supplied through secure data transfer (SDT).

Software: Static Matter: Adobe Acrobat (current or near current version); Variable Data: Microsoft Excel, SecureZip™.

NOTE: All software upgrades (for specified applications), including the operating system, which occur during the term of the contract, must be supported by the contractor. Current or near current versions will be used for the Microsoft Excel and SecureZip.

Preprinted IRS Letterhead (White 25% Bond, basis weight: 20 lbs. per 500 sheets, 17 x 22”, equal to JCP Code G45) will be furnished for all pre-notes. The letterhead is produced via offset printing, and the ink used on the furnished letterhead will not smear when used on the contractor’s equipment.

Unique Letterheads: Surveys will use approximately six (6) unique letterheads. Contractor must use the letterhead as specified on the print order. Additional unique letterhead may be required. Current Letterhead Form numbers and corresponding IRS Business Unit:

- Form 13014 – Appeals
- Form 13038 – Small Business/Self-Employed (SB/SE)
- Form 13040 – Wage & Investment (W&I)
- Form 13042 – Large Business & International (LB&I)
- Form 13044 – Tax Exempt & Government Entities (TE/GE)
- Form 13081-A – Taxpayer Advocate Service (TAS)

Files to initiate Customer Satisfaction Survey process: Initial data files from the MRF will be submitted in the aforementioned software programs (see “CONTRACT DATA FILE REQUIREMENTS SUMMARY AND OVERVIEW - Incoming Data/Preparation”).

Dummy data files and record layout to be used for the proofs will be mailed to the contractor one (1) workday after award. NOTE: Dummy data files do not get processed through NCOA.

One copy of IRS Form 13456 (IRS Publishing – Postage Report) will be furnished, via e-mail, in a fillable PDF file format.

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

**EXHIBITS:** The samples pages shown as Exhibits A through J 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 exhibits.

- Exhibit A – Typical Surveys
- Exhibit B – Typical Schedules
- Exhibit C – Form 13456 and Postage Statement Exhibit
- Exhibit D – Typical Pre-note and Typical Pre-note with Password
- Exhibit E – Typical Explanation Letter and Typical Explanation Letter with Password
- Exhibit F – Typical Postcard

Exhibit G – Form 14573 Survey Checklist of Scanned Mail Component  
Exhibit H – Form 14604 Contractor Separation Checklist  
Exhibit I – IRM Exhibit 10.8.2-1 (09-30-2016) Roles that Require Specialized Training  
Exhibit J – Website Links  
Exhibit K – 290-S Proofs, Construction Samples, and Prior to Production Samples Distribution  
Exhibit L – Physical Security Self-Assessment  
Exhibit M – Cyber Security Self-Assessment

**CONTRACTOR TO FURNISH:** All materials and operations, other than those listed under “GOVERNMENT TO FURNISH,” necessary to produce the product(s) in accordance with these specifications.

Contractor MUST be capable of processing all requirements for each survey as required throughout the term of this contract. Orders will run concurrently, and many processes will overlap. Exhibit B is representative of the schedule requirements under the contract. NOTE: Occasionally, due to the needs of the Government, the contractor may be handling two or more data month files for processing in the same calendar month with all of the processes running concurrently.

The contractor must have Internet access provided through their Internet Service Provider (ISP), an email account, and a web browser.

The contractor must furnish an email address for the IRS to email the forms mentioned above. NOTE: The use of public address or web-based mail servers (ex: Hotmail, Yahoo, Juno) are not permitted.

NOTE: Some programming may be required by the contractor on new or existing surveys.

*Responsibility for Inspections and Tests:* The contractor is responsible for any inspections and tests required to ensure that the supplies provided under the contract conform to the specifications and contract requirements listed herein. The right of the Government to perform inspections and tests does not relieve the contractor from this responsibility. Inspections shall be made by the contractor of a representative sample of finished items to determine compliance with specifications. The sampling and inspections may be performed during the course of the production run. Contractor must develop and submit prior to award a quality control checklist for all components of the survey production process. (See “PRODUCTION PLANS”.)

Contractor’s Records: The contractor shall maintain records of all inspections and tests performed on the supplies provided under the contract. The contractor shall save and preserve all records of these inspections and tests for a minimum of 90 *calendar* days after delivery, or until they are released by the Government. The contractor will make all records of these inspections and tests available for inspection by the Government.

