

Program:	327-S							
Term:	Date of Award to October 31, 2024							
Title:	Public Information Request System (PIRS)							
				<b>ADVANTAGE</b>				
				<b>MAILING LLC</b>		<b>NPC, INC</b>		<b>CURRENT CONTRACTOR</b>
				BASIS OF Anaheim, CA		Claysburg, PA		NPC, INC
ITEM NO.	DESCRIPTION	AWARD	UNIT RATE	COST	UNIT RATE	COST	UNIT RATE	COST
<b>I.</b>	<b>COMPOSITION AND PROOF:</b>							
(a)	Typesetting cover letters.....per 8-1/2 x 11" page.....	10	\$100.00	\$1,000.00	\$20.00	\$200.00		
(b)	Adobe Acrobat PDF soft proofs.....per file.....	130	No Charge	\$0.00	\$50.00	\$6,500.00		
(c)	Digital content proofs.....per page.....	1,260	\$5.00	\$6,300.00	\$1.25	\$1,575.00		
<b>II.</b>	<b>PREPRODUCTION TESTS:</b>							
(a)	Transmission Test.....per test.....	1	\$1,500.00	\$1,500.00	No Charge	\$0.00		
(b)	Preproduction Validation Test.....per test.....	1	\$1,500.00	\$1,500.00	No Charge	\$0.00		
(c)	Systems Change Validation Test.....per test.....	1	\$1,500.00	\$1,500.00	No Charge	\$0.00		
<b>III.</b>	<b>PRINTING/IMAGING, BINDING, AND CONSTRUCTION:</b>							
(a)	Daily Makeready/Setup Charge.....	250	\$250.00	\$62,500.00	\$125.00	\$31,250.00		
(b)	Cover Letters(English or Spanish): Printing and Imaging in black, including binding.....per 100 letters.....	21,884	\$3.01	\$65,870.84	\$2.50	\$54,710.00		
(c)	Format A: Fact Sheets (8-1/2 x 11"): Printing face and back in two ink colors, including binding.....per 100 facts sheets....	1,404	\$3.78	\$5,307.12	\$2.85	\$4,001.40		
(d)	Format B: Saddle-Stitched Pamphlets (3-1/2 x 8"): Printing in two ink colors, including binding.....per 100 pages.....	28,240	\$0.55	\$15,532.00	\$0.96	\$27,110.40		
(e)	Format C: Saddle-Stitched Pamphlets (3-3/4 x 5-1/2"): Printing in two ink colors, including binding.....per 100 pages.....	384	\$8.60	\$3,302.40	\$3.56	\$1,367.04	<b>EXTENSIVELY</b>	
(f)	Format D: Saddle Stitched Pamphlets (5-1/4 x 8"): Printing in two ink colors, including binding.....per 100 pages.....	96,288	\$0.37	\$35,626.56	\$1.51	\$145,394.88		
(g)	Format E: Leaflets (7 x 8" flat): Printing face and back in two ink colors, including binding.....per 100 leaflets.....	44	\$65.40	\$2,877.60	\$5.64	\$248.16		
(h)	Format F: Leaflets (10-1/2 x 8" flat): Printing face and back in two ink colors, including binding.....per 100 leaflets.....	256	\$13.67	\$3,499.52	\$6.44	\$1,648.64		
(i)	Format G: Leaflets ( 14 x 8" flat): Printing face and back in two ink colors, including binding.....per 100 leaflets.....	580	\$8.94	\$5,185.20	\$9.67	\$5,608.60	<b>REVISED</b>	
(j)	Format H: Leaflets (17-1/2 x 8" flat): Printing face and back in ink two colors, including binding.....per 100 leaflets.....	728	\$8.03	\$5,845.84	\$6.36	\$4,630.08		
(k)	Format I: Leaflets (21 x 8" flat): Printing face and back in ink two colors, including binding.....per 100 leaflets.....	16	\$135.40	\$2,166.40	\$25.86	\$413.76		
(l)	Format J: Leaflets (24-1/2 x 8" flat): Printing in face and back in two ink colors, including binding.....per 100 leaflets.....	348	\$12.70	\$4,419.60	\$9.39	\$3,267.72		
(m)	Format K: Cut Sheet Forms (8-1/2 x 11"flat) (English and Spanish): Printing in black ink only, including binding.....per 100 forms.....	3,860	\$5.76	\$22,233.60	\$9.98	\$38,522.80	<b>SPECIFICATION</b>	
(n)	Format L: Cut Sheet Forms (17 x 11"flat) (English and Spanish): Printing in black ink only, including binding.....per 100 forms.....	4,608	\$2.27	\$10,460.16	\$2.70	\$12,441.60		
(o)	Format M: Cut Sheet Forms (25-1/2 x 11"flat) (English and Spanish): Printing in black ink only, including binding.....per 100 forms.....	23,048	\$2.29	\$52,779.92	\$4.25	\$97,954.00		
(p)	Format N: Booklet Forms (8-1/2 x 11"): Printing in black ink only, including binding.....per 100 pages.....	44,144	\$0.38	\$16,774.72	\$0.42	\$18,540.48		
(q)	No.10 Envelopes (4-1/8 x 9-1/2") with Window: Printing face and back in black ink only, including security tint and construction.....per 100 envelopes.....	10,684	\$1.02	\$10,897.68	\$1.50	\$16,026.00		
(r)	Envelopes (6-1/8 x 9-1/2") with Window: Printing face and back in black ink only, including security tint and construction.....per 100 envelopes.....	1,100	\$2.10	\$2,310.00	\$3.71	\$4,081.00		
(s)	Envelopes (6-1/2 x 10") with Window: Printing face and back in black ink only, including security tint and construction.....per 100 envelopes.....	1,810	\$2.38	\$4,307.80	\$3.45	\$6,244.50		
(t)	Envelopes (9 x 12") with Window: Printing face and back in black ink only, including security tint and construction.....per 100 envelopes.....	8,290	\$3.93	\$32,579.70	\$4.30	\$35,647.00		

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			BASIS OF	Anaheim, CA		Claysburg, PA		NPC, INC	
ITEM NO.	DESCRIPTION	AWARD	UNIT RATE	COST	UNIT RATE	COST	UNIT RATE	COST	
<b>IV.</b>	<b>PAPER:</b>								
(a)	Cover Letters: White Uncoated Text (50-lb.)	21,884	\$1.71	\$37,421.64	\$0.66	\$14,443.44			
(b)	Format A (Fact Sheets 8-1/2 x 11"): White Uncoated Text (60-lb.)	1,404	\$2.81	\$3,945.24	\$1.84	\$2,583.36			
(c)	Format B (Pamphlets 7 x 8"): White Uncoated Text (60-lb.)	14,120	\$1.45	\$20,474.00	\$0.98	\$13,837.60			
(d)	Format C (Pamphlets 7-1/2 x 5-1/2"): White Uncoated Text (60-lb.)	192	\$7.03	\$1,349.76	\$0.98	\$188.16			
(e)	Format D (Pamphlets 10-1/2 x 8"): White Uncoated Text (60-lb.)	48,144	\$1.26	\$60,661.44	\$1.03	\$49,588.32			
(f)	Format E (Leaflets 7 x 8"): White Uncoated Text (60-lb.)	44	\$2.52	\$110.88	\$1.15	\$50.60			
(g)	Format F (Leaflets 10-1/2 x 8"): White Uncoated Text (60-lb.)	256	\$5.04	\$1,290.24	\$2.26	\$578.56			
(h)	Format G (Leaflets 14 x 8"): White Uncoated Text (60-lb.)	580	\$5.04	\$2,923.20	\$4.31	\$2,499.80			
(i)	Format H (Leaflets 17-1/2 x 8"): White Uncoated Text (60-lb.)	728	\$4.87	\$3,545.36	3.07	\$2,234.96			
(j)	Format I (Leaflets 21 x 8"): White Uncoated Text (60-lb.)	16	\$18.75	\$300.00	\$4.49	\$71.84	<b>EXTENSIVELY</b>		
(k)	Format J (Leaflets 24 1/2 x 8"): White Uncoated Text (60-lb.)	348	\$7.34	\$2,554.32	\$5.24	\$1,823.52			
(l)	Format K (Cut Sheet Forms (8-1/2 x 11")): White Writing (20-lb.)	3,860	\$3.53	\$13,625.80	\$1.84	\$7,102.40			
(m)	Format L (Cut Sheet Forms (17 x 11")): White Writing (20-lb.)	4,608	\$2.20	\$10,137.60	\$0.94	\$4,331.52			
(n)	Format M (Cut Sheet Forms (25-1/2 x 11")): White Writing (20-lb.)	23,048	\$3.10	\$71,448.80	\$1.10	\$25,352.80	<b>REVISED</b>		
(o)	Format N (Booklets 8-1/2 x 11") :								
1.	White Writing (20-lb.)	14,640	\$0.95	\$13,908.00	\$0.76	\$11,126.40			
2.	Colored Writing (20-lb.)	7,432	\$1.85	\$13,749.20	\$1.66	\$12,337.12			
(p)	No.10 Envelope (Booklets 4-1/8 x 9-1/2"): White Writing Envelope (24-lb.)	10,684	\$1.28	\$13,675.52	\$1.50	\$16,026.00	<b>SPECIFICATION</b>		
(q)	Envelope (6-1/8 x 9-1/2"): White Writing Envelope (24-lb.)	1,100	\$2.63	\$2,893.00	\$3.71	\$4,081.00			
(r)	Envelope (6-1/2 x 10"): White Writing Envelope (24-lb.)	1,810	\$2.98	\$5,393.80	\$3.45	\$6,244.50			
(s)	Envelope (9 x 12"): Light-Brown (Kraft shade) Envelope (28-lb.)	8,290	\$4.91	\$40,703.90	\$4.30	\$35,647.00			
<b>V.</b>	<b>ADDITIONAL OPERATIONS:</b>								
(a)	Additional Folding (Format M).....per 100 copies.....	22,908	\$0.75	\$17,181.00	\$0.70	\$16,035.60			
(b)	Perforating (Formats K through N).....per perforation/per 100 copies.....	51,236	\$0.25	\$12,809.00	\$0.15	\$7,685.40			
(c)	Drilling (Formats K through N).....per 100 (8-1/2 x 11") leaves.....	1,916	\$1.50	\$2,874.00	\$0.25	\$479.00			
<b>VI.</b>	<b>INSERTING AND DISTRIBUTION:</b>								
(a)	Inserting cover letters and inserts into No. 10 Envelope.....per 100 envelopes.....	10,684	\$2.50	\$26,710.00	\$6.00	\$64,104.00			
(b)	Inserting cover letters and multiple item request(s) into either 6-1/8 x 9-1/2" or 6-1/2 x 10".....per 100 envelopes.....	2,910	\$50.00	\$145,500.00	\$41.00	\$119,310.00			
(c)	Inserting cover letters and multiple item request(s) into 9 x 12" Envelope.....per 100 envelopes.....	8,290	\$75.00	\$621,750.00	\$42.92	\$355,806.80			
(d)	Manual Processing Fee.....per container.....	1,911	\$5.00	\$9,555.00	\$1.85	\$3,535.35			
	<b>CONTRACTOR SUBTOTALS</b>			<b>\$1,532,767.36</b>		<b>\$1,294,488.11</b>			
	<b>DISCOUNT</b>		<b>0.25%</b>	<b>\$3,831.92</b>	<b>0.25%</b>	<b>\$3,236.22</b>			
	<b>DISCOUNTED TOTALS</b>			<b>\$1,528,935.44</b>		<b>\$1,291,251.89</b>			
						<b>AWARDED</b>			