**ELECTRONIC PREPRESS:** Immediately upon receipt of Government furnished material and prior to image processing, the contractor shall perform an in-depth preflight check of the furnished media and publishing files to assure correct output of the required reproduction image. This preflight check is to include: accurate identification of all fonts used and/or missing fonts, identification of colors used within file, and any errors, media damage or data corruption that might interfere with proper file image processing. NOTE: All problems with furnished media must be reported within three (3) hours of receipt to the ordering agency *and* to the GPO, DC Team 2, (202) 512-1239.

With the agency’s approval, the contractor may 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 output must be 150-line screen or finer for all screens and a minimum of 2400 dpi for the remainder.

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, the 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 PDF files as digital deliverables when furnished by the Government.)

**PROOFS: The proof requirements as specified below are required on the first order and at any time during the term of the contract when a new component is added or a current component is revised.**

**NOTE:** The proofs as specified below will be required for each unique survey and must be sent according to the specified recipients as indicated in Exhibit K. Complete addresses will be provided after award.

PDF Proofs: One (1) “Press Quality” PDF soft proof (for content only) for all survey components (including envelopes) using the same Raster Image Processor (RIP) that will be used to produce the final printed product. PDF proof will be evaluated for text flow, image position, and color breaks. Proof will not be used for color match. Proofs will be transferred to the agency via email.

If contractor is producing the requirements via offset printing:

Digital Color Content Proofs: 10 sets of all survey components (including envelopes). Direct to plate must be used to produce the final product with a minimum of 2400 x 2400 dpi. Proofs must be created using the same Raster Image Processor (RIP) that will be used to produce the product. Proofs shall be collated with all elements in proper position (not pasted up), imaged face and back, trimmed and folded to the finished size of the product.

Digital Color Content Proofs must utilize Government-furnished “dummy data” which consists of 10 addresses. Proofs must include all variable data that will print on the final product.

If contractor is producing the requirements via digital printing:

Digital One-Off Proofs: 10 sets of all survey components (including envelopes) created using the same output device that will be used to produce the final printed product on the actual production stock. Proofs shall be collated with all elements in proper position (not pasted up), imaged face and back, trimmed, and folded to the finished size/format of the product, as applicable. Proof will be used for color match on the press on the production run.

Digital One-Off Proofs must utilize Government-furnished “dummy data” which consists of 10 addresses. Proofs must include all variable data that will print on the final product.

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

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

**CONSTRUCTION SAMPLES AND PRIOR TO PRODUCTION SAMPLES: The construction samples and prior to production samples as specified below are required on the first order and at any time during the term of the contract when a new component is added or a current component is revised.**

**NOTE:** The Construction Samples and Prior to Production Samples as specified below will be required for each unique survey and must be sent according to the specified recipients as indicated in Exhibit K. Complete addresses will be provided after award.

Construction Samples (For Envelopes Only): 10 sets of printed construction samples. Each sample shall be printed and constructed as specified and must be of the size, kind, and quality that the contractor will furnish.

NOTE: Construction Samples must be assembled into complete survey packet samples along with the Prior to Production Samples.

Samples will be inspected and tested and must comply with the specifications as to construction, kind, and quality of materials. NOTE: The construction samples must clearly indicate the size and position of the envelope window.

Prior to Production Samples (For Survey Components Except Envelopes): Prior to the commencement of production of the contract production quantity, 10 sets of printed, constructed, and assembled prior to production survey packet samples consisting of each component required for each wave of each survey. The container and accompanying documentation shall be marked "PRIOR TO PRODUCTION SAMPLES" and shall include the GPO Purchase Order, Jacket, Program, and Print Order numbers.

Prior to Production Samples must utilize Government-furnished "dummy data" which consists of 10 addresses. Samples must include all variable data that will print on the final product.

All samples shall be printed, constructed, and assembled, as specified, and must be of the kind, and quality that the contractor will furnish. Samples will be inspected and tested for conformance of materials and must comply with the specifications as to construction, kind, and quality of materials.

Survey components must be printed on the stock specified herein, as applicable to each component.

**NOTE:** All surveys must be compatible for scanning on a Canon Image Formula DR-M160, Insight30, and Insight4ES.

The contractor must submit all required samples within three (3) workdays after receipt of approval of content proofs.