June 23, 2023

This is Amendment No. 2. The specifications in our invitation for bids on Program 327-S, scheduled for opening at 11:00 a.m., on June 26, 2023, are amended as follows:

- Bid opening date is changed to June 28, 2023.
- Program 327-S is amended to the effect, that on page 77 of 78, in “SECTION 4. – SCHEDULE OF PRICES,” the unit designations for line items VI. (a), (b), and (c) are changed from “per envelope” to “per 100 envelopes.”

Delete line items VI.(a), (b), and (c) in their entirety, and in their place, insert the following:

(a) Inserting cover letters  
and inserts into No. 10 envelope..... per 100 envelopes..... \$\_\_\_\_\_

(b) Inserting cover letter and multiple  
item request(s) into either 6-1/8 x 9-1/2”  
or 6-1/2 x 10” envelope ..... per 100 envelopes..... \$\_\_\_\_\_

(c) Inserting cover letter and  
multiple item request(s) into a  
9 x 12” envelope ..... per 100 envelopes..... \$\_\_\_\_\_

- All other specifications remain the same.

Amended bid or acknowledgement of amendment must be submitted using the method specified in the solicitation for bid submission. Telephone or facsimile submission is not acceptable.

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

Sincerely,

William A. Burbano Digitally signed by William A. Burbano  
Date: 2023.06.23 15:05:38 -04'00'

WILLIAM A. BURBANO  
Contracting Officer



June 21, 2023

This is Amendment No. 1. The specifications in our invitation for bids on Program 327-S, scheduled for opening at 11:00 a.m., on June 26, 2023, are amended as follows:

- Bid opening date remains the same.
- Program 327-S is amended to the effect that the contractor's bid prices are to include the cost of storage for the 3-month inventory of the products. On page 74 of 78 of the specifications, under "III. PRINTING/IMAGING, BINDING, AND CONSTRUCTION," add the following statement:

NOTE: All prices submitted for Item III. line items must include the cost of storage for the 3-month inventory of products.

- All other specifications remain the same.

Amended bid or acknowledgment of amendment must be submitted using the method specified in the solicitation for bid submission. Telephone or facsimile submission is not acceptable.

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

Sincerely,

**William A.  
Burbano**

Digitally signed by William A.  
Burbano  
Date: 2023.06.21 15:30:46 -04'00'

WILLIAM A BURBANO  
Contracting Officer

**U.S. GOVERNMENT PUBLISHING OFFICE**

Washington, DC

**GENERAL TERMS, CONDITIONS, AND SPECIFICATIONS**

For the Procurement of

***Public Information Request System (PIRS)***

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

Social Security Administration (SSA)

Single Award

**TERM OF CONTRACT:** The base term of this contract is for the period beginning **Date of Award** and ending **October 31, 2024**, plus up to four (4) optional 12-month extension period(s) that may be added in accordance with the “OPTION TO EXTEND THE TERM OF THE CONTRACT” clause in SECTION 1 of this contract.

**Contractor interfacing with SSA’s National File Transfer Management System (FTMS) for electronic transmission of files from SSA to the production facility will take place from Date of Award (or from date of installation of up to a T-1 line) through June 30, 2024; actual (live) production begins July 1, 2024.**

**BID OPENING:** Bids shall be opened at 11:00 a.m., prevailing Washington, DC Time, on **June 26, 2023** at the Government Publishing Office, Washington, DC.

**BID SUBMISSION:** Bidders must submit email bids to [bidsapsdc@gpo.gov](mailto:bidsapsdc@gpo.gov) for this solicitation. No other method of bid submission will be accepted at this time. The program number and bid opening date must be specified in the subject line of the emailed bid submission. ***Bids received after 11:00 a.m. on the bid opening date specified above will not be considered for award. This will not be a public bid opening.***

**BIDDERS, PLEASE NOTE:** ***This program was formerly Program 521-S.*** These specifications have been extensively revised; therefore, all bidders are cautioned to familiarize themselves with all provisions of these specifications before bidding, with particular attention to the following:

- SECURITY REQUIREMENTS: Clause 2352.224-1
- Clause 2352.224-2A
- Clause 2352.204-1
- Clause 2352.204-2

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 David Love at (202) 512-0104 or email [dlove@gpo.gov](mailto:dlove@gpo.gov).

## SECTION 1. - GENERAL TERMS AND CONDITIONS

**GPO CONTRACT TERMS:** Any contract which results from this Invitation for Bid will be subject to the applicable provisions, clauses, and supplemental specifications of GPO Contract Terms (GPO Publication 310.2, effective December 1, 1987 (Rev 01-18)) and GPO Contract Terms, Quality Assurance through Attributes Program for Printing and Binding (GPO Publication 310.1, effective May 1979 (Rev. 09-19)).

**GPO Contract Terms** (GPO Publication 310.2) –

<https://www.gpo.gov/docs/default-source/forms-and-standards-files-for-vendors/contractterms2018.pdf>

**GPO QATAP** (GPO Publication 310.1) –

<https://www.gpo.gov/docs/default-source/forms-and-standards-files-for-vendors/qatap.pdf>

**SUBCONTRACTING:** The predominant production function is the laser/ion deposition imaging of data for the cover letters from electronically transmitted files, inserting, mailing, and disposal of waste materials. Any bidder who cannot perform the imaging, inserting, and mailing portions of this contract will be declared non-responsible.

**NOTE:** The contractor shall be responsible for enforcing all contract requirements outsourced to a subcontractor

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

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

*Product Quality Levels:*

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

*Inspection Levels* (from ANSI/ASQC Z1.4):

- (a) Non-destructive Tests - General Inspection Level I.
- (b) Destructive Tests - Special Inspection Level S-2.
- (c) Low-gloss, transparent, poly-type window material, covering the envelope window, must pass a readability test with a rejection rate of less than 1/4 of 1% when run through a U.S. Postal Service (USPS) OCR Scanner.