The Government will approve, conditionally approve, or disapprove all samples within three (3) workdays of the receipt thereof. Approval or conditional approval shall not relieve the contractor from complying with the specifications and all other terms and conditions of the contract. A conditional approval shall state any further action required by the contractor. A notice of disapproval shall state the reasons therefore.

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

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

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

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

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

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

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

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

*Pre-notes:* The stock for the pre-notes (for all surveys) will be provided by the IRS. Specific official letterhead for business units will be provided. It is the responsibility of the contractor to maintain three (3) months inventory of the letterhead. When reordering the letterhead, the contractor must notify the IRS within two (2) weeks prior to the delivery of stock.

*Surveys and Explanation Letters:* White No. 1 Offset Book, Smooth-finish, basis weight: 60 lbs. per 500 sheets, 25 x 38”, equal to JCP Code A61.

*Postcards:* White Index, basis weight: 110 lbs. per 500 sheets, 25-1/2 x 30-1/2”, equal to JCP Code K10.

*Envelopes (Business Reply and Mailing):* White Writing Envelope, basis weight: 24 lbs. per 500 sheets, 17 x 22”, equal to JCP Code V20.

**PRINTING AND VARIABLE IMAGING:** Production for all color surveys and postcards **MUST** be achieved using the offset printing method (ink on paper). For all other components, at contractor’s option, the product may be produced via conventional offset or digital printing provided that Quality Level III standards are maintained. Final output must be a minimum of 150 line screen and at a minimum resolution of 2400 x 2400 dpi x 1 bit or 600 x 600 dpi x 8 bit depth technology. Digital device must have a RIP that provides an option for high quality color matching such as Device Links Technology and/or ICC Profiles.

NOTE: The GPO imprint must not print on any of the components.

*Pre-notes and Explanation Letters:* Print face only in black ink only. Printing consists of static text matter and variable data. Image variable data in black consisting of: date, unique human-readable ID and corresponding barcode, respondent’s name, address, password, and PIN number.

*Surveys:* Match Pantone number as indicated on the print order.

*Two-page Surveys:*

Category 1: Print face and back black ink only. Printing may consist of type, rule matter, bubbles/boxes, hash/tick marks or other marks unique to the scanning equipment to be used, screens, and line art. Image variable data in black on the face only consisting of: unique human-readable ID and corresponding barcode. (NOTE: 15 of the existing surveys are in Category 1.)

Category 2: Print face and back in black and one (1) Pantone ink color. Printing may consist of type, rule matter, bubbles/boxes, hash/tick marks or other marks unique to the scanning equipment to be used, screens, and line art. Image variable data in black ink on the face only consisting of: unique human-readable ID and corresponding barcode. (NOTE: 2 of the existing surveys are in Category 2.)

*Four-page Surveys:* Print face and back in black and one (1) Pantone ink color. Printing may consist of type, rule matter, bubbles/boxes, hash/tick marks or other marks unique to the scanning equipment to be used, screens, and line art. Image variable data in black ink on the first page of the survey consisting of: unique human-readable ID and corresponding barcode.

**NOTE:** Extraneous marks, hickies, and/or spots in the answer boxes are NOT acceptable.

**Laser Compatible Ink** – Laser compatible ink is required to withstand laser-processing heat on forms that require subsequent laser slugging and identification. These inks must meet the specifications of laser printer manufacturers and must be tested by the contractor.

**NOTE:** Contractor must have a post-production quality control checklist to include fanning all offset printed stock to verify that only correct stock is used to avoid overprinting on the incorrect offset stock when surveys are printed consecutively.

**NOTE:** All surveys must be compatible for scanning on a Canon Image Formula DR-M160, Insight30, and Insight4ES.

*Postcards:* Print face and back in black ink only. Printing consists of static text matter and variable data. Image variable data in black on the face only consisting of: unique human-readable ID and corresponding barcode, respondent's name, address, and PIN number.

*Business Reply and Mailing Envelopes:* Print face only (after construction) in black ink or in one Pantone ink color. Match Pantone number as indicated on the print order.

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

At present, there are four (4) unique No. 10 mailing envelopes and four (4) unique No. 9 business reply envelopes. The number of unique envelopes is subject to change.

**NOTE:** Contractor is responsible for maintaining quality control measures to ensure consistent product on each production run.