*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. Press Sheets
P-8. Halftone Match (Single and Double Impression)	O.K. Press Sheets
P-9. Solid and Screen Tint Color Match	O.K. Press Sheets

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

- P-7. O.K. Preproduction Test Samples; O.K. Proofs; average type dimension in publication; electronic media.
- P-8. O.K. Preproduction Test Samples; O.K. Proofs; electronic media.
- P-9. Pantone Matching System

**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 the **Date of Award to October 31, 2024**, and the second and any succeeding period(s) will extend for 12 months from the end of the last preceding period, except that the length of the final period may vary. The first day of the second and any succeeding period(s) will be the effective date of the Economic Price Adjustment for that period.

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

The economic price adjustment will be the percentage difference between Index averages as specified in this paragraph. An index called the variable index will be calculated by averaging the monthly Indexes from the 12-month interval ending three (3) months prior to the beginning of the period being considered for adjustment. This average is then compared to the average of the monthly Indexes for the 12-month interval ending **July 31, 2023**, called the base index. The percentage change (plus or minus) of the variable index from the base index will be the economic price adjustment for the period being considered for adjustment.

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

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

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

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

***NOTE: For the purpose of this contract, the Paper Price Adjustment will be based on the date of actual production. Actual (live) production begins July 1, 2024***

1. BLS code 0913-01 for “Offset and Text” will apply to all paper required under this contract.
2. The applicable index figures for the month of **June, 2024** will establish the Base Index.
3. There shall be no price adjustment for the first three production months of the contract.
4. Price adjustments may be monthly thereafter, but only if the index varies by an amount (plus or minus) exceeding 5% by comparing the Base Index to the index for that month, which is two months prior to the month being considered for adjustment.
5. Beginning with order placement in the fourth month, index variances will be calculated in accordance with the following formula:

$$\frac{X - \text{Base Index}}{\text{Base Index}} \times 100 = \text{ \_\_\_\_\_\_ } \%$$

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

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

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

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

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

**SECURITY REQUIREMENTS:** Clause 2352.224-1 Protection of Confidential Information (Dec 2008):

- (a) “Confidential information,” as used in this clause, means information or data, or copies or extracts of information or data, that is: (1) provided by the Social Security Administration (SSA) to the contractor for, or otherwise obtained by the contractor in, the performance of this contract; and (2) of a personal nature about an individual, such as name, home address, and social security number, or proprietary information or data submitted by or pertaining to an institution or organization, such as employee pay scales and indirect cost rates.



- (b) The Contracting Officer and the contractor may, by mutual consent, identify elsewhere in this contract specific information or categories of information that the Government will furnish to the contractor or that the contractor is expected to generate which are confidential. Similarly, the Contracting Officer and the contractor may, by mutual consent, identify such confidential information from time to time during the performance of the contract. The confidential information will be used only for purposes delineated in the contract; any other use of the confidential information will require the Contracting Officer's express written authorization. The Contracting Officer and the contractor will settle any disagreements regarding the identification pursuant to the "Disputes" clause.
- (c) The contractor shall restrict access to all confidential information to the minimum number of employees and officials who need it to perform the contract. Employees and officials who need access to confidential information for performance of the contract will be determined in conference between SSA's Contracting Officer, Contracting Officer's Technical Representative, and the responsible contractor official. Upon request, the contractor will provide SSA with a list of "authorized personnel," that is, all persons who have or will have access to confidential information covered by this clause.
- (d) The contractor shall process all confidential information under the immediate supervision and control of authorized personnel in a manner that will: protect the confidentiality of the records; prevent the unauthorized use of confidential information; and prevent access to the records by unauthorized persons.
- (e) The contractor shall assure that each contractor employee with access to confidential information knows the prescribed rules of conduct and that each contractor employee is aware that he/she may be subject to criminal penalties for violations of the Privacy Act and/or the Social Security Act.

When the contractor employees are made aware of this information, they will be required to sign the SSA-301, "Contractor Personnel Security Certification." (See Exhibit A.)

A copy of this signed certification must be forwarded to: Social Security Administration, Attn: Cheryl Tarver, DMIM, 1300 Annex Building, 6401 Security Boulevard, Baltimore, MD 21235-6401, or email to: [cheryl.tarver@ssa.gov](mailto:cheryl.tarver@ssa.gov). A copy must also be forwarded to: U.S. Government Publishing Office, 732 North Capitol Street, NW, CSAPS, APS DC, Attn: Contracting Officer, Room C-838, Washington, DC 20401 (email address to be provided after award). (See paragraph (f) below regarding the minimum standards that the safeguards must meet.)

- (f) Whenever the contractor is storing, viewing, transmitting, or otherwise handling confidential information, the contractor shall comply with the applicable standards for security controls that are established in the [Federal Information Security Modernization Act \(FISMA\)](#). (These standards include those set by the National Institute of Standards and Technology (NIST) via the Federal Information Processing Standards (FIPS) publications and NIST Special Publications, particularly [FIPS 199](#), [FIPS 200](#), and [NIST Special Publications - 800 series](#).)
- (g) If the contractor, in the performance of the contract, uses any information subject to the Privacy Act of 1974, 5 U.S.C. 552a, and/or section 1106 of the Social Security Act, 42 U.S.C. 1306, the contractor must follow the rules and procedures governing proper use and disclosure set forth in the Privacy Act, section 1106 of the Social Security Act, and the Commissioner's regulations at 20 C.F.R. Part 401 with respect to that information.
- (h) For knowingly disclosing information in violation of the Privacy Act, the contractor and contractor employees may be subject to the criminal penalties as set forth in 5 U.S.C. Section 552(i)(1) to the same extent as employees of SSA. For knowingly disclosing confidential information as described in section 1106 of the Social Security Act (42 U.S.C. 1306), the contractor and contractor employees may be subject to the criminal penalties as set forth in that provision.
- (i) The contractor shall assure that each contractor employee with access to confidential information is made aware of the prescribed rules of conduct, and the criminal penalties for violations of the Privacy Act and/or the Social Security Act.

- (j) Whenever the contractor is uncertain how to handle properly any material under the contract, the contractor must obtain written instructions from the Contracting Officer addressing this question. If the material in question is subject to the Privacy Act and/or section 1106 of the Social Security Act or is otherwise confidential information subject to the provisions of this clause, the contractor must obtain a written determination from the Contracting Officer prior to any release, disclosure, dissemination, or publication. Contracting Officer instructions and determinations will reflect the result of internal coordination with appropriate program and legal officials.
- (k) Performance of this contract may involve access to tax return information as defined in 26 U.S.C. Section 6103(b) of the Internal Revenue Code (IRC). All such information shall be confidential and may not be disclosed without the written permission of the SSA Contracting Officer. For willfully disclosing confidential tax return information in violation of the IRC, the contractor and contractor employees may be subject to the criminal penalties set forth in 26 U.S.C. Section 7213.
- (l) The Government reserves the right to conduct on-site visits to review the contractor's documentation and in-house procedures for protection of and security arrangements for confidential information and adherence to the terms of this clause.
- (m) The SSA reserves the right to inspect contractor facilities to ensure compliance with the ISC guidelines. If facilities are found deficient, the contractor must implement corrective actions within 45 calendar days of notification.
- (n) The contractor must include this clause in all resulting subcontracts whenever there is any indication that the subcontractor(s), engaged by the contractor, and their employees or successor subcontractor(s) and their employees might have access to SSA's confidential information.
- (o) The contractor must assure that its subcontractor(s) and their employees or any successor subcontractor(s) and their employees with access to SSA confidential information are made aware of the prescribed rules of conduct. For knowingly disclosing SSA's confidential information, any subcontractor(s) and their employees or successor subcontractor(s) and their employees may be subject to criminal penalties as described in section 1106 of the Social Security Act (42 U.S.C. 1306) and the Privacy Act (5 U.S.C. 552a).

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

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

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

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

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

- d. ESPs classified as Cloud Service Providers (CSP) must be FedRAMP authorized. Further information may be found at: <http://www.gsa.gov/portal/category/102371>. As part of these requirements, CSPs must have a security control assessment performed by a Third Party Assessment Organization (3PAO).
- e. The ESP shall submit to the SSA COTR documentation describing how the solution implements security controls in accordance with the designated categorization (FIPS 199) and the Minimum Security Requirements for Federal Information and Information Systems (FIPS 200) which requires the use of NIST SP 800-53 Rev 4 before SSA provides data.
- f. All ESPs that process or store Personally Identifiable Information (PII) are considered a Moderate impact categorization. If PII or sensitive data (defined by the COTR) is stored or processed by the ESP, then the ESP shall provide a Security Authorization Package (SAP) created by an independent assessor, which will undergo a Triannual Full Assessment and will undergo an Annual Review. The SAP should include a System Security Plan (SSP), Security Assessment Report (SAR), Risk Assessment Report (RAR), and Plan of Action & Milestone Report (POA&M). The SAP must be reviewed by SSA before the SSA transfers data to the ESP. Refer to NIST SP 800-37 for more information on the Security Authorization Package.

*NOTE: PII is any information about an individual maintained by an agency, including (1) any information that can be used to distinguish or trace an individual's identity, such as name, social security number, date and place of birth, mother's maiden name, or biometric records; and (2) any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information.*

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

- g. SSA will consider a self-assessment of security controls for solutions that do not involve sensitive information or PII.

For additional security requirements and NIST 800-53, REV 4 organization defined parameters, refer to "ESP Additional Security Requirements" document.

#### **References - Refer to most up to date revision:**

- Federal Information Security Modernization Act (P.L. 113-283), December 2014.  
<https://www.govinfo.gov/app/details/PLAW-113publ283>
- Clinger-Cohen Act of 1996 also known as the "Information Technology Management Reform Act of 1996."
- Privacy Act (P.L. 93-579), December 1974.  
<https://www.govinfo.gov/app/details/STATUTE-88/STATUTE-88-Pg1896>
- Homeland Security Presidential Directive (HSPD-12), "Policy for a Common Identification Standard for Federal Employees and Contractors," August 27, 2004.  
<https://www.dhs.gov/homeland-security-presidential-directive-12>
- Revision of OMB Circular No. A-130, "Managing Information as a Strategic Resource," July 28, 2016.  
<https://www.govinfo.gov/content/pkg/FR-2016-07-28/pdf/2016-17872.pdf>
- OMB Memorandum M-04-04, "E-Authentication Guidance for Federal Agencies," December 16, 2003.  
<https://obamawhitehouse.archives.gov/sites/default/files/omb/assets/omb/memoranda/fy04/m04-04.pdf>  
and

ITL BULLETIN FOR DECEMBER 2011 REVISED GUIDELINE FOR ELECTRONIC AUTHENTICATION OF USERS HELPS ORGANIZATIONS PROTECT THE SECURITY OF THEIR INFORMATION SYSTEMS.

<https://csrc.nist.gov/csrc/media/publications/shared/documents/itl-bulletin/itlbul2011-12.pdf>

- FIPS PUB 199, National Institute of Standards and Technology Federal Information Processing Standards Publication 199, Standards for Security Categorization of Federal Information and Information Systems, February 2004.  
<https://doi.org/10.6028/NIST.FIPS.199>
- FIPS PUB 200, National Institute of Standards and Technology Federal Information Processing Standards Publication 200, Minimum Security Requirements for Federal Information and Information Systems, March 2006.  
<https://doi.org/10.6028/NIST.FIPS.200>
- FIPS 140-3 Security Requirements for Cryptographic Modules, March 22, 2019.  
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- NIST Special Publication 800-18, Guide for Developing Security Plans for Federal Information Systems, February 2006.  
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- NIST SP 800-30, Guide for Conducting Risk Assessments, September 2012.  
<https://doi.org/10.6028/NIST.SP.800-30r1>
- ITL Bulletin Contingency Planning for Information Systems NIST Special Publication (SP) 800-34, Rev. 1.  
<https://csrc.nist.gov/CSRC/media/Publications/Shared/documents/itl-bulletin/itlbul2010-07.pdf>
- NIST SP 800-37 Revision 2, Risk Management Framework for Information Systems and Organizations: A System Life Cycle Approach for Security and Privacy, December 2018.  
<https://csrc.nist.gov/publications/detail/sp/800-37/rev-2/final>
- NIST SP 800-47, National Institute of Standards and Technology Special Publication 800-47, Security Guide for Interconnecting Information Technology Systems, August 2002.  
<https://csrc.nist.gov/publications/detail/sp/800-47/final>
- NIST SP 800-53 Revision 5, Security and Privacy Controls for Information Systems and Organizations, September 2020.  
<https://csrc.nist.gov/publications/detail/sp/800-53/rev-5/final>
- NIST SP 800-53A Revision 5, Assessing Security and Privacy Controls in Information Systems and Organizations, January 2022.  
<https://csrc.nist.gov/publications/detail/sp/800-53a/rev-5/final>
- NIST SP 800-60 Volume 1 Revision 1, Guide for Mapping Types of Information and Information Systems to Security Categories, August 2008.  
<https://csrc.nist.gov/publications/detail/sp/800-60/vol-1-rev-1/final>

and

NIST SP 800-60 Volume 2 Revision 1, Guide for Mapping Types of Information and Information Systems to Security Categories: Appendices, August 2008.

<https://csrc.nist.gov/publications/detail/sp/800-60/vol-2-rev-1/final>

- [OMB M-17-12, Preparing for and Responding to a Breach of Personally Identifiable Information.](#)

See Exhibit B, “SSA External Service Provider Additional Security Requirements” for complete details regarding this requirement.

Templates for Required Security Documents:

- Exhibit C: Security Assessment Report (SAR) Template
- Exhibit D: Risk Assessment Report (RAR) Template
- Exhibit E: Externally Hosted Information System Plan (ESP) Template FY17

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

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

**SECURITY WARNING:** “Personally identifiable information” (PII) means information that can be used to distinguish or trace an individual’s identity, either alone or when combined with other information that is linked or linkable to a specific individual. The PII may range from common data elements such as names, addresses, dates of birth, and places of employment, to identity documents, Social Security numbers (SSN) or other Government-issued identifiers, precise location information, medical history, and biometric records.

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

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

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

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

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

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

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

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

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

**Clause 2352.224-2A Protecting and Reporting the Loss of Personally Identifiable Information (May 2019)**

(a) *Definitions.*

The following terms are defined for the purposes of this clause:

“Agency” means the Social Security Administration (SSA).

“Breach” means the loss of control, compromise, unauthorized disclosures, unauthorized acquisition, or any similar occurrence where: (1) a person other than an authorized user accesses or potentially accesses personally identifiable information (PII); or (2) an authorized user accesses or potentially accesses personally identifiable information for another than authorized purpose. A breach is not limited to an occurrence where a person other than an authorized user potentially accesses PII by means of a network intrusion, a targeted attack that exploits website vulnerabilities, or an attack executed through an email message or attachment. A breach may also include the loss or theft of physical documents that include PII and portable electronic storage media that store PII, the inadvertent disclosure of PII on a public website, or an oral disclosure of PII to a person who is not authorized to receive that information. It may also include an authorized user accessing PII for other than an authorized purpose. Often, an occurrence may be first identified as an incident, but later identified as a breach once it is determined that the incident involves PII, as is often the case with a lost or stolen laptop or electronic storage device.

Some common examples of a breach include:

- A laptop or portable storage device storing PII is lost or stolen;
- An email containing PII is inadvertently sent to the wrong person;
- A box of documents with PII is lost or stolen during shipping;

- An unauthorized third party overhears agency employees discussing PII about an individual seeking employment or Federal benefits;
- A user with authorized access to PII sells it for personal gain or disseminates it to embarrass an individual;
- An information technology system that maintains PII is accessed by a malicious actor; or
- PII that shall not be widely disseminated is posted inadvertently on a public website.

“Employee(s)” means individual(s) under a direct employee-employer relationship with the contractor, where the contractor has the power or right to control and direct the individual in the material details of how work is to be performed.

“Handling of PII” or “handle(s) PII” means accessing, using, creating, collecting, processing, storing, maintaining, disseminating, disclosing, disposing, or destruction of PII, as defined in this clause.

“Incident” means an occurrence that (1) actually or imminently jeopardizes, without lawful authority, the integrity, confidentiality, or availability of information or an information system or (2) constitutes a violation or imminent threat of violation of law, security policies, security procedures, or acceptable use policies.

“Personally identifiable information” (PII) means information that can be used to distinguish or trace an individual’s identity, either alone or when combined with other information that is linked or linkable to a specific individual. The PII may range from common data elements such as names, addresses, dates of birth, and places of employment, to identity documents, Social Security numbers (SSN) or other government-issued identifiers, precise location information, medical history, and biometric records. Within this clause, “PII” shall specifically mean PII that is made or becomes available to the contractor, including its employees, as a result of performing under this contract.

“Primary agency contact” means the SSA Contracting Officer’s Representative (COR) who is the Contracting Officer’s Technical Representative (COTR) or, for indefinite delivery contracts with individual orders issued against the contract, e.g., task-order contracts, the order’s Task Manager, if one has been assigned. The COR may have one or more designated alternates to act for the COR when the COR is unavailable. If neither the COR nor the designated alternate is available, the alternate shall be considered a responsible agency manager in the office.

“Secure area” or “Secure duty station” means, for the purpose of this clause, either of the following, unless the agency expressly states otherwise on a case-by-case basis: (1) a contractor employee’s official place of work that is in the contractor’s established business office in a commercial setting, or (2) a location within the agency or other Federal- or State-controlled premises. A person’s private home, even if it is used regularly as a “home office” (including that of a contractor management official), shall not be considered a secure area or duty station.

“Suspected breach” means PII that, among other possibilities, has been lost or stolen, or accessed in an unauthorized fashion, but it is not yet confirmed that the PII has been compromised to meet the level of a breach.