**MARGINS:** No bleeds. Adequate gripper. Margins are per file setup.

**BINDING:**

*Pre-notes and Explanation Letters:* Trim four sides.

*Surveys:*

*Two-Page Survey:* Trim four sides.

*Four-Page Survey:* Fold from 17 x 11" to 8-1/2 x 11", first page out. Trim three sides.

*Postcards:* Trim four sides.

**CONSTRUCTION:**

*No. 9 Business Reply Envelope (3-7/8 x 8-7/8"):* Envelope must be open side, side or diagonal seams, at contractor's option, with water-soluble gummed, fold-over flap for sealing. Flap depth is at the contractor's option, but must meet all USPS requirements. Flap adhesive must not adhere to the contents of the envelope.

*No. 10 Mailing Envelope (4-1/8 x 9-1/2"):* Envelope must be open side, side or diagonal seams at contractor's option, with water-soluble gummed, fold-over flap for sealing. Flap depth is at the contractor's option, but must meet all USPS requirements. Flap adhesive must securely seal the envelope without adhering to contents, permit easy opening by the recipient, and not permit resealing of the envelope.



Face of No. 10 envelope to contain a 1-5/8 x 4-1/2" die-cut address window with slightly rounded comers. Die-cut window is to be located 1/2" from the bottom edge of the envelope and 3/4" from the left edge of the envelope (the long dimension of the window is to be parallel to the long dimension of the envelope). The contractor has the option to adjust the size of the window opening (subject to Government approval), providing the visibility of the mailing address and intelligent mail barcode on the pre-note and the explanation letter is not obscured, and other extraneous information is not visible when material is inserted into the envelope. Window is to be covered with a suitable 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 USPS readability standards/requirements.

**PACKAGE ASSEMBLY:**

*Pre-notes:* Fold from 8-1/2 x 11" to 8-1/2 x 3-2/3" using two parallel folds, address out. Insert one pre-note letter into mailing envelope and seal envelope.

It is the contractor's responsibility to assure that only one pre-note letter is inserted into the mailing envelope, and that only the mailing address and postal barcode on the pre-note is visible through the window. Contractor must perform the "tap test" to ensure that nothing but the unique human-readable ID, respondent's name, address, and IMB barcode appear in the window.

*Explanation Letters and Surveys:*

Two-Page Survey: Fold survey from 8-1/2 x 11" to 8-1/2 x 3-2/3" using two parallel folds. Fold explanation letter from 8-1/2 x 11" to 8-1/2 x 3-2/3" using two parallel folds, address out. Insert folded letter and survey (on a machine equipped with a camera system) with one business reply envelope (for Survey 1 and Survey 2 mailing waves) into the mailing envelope and seal mailing envelope.

Four-Page Survey: Fold survey from 8-1/2 x 11" to 8-1/2 x 3-2/3" using two parallel folds. Fold explanation letter from 8-1/2 x 11" to 8-1/2 x 3-2/3" using two parallel folds, address out. Insert folded letter and survey (on a machine equipped with a camera system) with one business reply envelope (for Survey 1 and Survey 2 mailing waves) into the mailing envelope and seal mailing envelope.

NOTE: Cameras are to be used on letters and surveys to ensure the piece matching ID (printed in upper right corner of both) is the same on both the explanation letter and the survey as they are being inserted.

It is the contractor's responsibility to assure that only one letter, one survey (or one letter/survey combo, if applicable) and one specified business reply envelope is inserted into the specified mailing envelope. Contractor must perform the "tap test" to ensure that nothing but the address and IMB barcode on the letter is visible through the window.

**DISTRIBUTION:** Mail f.o.b. contractor's city.

Complete addresses and quantities will be furnished with each print order.

All mailing shall be made at the First Class rate.

All mailings, unless if otherwise indicated, must be done at the most economical rate to the Government.

The contractor is cautioned that the "Postage and Fees Paid" indicia may be used only for the purpose of mailing material produced under this contract.

Orders which result in mailings of less than 200 pieces will require the contractor to apply the appropriate postage to each mailing. Contractor will be reimbursed for postage by submitting a properly completed Postal Service Form 3606 Certificate of Bulk Mailing with the voucher for billing. (NOTE: Form 13456 is not required and must NOT be sent for mailings less than 200 pieces.) In addition, contractor must email this postal documentation to Lucy Hess ([Lucille.P.Hess@irs.gov](mailto:Lucille.P.Hess@irs.gov)) and Sylvia Greene ([Sylvia.J.Greene@irs.gov](mailto:Sylvia.J.Greene@irs.gov)) weekly or at the end of each month (contractor's option).