“Transport(ing)” or “transported” means the physical taking or carrying of PII from one location to another. For the purpose of this clause, the term does not include shipping by a common or contract carrier (as defined in Federal Acquisition Regulation (FAR) section 47.001), shipping by the U.S. Post Office, or electronic transmission. See “FILE TRANSFER MANAGEMENT SYSTEM (FTMS) REQUIREMENTS” specified herein for information regarding electronic transmission. SSA will review and approve the Material Handling and Inventory Control plans (see “PREAWARD PRODUCTION PLANS, *Materials Handling and Inventory Control*”). The plans shall describe in detail how the contractor will transport PII.

(b) *Responsibility for Safeguarding PII.*

- (1) The contractor shall comply with applicable limitations on use, treatment, and safeguarding of PII under the Privacy Act of 1974 (5 U.S.C. § 552a); the Federal Information Security Management Act of 2002 (44 U.S.C. § 3541, et seq.), as amended by the Federal Information Security Modernization Act of 2014 (Pub. L. 113-283); related National Institute of Standards and Technology guidelines; the Paperwork Reduction Act, 44 U.S.C. § 3501-3521; the E-Government Act of 2002, 44 U.S.C. § 3501

**NOTE:** Office of Management and Budget (OMB) guidance relating to handling of PII, including OMB Memorandum M-17-12, “Preparing for and Responding to a Breach of Personally Identifiable Information”; SSA privacy and security policies and procedures relating to handling of PII; and other Federal laws governing handling of PII.

- (2) The contractor shall establish, maintain, and follow its own policies and procedures to protect the confidentiality of PII (PII policies and procedures) in accordance with the laws, policies, and requirements referenced in this clause and elsewhere in the contract. The contractor’s PII policies and procedures shall include safeguards to protect PII from loss, theft, or inadvertent disclosure and breach procedures.
- (3) The contractor shall restrict handling of PII to only those authorized employees who need it in connection with the performance of work under this contract.
- (4) Unless authorized by this contract or otherwise in writing by SSA, the contractor shall not publish, disclose, release, or otherwise disseminate PII, internally or externally.
- (5) The contractor shall inform its employees who will or may handle PII of their individual responsibility to safeguard it. In addition, the contractor shall educate and train employees as required by FAR 24.301 and enforce employees’ compliance with the contractor’s PII policies and procedures and other requirements relating to handling of PII in this contract. SSA may require the contractor to provide evidence of the performance of training and the content of the training.
- (6) Additional policies, procedures, and requirements involving the handling of PII may be prescribed elsewhere in this contract, including but not limited to information security policies. The contractor shall follow all such policies, procedures, and requirements. If contract performance calls for the contractor handling of PII in a manner not addressed in this clause or elsewhere in the contract that may cause a security question or concern, the contractor shall seek clarification and direction from the agency, prior to commencing the handling of PII in question.

(c) *Safeguarding Requirements.*

- (1) The contractor is responsible for safeguarding PII at all times. The contractor shall ensure that PII remains under the immediate supervision and control of authorized employees in a manner that will protect the confidentiality and integrity of PII. Examples of proper safeguarding include, but are not limited to: maintaining the confidentiality of each employee’s individual password (by not sharing the password with any other individual or entity and not writing it down); verifying the identity of individuals before disclosing information to them; preventing others in the area from viewing PII on one’s computer screen; consistently locking or logging off one’s workstation when one is away; and ensuring that PII is appropriately returned or, upon receiving the agency’s approval, destroyed when no longer needed. The contractor may use its internal policies and practices, non-disclosure agreements, system security requirements or any other means to accomplish its safeguarding responsibilities.



(2) Transporting PII Outside a Secure Area/Secure Duty Station.

- (i) The contractor shall safeguard equipment, files, or documents containing PII when transporting information from a secure area/secure duty station. The contractor shall ensure that the laptops and other electronic devices/media being used to transport PII are encrypted and password protected. The contractor shall ensure that the encryption and password protection are in accordance with any agency-prescribed standards or policies, which shall be communicated separately from this clause. The contractor shall use reasonable protection measures when transporting PII, e.g., storing files in a locked briefcase, not leaving files and/or equipment in plain view.
- (ii) The contractor shall ensure that its PII policies and procedures address transporting PII outside a secure area and emailing PII to and from non-SSA email addresses. The contractor shall provide employees, upon or immediately prior to their commencing work on the contract, with contact information and instructions relating to PII breaches and incidents, based on the contractor's security/PII loss incident policy and procedures. (If the preceding requirement is introduced to the contract under a contract modification, the contractor shall ensure employees are provided this information and instructions within 10 working days of the modification.) The contractor shall periodically remind employees of the foregoing information and instructions per the regular training requirements at (d)(1) below. (**NOTE:** Agency-prescribed contact information and instructions for reporting lost or possibly lost PII are discussed in paragraph (d) below.) SSA may require that the contractor present evidence of compliance with these provisions.

(iii) *Tracking PII-containing material (files, documents, etc.).*

(A) Unless the PII is being transported for disposal pursuant to the contract per (c)(3) below, or SSA grants an exception per (c)(2)(iii)(D) below, the contractor shall take appropriate and necessary action to ensure that the PII-containing material, such as file(s) or document(s) being physically transported or transmitted electronically outside the secure area/secure duty station, are tracked through a log. The PII-containing material shall be logged out prior to transport as well as logged back in upon return. The contractor can establish any mechanism for tracking as long as the process, at a minimum, provides for the following information to be logged:

- (1) first and last name of the employee taking/returning the material;
- (2) the identification of the PII-containing material, such as the name of the file(s) or document(s) containing PII;
- (3) the media used to transport the PII (e.g., electronic, such as laptop, portable drive, compact disc/digital versatile disc (CD/DVD), or email—be as specific as possible; paper, such as paper file folders or printouts);
- (4) the reason he/she intends to transport the PII-containing material;
- (5) the date he/she transported the PII-containing material from the secure area/secure duty station;
- (6) the date the PII-containing material is due to be returned to the secure area/duty station. See subparagraph (c)(2)(iii)(B) immediately below.
- (7) the approver's name and phone number.
- (8) the actual return date of the PII-containing material.

- (B) Materials shall be returned or, when authorized by paragraph (c)(3), documented as destroyed, within 90 calendar days of removal from the office or have contractor supervisory approval for being held longer.
- (C) The log shall be maintained in a secure manner. Upon request by the agency, the contractor shall provide the information from the log in a format (e.g., electronic or paper) that can be readily accessed by the agency. The contractor shall retain the log in accordance with General Records [Schedule 4.2, Information Access and Protection Records](#), Item 40 (disposition authority DAA-GRS-2016-0002-0004). (See Exhibit F.)
- (D) SSA may relieve the contractor of having to comply with these logging requirements for certain transmissions when the contractor is engaged in routine and secure transmission of PII, and SSA determines that there are appropriate security controls in place to track the data through other means.
- (3) *Return and/or Disposal of PII.* The contractor shall return and/or dispose of the PII when the PII is no longer required for performance of this contract, e.g., upon contract completion, per agency direction and requirements. The marked statement(s) below apply to this contract:
- [ x ] (i) This contract entails the return of PII.
- [ x ] (ii) This contract entails the disposal of PII. The contractor shall follow the procedures described in “Disposal of Waste Materials” (see “PREAWARD PRODUCTION PLANS, *Disposal of Waste Materials*”).
- (4) *Emailing PII.* The contractor’s corporate or organizational email system is deemed not to be secure. Therefore, the contractor shall put policies and procedures in place to ensure that its employees email PII using only the following procedures in (i) and (ii), below:
- (i) *Sending from an SSA email address.* If employees have been given access to the SSA email system, they may use it to send email messages containing PII in the body or in an unencrypted attachment but only to other SSA email addresses (which contain the “name @ssa.gov” format) or to email addresses belonging to an SSA-certified email system. Email directed to any other address(es) may contain PII only if the PII is entirely contained in an encrypted attachment. The contractor shall encrypt PII in accordance with OMB Circular A-130, Managing Information as a Strategic Resource (July 28, 2016).
- (ii) *Sending from a non-SSA email system.* If employees are using the contractor’s own or any other non-agency email system (e.g., Yahoo!, Gmail), they may send email messages transmitting PII only if the PII is entirely contained in an encrypted attachment, per OMB Circular A-130; none of the PII may be in the body of the email itself or in an unencrypted attachment. When emailing from such systems, this procedure applies when emailing PII to any email address, including but not limited to, an SSA email system address. Unless specifically noted otherwise, the contractor and its employees are expected to conduct business operations under this contract using the contractor’s own email system, i.e., in accordance with the foregoing rules for transmitting PII.
- SSA may grant written exceptions to compliance with the email requirements in paragraph (c)(4) above when the contractor’s corporate or organizational email system has been deemed by SSA to be secure.

(d) *Procedures for Reporting PII Breach or Incident.* The agency has its own reporting requirements for PII breaches or incidents. The purpose of the following paragraphs is to ensure that the contractor meets the requirements and shares breach or incident information appropriately. The contractor's report of a breach or incident will not, by itself, be interpreted as evidence that the contractor failed to provide adequate safeguards for PII.

(1) *Contractor Responsibility.* In addition to establishing and implementing its own internal procedures referenced in paragraph (b) above, the contractor shall provide regular training (at least annually and when new employees commence work) for contractors on how to identify and report a breach or incident and take reasonable actions to implement agency-prescribed procedures described in paragraph (d)(3) below for reporting PII breaches or incidents. These include training employees handling PII about these procedures, including how to identify and report a PII breach or incident, and otherwise taking appropriate and necessary steps to enforce their compliance in carrying them out. The contractor shall cooperate and exchange information with agency officials, as determined necessary by the agency, in order to report and manage a suspected or confirmed breach or incident effectively. The contractor shall maintain capabilities to determine what agency information was or could have been accessed and by whom, be able to construct a timeline of user activity, determine methods and techniques used to access agency information, and identify the initial attack vector. The contractor shall allow for an inspection, investigation, forensic analysis, and any other action necessary to ensure compliance with OMB memorandum M-17-12 and agency guidance and breach procedures to assist with responding to a breach or incident. SSA may require evidence of compliance with this guidance.

(2) *Potential Need for Immediate, Direct Reporting by the Employee.* The agency recognizes that contractor employees will likely make the initial discovery of a PII breach or incident. When an employee becomes aware or suspects that PII has been lost or compromised, he/she is required to follow the contractor's established security/PII breach/incident reporting process (see paragraph (d)(1), above). The contractor's reporting process, along with the agency's (see paragraph (d)(3) below), shall require the contractor, and not necessarily the employee, in such circumstances to notify the agency of the breach or incident. However, the contractor shall inform each employee handling or potentially handling PII that he/she must be prepared to notify outside authorities directly and immediately as described in paragraph (d)(3)(v) below, if, shortly following the breach or incident or discovery of the breach or incident, he/she finds it evident that neither an appropriate contractor nor the agency manager/contact can be reached. The contractor shall emphasize to the employee that timeliness in reporting the incident is critical.

(3) *Procedures.*

(i) When a contractor employee becomes aware of or suspects a PII breach or incident, the contractor, in accordance with its incident reporting process, shall provide immediate (as soon as possible and without unreasonable delay) notification of the breach or incident to the primary agency contact. If the primary agency contact is not readily available, the contractor shall immediately notify the contact's alternate. (See the worksheet in agency-specific clause 2352.224-2B (Exhibit G), for the identity of the designated primary and alternate agency contacts.) The contractor shall act to ensure that each employee, prior to commencing work on the contract, has been given information as to who the primary and alternate agency contacts are and how to contact them. In addition, the contractor shall act to ensure that each employee promptly receives any updates on such information, as they are made available. Whenever the employee removes PII from a secure area/secure duty station, he/she shall comply with the contractor's security policies, including having on hand the current contact information for the primary agency contact and at least one alternate.

- (ii) The contractor shall provide the primary agency contact or the alternate, as applicable, updates on the status of the reported PII loss or compromise as they become available but shall not delay the initial report.
- (iii) The contractor shall provide complete and accurate information about the details of the PII breach or incident to assist the agency contact/alternate, including the following information:
  - (A) Contact information;
  - (B) A description of the PII breach or incident (i.e., nature of the breach, scope, number of files or records, type of equipment or media, etc.) including the approximate time and location of the loss;
  - (C) A description of safeguards used, where applicable (e.g., locked briefcase, redacted personal information, password protection, encryption, etc.);
  - (D) An identification of agency components (organizational divisions or subdivisions) contacted, involved, or affected;
  - (E) Whether the contractor or its employee has contacted or been contacted by any external organizations (i.e., other agencies, law enforcement, press, etc.);
  - (F) Whether the contractor or its employee has filed any other reports (i.e., Federal Protective Service, local police, and agency reports); and
  - (G) Any other pertinent information.
- (iv) The contractor may use the worksheet following this clause to gather and organize information quickly about the incident. The contractor shall ensure that each employee with access to PII under the contract, prior to accessing the PII, has a copy of the worksheet with its instructions (see agency-specific clause 2352.224-2B (Exhibit G)), and particularly when transporting PII from a secure duty station.
- (v) There may be rare instances (e.g., outside of business hours) when the contractor is unable to reach either the primary agency contact or the alternate immediately. In such a situation, the contractor shall immediately call the agency's National Network Service Center (NNSC) toll-free at 1-877-697-4889 to file the initial report directly, providing the information in (d)(3)(iii) above and as requested by the NNSC (again, the worksheet in agency-specific clause 2352.224-2B (Exhibit G) may be used to collect and organize the information prior to (and/or during) the call). Overall, during this time, the contractor shall cooperate as necessary with the NNSC or any of the other external organizations described in (d)(3)(iii) above.
- (vi) If the contractor makes a direct report to the NNSC, the contractor shall document the call with the Change, Asset, and Problem Reporting System (CAPRS) number, which the NNSC will assign. The contractor shall provide the CAPRS number to the primary agency contact, or, if unavailable, his/her alternate.
- (vii) Subparagraphs (v) through (vi) apply to all contractor employees. The contractor shall ensure its internal procedures and PII breach/incident training make clear to employees these responsibilities. Reports to the NNSC must not be delayed because an employee could not reach the contractor's management.

(viii) The contractor and its employee(s) shall limit disclosures about PII involved in a breach or incident to only those SSA and contractor employee(s) with a need for the information in order to respond to and take action to prevent, minimize, or remedy the breach or incident. The contractor may disclose breach or incident information to Federal, state, or local law enforcement agencies and other third parties with a need for the information; however, information about the specific PII involved may only be disclosed to such authorities and third parties as Federal law permits. The contractor shall not, without SSA approval, publicly disclose information about PII involved in a breach or incident or SSA's involvement in a breach or incident. The contractor shall not, without SSA approval, notify individuals affected by the PII breach or incident. The contractor's PII breach and incident reporting process shall ensure that disclosures are made consistent with these requirements. As used in this paragraph, the term PII references only PII covered by this clause.

(e) *Additional Contractor Responsibilities When There Is a Suspected or Confirmed Breach.*

- (1) The contractor shall have a formal security/PII breach or incident reporting process in place that outlines appropriate roles and responsibilities, as well as the steps that must be taken, in the event of a security/PII breach or incident. The plan shall designate who within the contractor's organization has responsibility for reporting the PII breach or incident to the agency.
- (2) In the event of a PII breach or incident, the contractor shall take immediate steps to address consequential security issues that have been identified, including steps to minimize further security risks to those individuals whose personal information was lost, compromised, or potentially compromised.
- (3) The contractor shall confer with SSA personnel in reviewing the actions the contractor has taken and plans to take in dealing with the breach or incident. Additionally, the contractor shall provide any documentation requested by SSA.
- (4) The contractor shall bear the cost for any data breach or incident: (1) occurring outside of SSA-controlled facilities, systems, or environments when the affected PII was in the possession or control of the contractor or its employees, agents, or representatives; or (2) resulting from the contractor or its employees, agents, or representatives' failure to properly safeguard PII or facilities, systems, or other environments containing PII in accordance with this contract's requirements. In addition, as SSA requires, the contractor shall be responsible for or shall assist SSA in taking preventative and remedial actions that SSA determines are necessary to address such a breach or incident. Preventative and remedial actions may include notification to individuals potentially affected by the breach and other countermeasures to mitigate the risk of harm or to protect PII (e.g., operating call centers and providing resources for potentially affected individuals). SSA will notify the contractor when SSA determines that preventative or remedial action(s) are necessary and instruct the contractor on whether the action(s) will be effectuated by the contractor or SSA. SSA may choose to effectuate the action(s) at the agency's discretion. The contractor shall be responsible for the cost of all preventative or remedial action(s), including those actions effectuated by SSA, resulting from the breaches and incidents covered by this paragraph.

**NOTE:** Nothing in this paragraph affects the contractor's obligations in paragraph (e)(2) above to take immediate steps to address identified security issues.

(f) *Subcontractor(s).*

- (1) The contractor shall include this clause in all resulting subcontracts whenever there is any indication that the subcontractor(s) and their employees, or successor subcontractor(s) and their employees, will or may handle PII. When this clause is included in a subcontract, all references to "contractor" in paragraphs (a) through (e) and (h) shall be read to apply to the subcontractor(s).