NOTE: Postage must be metered. Stamps are not acceptable. Metering tabs must not extend past the edge of the postcard or envelope and should not lift off causing ragged edge when sent through USPS equipment. Contractor is responsible for the meter and all meter supplies.

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

Contractor must register an IRS mailing indicia with the entry post office to ensure the best rate for mailing. Mailing must conform to all U.S. Postal Service regulations with regard to bulk mail. A signed Postal Service Form 3600-R and Postal Service Form 3607-R reflecting the cost for each mailing wave for each print order (usually four separate mailing waves per order) must be submitted with the contractor’s billing invoice reflecting the requisition number, print order number, survey form number, and wave number.

Upon completion of each order, contractor must notify the ordering agency (on the same day the order mails, no later than 1:00 p.m., EST) via email to the address(es) indicated on the print order. The subject line of the email shall be “Distribution Notice for Program 290-S, Print Order XXXXX, Jacket Number XXX-XXX.” The notice must provide all applicable tracking numbers, mailing methods, and title of product.

Upon completion of each print order:

- Contractor must complete and submit via email Form 13456 (in a PDF file) to the IRS within three (3) workdays after each turnover of the product to the USPS. Details to fill in the data fields, rename the PDF, and email are on the second page of the furnished form. Scanned pages of the Form 13456 will not be accepted. Any delay or missing input could result in delay of payment.
- Contractor must capture the following fields from every postage statement (e.g. USPS Form 3602):
  - Name of contractor
  - Contact person at contractor’s office
  - Telephone number of contact person
  - Email address of contact person
  - Mailing start date: The date the first piece is mailed
  - Mailing end date: If not all pieces were sent on the start date, this is the date the last piece is mailed.
  - Mailings: (Optional). Check this box to note there will be multiple mailings
  - Wave: Check this box to note that the multiple mailings will be sent in “waves.” Use the blank fields next to this check box to distinguish the number of current wave from the number of total waves.
  - Zip Code: The ZIP code of the post office from which pieces are mailed
  - Date on Mailing Statement: The mailing date on the postage statement
  - Pieces Mailed: The number of envelopes, containers, or cartons, etc., that is mailed
  - Copies Mailed: The total number of items inside each envelope, container, or carton, etc., that is mailed
  - Postage Amount: The total dollar amount listed on each postage statement
  - Postage Statement Type: Use the pull down menu to designate which type of postage statement (i.e., USPS Form 3602, 3602-R, 3605, 3600, 3607R) was used.
- Form 13456 must contain only postage information for the IRS requisition number at the top of the form. Contractor must not combine postage associated with multiple print order/requisition numbers on a single form.
- If all the lines on the front of Form 13456 are filled in, use the “Add New Mailing” button to add another row of data

NOTE: Any delay or missed input with either of the forms could result in delay of payment.

Within three (3) workdays of completion of the mailing, contractor must furnish a copy of the completed Post Service Form 3600-R and Postal Service Form 3607-R to the following address (via GROUND utilizing the IRS small carrier account): IRS, to one (1) address in Fayetteville, GA. The address will be provided after award. Further, contractor MUST update IRS Electronic Form 13456 per instructions on Page 2 of Form 13456.

Within 120 calendar days of completion of each order, all Government furnished materials (except those ordered held for future use) must be permanently deleted from the contractor’s network. Information must not be recoverable. Contractor is required to keep a log capturing file name and date of deletion.

Upon completion of the contract, contractor must return/deliver the balance of any unused furnished stock to one address as instructed by the ordering agency.

All expenses incidental to submitting proofs and construction/prior to production samples, and furnishing sample copies must be borne by the contractor.

Contractor will be responsible for all costs associated with picking up and returning furnished letterhead stock.

**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).

The print order and furnished materials will be furnished via email.

No definite schedule for placement of orders can be predetermined.

NOTE: Occasionally, due to the needs of the Government, the contractor may be handling two (2) or more data month files for processing in the same calendar month with all of the processes running concurrently.

The following schedules begin upon receipt of data set, verification of counts, and Formatting (see “CONTRACT DATA FILE REQUIREMENTS SUMMARY AND OVERVIEW: Incoming Data/Preparation”).