- (2) The contractor shall take appropriate and necessary action to ensure its subcontractor(s) and their employees, or any successor subcontractor(s) and their employees, comply with this clause.
- (3) *Notification of Subcontractor Handling of PII.* If the contractor engages a subcontractor under this contract whose employee(s) will actually or potentially handle PII, the contractor shall do the following:
  - (i) Notify the SSA COR-COTR and the Contracting Officer of this arrangement in advance of providing access to PII, providing the subcontractor name(s) and address(es) and, upon request, a description of the nature of the PII to which the employee(s) will actually or potentially be given/have access (e.g., phone numbers, SSN); and
  - (ii) Provide the agency's COR-COTR the names of the subcontractor employee(s) who will actually or potentially be assigned and/or have access to the PII. The contractor may satisfy this requirement when submitting the name(s) of the subcontractor employee(s) to the agency's COR-COTR for the requisite security background check described in paragraph (g) below.
- (g) *Security & Suitability Requirements Clause.* For each contractor employee handling PII, the contractor shall fulfill the requirements of the Security and Suitability Requirements Clause, found elsewhere in this contract, to ensure that any such individual has the appropriate background checks.
- (h) The contractor shall permit the agency to conduct security reviews and inspections to ensure that the contractor maintains adequate safeguards and security measures for PII in accordance with the terms of this contract. At SSA's request, the contractor shall grant SSA, and its auditors, access to all systems, facilities, equipment, locations, and other environments that create, collect, use, process, store, maintain, disseminate, disclose, or dispose of PII for such reviews and inspections. The contractor is not required to provide SSA access to parts of those systems, facilities, equipment, locations, and other environments that are not impacted by such reviews and inspections

**Clause 2352.204-1 – Security and Suitability Requirements (MAR 2018)**

**(a) Acronyms and Definitions – As used in this clause –**

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

"Access to a facility, site, system, or information" means physical access to any Social Security Administration (SSA) facility or site, logical access to any SSA information system, or access to programmatic or sensitive information.

"CO" means Contracting Officer.

"Contractor" means any entity having a relationship with SSA because of this contract. This term includes, but is not limited to, corporations, limited liability partnerships, and sole proprietorships.

"Contractor personnel" means employees of the contractor, employees of the subcontractor, any consultant retained by the contractor or subcontractor, any volunteer or intern of the contractor or subcontractor, and if the contractor or subcontractor is a sole proprietorship, it refers to the sole proprietorship.

"CPOC" means company point of contact as specified by the contract.

“CSPS” means Center for Suitability and Personnel Security.

“e-QIP” means Electronic Questionnaire for Investigations Processing.

“PIV” means Personal Identity Verification.

“Subcontractor” means any entity having a relationship with SSA’s contractor because of this contract. This term includes, but is not limited to, corporations, limited liability partnerships, and sole proprietorships.

**(b) Purpose**

This clause provides SSA’s policies and procedures concerning the conduct of background investigations (i.e. suitability determinations) of contractor personnel. A background investigation is required any time contractor personnel requires any type of access to a facility, site, system, or information, whether or not a PIV credential is required. Contractor personnel may be subject to periodic reinvestigation per SSA policy. The purpose of these investigations is to determine the suitability of contractor personnel needing access to an SSA facility, site, system, or information. If applicable, the clause also describes the process to obtain a PIV credential.

**(c) PIV Credentials**

- (1) A PIV credential is required for contractor personnel requiring access to an SSA information system or routine, unescorted access to an SSA facility or site for a period of six months or more. (See paragraph (k) for more information.)
- (2) A PIV credential is not required for:
  - (i) Contractor personnel requiring escorted access to an SSA facility or site for less than six months; or
  - (ii) Contractor personnel requiring infrequent escorted access to an SSA facility or site, even if the access may be longer than six months (e.g., contractor personnel who provide infrequent facilities or equipment maintenance or repair, or who conduct onsite shredding, etc.).

**(d) Authorities**

- (1) Homeland Security Presidential Directive 12  
(<http://www.dhs.gov/homeland-security-presidential-directive-12>).
- (2) Office of Management and Budget Memorandum M-05-24  
(<https://obamawhitehouse.archives.gov/sites/default/files/omb/assets/omb/memoranda/fy2005/m05-24.pdf>).
- (3) The Crime Control Act of 1990, Public Law 101-647, subtitle E, as amended by Public Law 102-190 (for childcare center security requirements)  
(<http://www.gpo.gov/fdsys/pkg/USCODE-2010-title42/pdf/USCODE-2010-title42-chap132-subchapV-sec13041.pdf>).
- (4) Executive Orders 13764 and 12968  
(<https://www.hsdl.org/?abstract&did=798174>) and  
<https://www.gpo.gov/fdsys/pkg/FR-1995-08-07/pdf/95-19654.pdf>)

- (5) Title 5, Code of Federal Regulations (CFR), Parts 731, 736, and 1400 (for positions assigned a “National Security” designation)

[http://www.ecfr.gov/cgi-bin/text-idx?c=ecfr&tpl=/ecfrbrowse/Title05/5cfr731\\_main\\_02.tpl](http://www.ecfr.gov/cgi-bin/text-idx?c=ecfr&tpl=/ecfrbrowse/Title05/5cfr731_main_02.tpl),  
[http://www.ecfr.gov/cgi-bin/text-idx?c=ecfr&tpl=/ecfrbrowse/Title05/5cfr736\\_main\\_02.tpl](http://www.ecfr.gov/cgi-bin/text-idx?c=ecfr&tpl=/ecfrbrowse/Title05/5cfr736_main_02.tpl), and  
[http://www.ecfr.gov/cgi-bin/text-idx?SID=ea8d9b7f129b58c4b512ea9d68a44761&mc=true&node=pt5.3.1400&rgn=div5%23se5.3.1400\\_1201](http://www.ecfr.gov/cgi-bin/text-idx?SID=ea8d9b7f129b58c4b512ea9d68a44761&mc=true&node=pt5.3.1400&rgn=div5%23se5.3.1400_1201))

### (e) Suitability Process

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

#### (1) Suitability Document Submission

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

#### (2) e-QIP Application

- a. Once SSA receives all completed documents, listed in (e)(1), the Center for Suitability and Personnel Security (CSPS) will initiate the e-QIP process using the e-QIP applicant listing. CSPS will email the e-QIP notification to the CPOC and COR inviting vendor personnel to the e-QIP website to electronically complete the background investigation form (Standard Form (SF) 85P, Questionnaire for Public Trust Positions). (See Exhibit K.)
- b. Vendor personnel will have up to 10 business days to complete the e-QIP application. The 10-day timeframe begins the day CSPS sends the invitation to the CPOC and COR. Vendor personnel must electronically sign the signature pages before releasing the application in e-QIP. Signature pages include the Certification, Release, and Medical Release pages for the SF 85P. Find information about the e-QIP process in the e-QIP Quick Reference Guide for e-QIP Applicants at <https://nbib.opm.gov/e-qip-background-investigations/>.



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

(3) Fingerprinting

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

(4) Status Check

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

**(f) Suitability Determination**

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

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

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

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

If vendor personnel previously received a suitability determination from SSA or another Federal agency, the CPOC should include this information next to the vendor personnel's name on the initial applicant listing (see paragraph (e)(1) along with the OF 306. CSPS will review the information. If CSPS determines another suitability determination is not required, it will provide a letter to the CPOC and the COR indicating the vendor personnel were previously cleared under another Federal contract and do not need to go through the suitability determination process again.

- (h) A contractor is not entitled to an equitable adjustment of the contract because of an unfavorable suitability determination(s). Additionally, if SSA determines that the number or percentage of unfavorable determinations make successful contract performance unlikely, SSA may terminate the contract for cause or default.

**(i) Unsuitable Determinations**

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

OR

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

**(j) Vendor Notification to Government**

The vendor shall notify the COR and CSPS within one business day if any vendor personnel are arrested or charged with a crime, or if there is any other change in the status of vendor personnel (e.g., leaves the company, no longer works under the vendor, the alien status changes, etc.) that could affect their suitability determination.

The vendor must provide in the notification as much detail as possible, including, but not limited to: name(s) of vendor personnel whose status has changed, SSA vendor number, the type of charge(s), if applicable, date of arrest, the court date, jurisdiction, and, if available, the disposition of the charge(s).

**(k) Obtaining a Credential**

- (1) This section applies only if contractor personnel will have access to an SSA information system or routine or unescorted access to an SSA facility or site for a period of six months or more as described in paragraph (c)(1).
- (2) Once the contractor personnel receive notification of an acceptable suitability determination, but prior to beginning work under the contract, the contractor personnel must appear at the respective Regional Security Office or SSA Headquarters' Parking and Credentialing Office to begin the credentialing process. The contractor must contact the COR-COTR to arrange for credentialing. Once the COR-COTR makes the appointment, the COR-COTR must contact the contractor to inform the contractor of the credentialing appointment(s). The COR-COTR will also arrange for the contractor personnel to be escorted (by either the COR-COTR or a COR-COTR's representative) to the appropriate credentialing office at the time of this appointment. The contractor personnel must present the suitability determination letter and two forms of identification at this meeting. At least one of the forms of identification must be a Government-issued photo identification (ID) (for acceptable forms of ID, see List of Acceptable Documents on Office of Acquisition and Grants' (OAG) [website](#)). For SSA Headquarters access, a completed Form SSA-4395, Application for Access to SSA Facilities, signed by the contractor personnel and the COR-COTR is also required. The COR-COTR will provide the SSA-4395 Form to the contractor personnel when applicable.