The numbers under the column headed “WD After” represent the number of workdays allowed to complete that certain part of the schedule.

<b>Proofing and Construction / Prior to Production Sample Schedule:</b>	<u>WD After</u>
Contractor to submit PDF proofs.....	3
Agency to return PDF proofs to contractor.....	2
Contractor to submit content proofs.....	2
Agency to return content proofs to contractor .....	2
Contractor to submit construction sample and prior to production samples.....	3
Agency to return construction samples and prior to production samples .....	2

<b>W&amp;I Schedule:</b>	<u>WD After</u>
Contractor to mail Pre-Notes .....	5
Contractor to mail Survey 1 .....	3
Contractor to mail Postcards.....	5
Contractor to mail Survey 2.....	10

<b>TE/GE Schedule:</b>	<u>WD After</u>
Contractor to mail Pre-Notes .....	5
Contractor to mail Survey 1 .....	3
Contractor to mail Postcards.....	5
Contractor to mail Survey 2.....	15

**SB/SE, LB&I, and TAS Schedules:**

WD After

Contractor to mail Pre-Notes .....	10
Contractor to mail Survey 1 .....	5
Contractor to mail Postcards .....	5
Contractor to mail Survey 2 .....	15

**Appeals Schedule:**

WD After

Contractor to mail Pre-Notes .....	5
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NOTE: Exhibit B reflects a typical schedule(s).

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.

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

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

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

The Government will determine the lowest bid by applying the prices offered in the "SCHEDULE OF PRICES" to the following units of production which are the estimated requirements to produce one (1) year's orders 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) 311,568
- (b) 90,232
- (c) 62,128
- (d) 244,904
- (e) 463,928
- (f) 244,904
- (g) 463,928
- (h) 708,832

- II. 5

**SECTION 4. - SCHEDULE OF PRICES**

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

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

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

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

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

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

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

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

**I. PRINTING AND VARIABLE IMAGING, BINDING, CONSTRUCTION, PACKAGE ASSEMBLY, AND DISTRIBUTION:** Prices offered shall include the cost of all required materials (including proofs, construction samples, prior to production samples, and paper, if applicable) and operations necessary for the printing and variable imaging, binding, construction, package assembly, and distribution of the product listed in accordance with these specifications.

Prices submitted must include the cost of collating, folding, and inserting the various components into the mailing envelopes, as applicable.

(a) Two-Page Survey: Category 1 (8-1/2 x 11”):  
Printing face and back in black ink and imaging in black,  
including binding..... per survey .....\$ \_\_\_\_\_

(b) Two-Page Survey: Category 2 (8-1/2 x 11”):  
Printing face and back in black and one Pantone  
ink color and imaging in black, including binding..... per survey .....\$ \_\_\_\_\_

(c) Four-Page Survey (17 x 11”):  
Printing face and back in black and one Pantone  
ink color and imaging in black, including folding  
from 17 x 11” to 8-1/2 x 11” ..... per survey .....\$ \_\_\_\_\_

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

- (d) Pre-Note:  
Printing face only in black ink and imaging in black,  
including binding.....per pre-note.....\$ \_\_\_\_\_
- (e) Explanation Letters 1 and 2:  
Printing face only in black ink and imaging in black,  
including binding.....per letter.....\$ \_\_\_\_\_
- (f) Postcard:  
Printing face and back in black ink and imaging in black,  
Including binding ..... per postcard.....\$ \_\_\_\_\_
- (g) Business Reply Envelopes (No. 9):  
Printing in a single ink color, including cost of envelopes.....per envelope.....\$ \_\_\_\_\_
- (h) Mailing Envelopes (No. 10):  
Printing in black ink, including the cost of envelopes.....per envelope.....\$ \_\_\_\_\_

**II. ADDITIONAL OPERATIONS:**

Programming.....per hour.....\$ \_\_\_\_\_

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

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

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

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

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

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

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

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

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

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

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

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

Bidder \_\_\_\_\_  
(Contractor's Name) (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 Address)

\*\*\*\*\*

THIS SECTION FOR GPO USE ONLY

Certified by: \_\_\_\_\_ Date: \_\_\_\_\_ Contracting Officer: \_\_\_\_\_ Date: \_\_\_\_\_

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