(3) Credentialing appointments last approximately 15 minutes. Depending on a contractor's scheduling needs and availabilities, contractor personnel may be scheduled for credentialing all in one day (this process may take a few hours to complete, depending on the number of contractor personnel that need to be credentialed) or they may come in at separate times convenient to the contractor personnel's and the COR-COTR's schedules.

(4) Contacts

- a. SSA Headquarters' Parking and Credentialing Office representatives can be reached at [Parking.and.Credentialing@ssa.gov](mailto:Parking.and.Credentialing@ssa.gov) or 410-965-5910.
- b. Research Triangle Park Parking and Credentialing Office representatives can be reached at [SSC.Parking.and.Credentialing@ssa.gov](mailto:SSC.Parking.and.Credentialing@ssa.gov) or 877-586-6650, extensions 25206 or 25207.
- c. Regional Security Office contact information at the end of this clause.

**(l) Contractor Return of PIV Credential**

The contractor must account for and ensure that all forms of Government-provided identification (PIV credential) issued to contractor personnel under this contract are returned to SSA's Headquarters' Parking and Credentialing Office or Regional Security Office, as appropriate, as soon as any of the following occur: when no longer needed for contract performance; upon completion of any contractor personnel employment; or upon contract completion or termination.

**(m) Government Control**

The Government has full control over and may grant, deny, or withhold access to a facility, site, system, or information and may remove contractor personnel, or require the contractor to remove contractor personnel from performing under the contract for reasons related to conduct even after contractor personnel are found suitable to work on the contract (see paragraph (n) below).

**(n) Removal From Duty**

The CO, in coordination with the COR-COTR and CSPS, may remove a contractor, or request the contractor immediately remove any contractor personnel from working under the contract based on conduct that occurs after a favorable suitability determination. This includes temporarily removing contractor personnel arrested for a violation of law pending the outcome of any judicial proceedings. The contractor must comply with these requests to remove any contractor personnel. The Government's determination may be made based on, but not limited to, these incidents involving the misconduct or delinquency:

- (1) Violation of the Rules and Regulations Governing Public Buildings and Grounds, 41 CFR 101-20.3. This includes any local credentialing requirements.
- (2) Neglect of duty, including sleeping while on duty; unreasonable delays or failure to carry out assigned tasks; conducting personal affairs while on duty; and refusing to cooperate in upholding the integrity of SSA's security program.
- (3) Falsification or unlawful concealment, removal, mutilation, or destruction of any official documents, records, or Government property or concealment of material facts by willful omissions from official documents or records.

- (4) Disorderly conduct, use of abusive or offensive language, quarreling, intimidation by words or actions, or fighting. Also, participating in disruptive activities that interfere with the normal and efficient operations of the Government.
  - (5) Theft, vandalism, or any other criminal actions.
  - (6) Selling, consuming, possessing, or being under the influence of intoxicants, drugs, or substances that produce similar effects.
  - (7) Improper use of official authority or credentials.
  - (8) Unauthorized use of communications equipment or Government property.
  - (9) Misuse of weapon(s) or tools used in the performance of the contract.
  - (10) Unauthorized access to areas not required for the performance of the contract.
  - (11) Unauthorized access to SSA's employees' personal property.
  - (12) Violation of security procedures or regulations.
  - (13) Prior contractor personnel unsuitability determination by SSA or another Federal agency.
  - (14) Unauthorized access to, or disclosure of, agency programmatic or sensitive information, or Internal Revenue Service Tax Return information.
  - (15) Failure to ensure the confidentiality of or failure to protect from disclosure, agency information entrusted to them. Certain provisions of these statutes and regulations apply to Federal employees, and apply equally to contractor personnel: The Privacy Act of 1974, The Tax Reform Act of 1976 and the Taxpayer Browsing Protection Act of 1997, SSA regulation 1, The Computer Fraud and Abuse Act of 1986, and Section 1106 of the Social Security Act.
  - (16) Being under investigation by an appropriate authority for violating any of the above.
- (o) The contractor is required to include the substance of this clause in any subcontract requiring the subcontractor to access an SSA facility, site, system, or information. However, the contractor must obtain, review, and submit to SSA all of the completed and required forms (see paragraph (e)) from the subcontractor. SSA will not accept completed forms from anyone other than the contractor.

**Regional Security Offices and Regional Credentialing Contacts for Contractor Personnel:**

*Region 1 – Boston*

Management and Operations Support, Wilson Osorio, (617) 565-2840

*Region 2 – New York*

Center for Materiel Resources, Physical Security and Safety Team, Emmanuel Fernandez, (212) 264-2603

*Region 3 – Philadelphia*

For Mid-Atlantic Social Security Center occupants: Center for Materiel Resources, Kevin Wiley, (215) 597-1627

For all others: Center for Automation, Security and Integrity, (215) 597-5100

*Region 4 – Atlanta*

Center for Security and Integrity  
Willie Martin, (404) 562-1761  
Charlene C. Jones, (404) 562-1432  
Glen Gaston, (404) 562-1871  
Dennis Loewer, (404) 562-1340

*Region 5 – Chicago*

Management and Operations Support, Building Services Unit  
Sharon Young, (312) 575-4150  
Evelyn Principe, (312) 575-6342  
Sofia Luna, (312) 575-5762  
Carlton Brown, (312) 575-5957  
Colleen Carrington, (312) 575-5242

*Region 6 – Dallas*

Center for Materiel Resources, Employee Relations, Veronica Drake, (214) 767-2221

*Region 7 – Kansas City*

Center for Automation Security Integrity, General Office Line, (816) 936-5555

*Region 8 – Denver*

Center for Security and Integrity, Phil Mocon, (303) 844-4016

*Region 9 – San Francisco*

Center for Security and Integrity, Cassandra Howard, (510) 970-4124

*Region 10 – Seattle*

Center for Security and Integrity  
Mary Bates, (206) 615-2105  
Lisa Steepleton, (206) 615-2183

**Clause 2352.204-2 Federal Information Security Modernization Act (FISMA) and Agency Privacy Management (MAY 2021)**

(a) Definitions

Terms defined for this clause:

“Agency” means the Social Security Administration (SSA).

“COR-COTR” means Contracting Officer’s Representative-Contracting Officer’s Technical Representative.

“Electronic Personnel Enrollment and Credentialing System (EPECS)” means the system supporting the Homeland Security Presidential Directive-12 credentialing process at SSA.

“OAG” means the Office of Acquisition and Grants at SSA.

“PIV Credential” means personal identity verification credentials required for contractor personnel requiring unescorted access to an SSA facility or access to SSA information systems.

(b) Agency Responsibility Related to FISMA Training Requirements

- (1) The Federal Information Security Management Act of 2002 (44 U.S.C. § 3541, et seq.), as amended by the Federal Information Security Modernization Act of 2014 (Pub. L. 113-283) (collectively, “FISMA”), and the Office of Management and Budget Circular No. A-130 (published July 28, 2016) require all agency contractor and subcontractor personnel working under agency contracts who will have access to any kind of SSA information, receive periodic training in information technology (IT) security awareness and accepted IT security practice. This includes training for contractor personnel who do not have access to electronic information systems. The training level and content is tailored to the contractors’ assigned roles and responsibilities and the risk and magnitude of harm related to the required activities.
- (2) SSA requires contractor personnel to read and sign the Security Awareness Contractor Personnel Security Certification (CPSC) form, SSA-222. The SSA-222 is on OAG’s internet site (see paragraph (c)(3)(i) below) or contractors can ask the COR-COTR for a copy. This training does not preclude any additional role-based information security or privacy training specified elsewhere in this contract.

(c) Contractor Responsibilities Related to FISMA Training Requirements

(1) Contractor Personnel Requiring an SSA-issued PIV Credential and Access to SSA’s Network

- (i) Following contract award, the agency mandates contractor personnel requiring a PIV credential and access to SSA’s network to take security awareness training by reading and electronically signing the CPSC form, SSA-222, during the PIV credentialing process. This requirement also applies to contractor personnel requiring a PIV credential and access to SSA’s network subsequently added to the contract. If contractor personnel receive a PIV credential, contractors are not required to send an email per paragraph (c)(3)(iii).
- (ii) For each successive year of the contract, contractor personnel shall take annual security awareness training via a video on demand on an SSA-managed website. Contractor personnel with a valid SSA email address will receive an email to take this training at the appropriate time. Additionally, contractor personnel must electronically attest to the CPSC form, SSA-222, within EPECS. The COR-COTR will email this invitation to contractor personnel initiating this action.

(2) Contractor Personnel Requiring an SSA-issued PIV Credential but Not Access to SSA’s Network:

- (i) Following contract award, the agency mandates contractor personnel requiring a PIV credential to take security awareness training by reading and electronically signing the CPSC form, SSA-222, during the PIV credentialing process. This requirement also applies to contractor personnel subsequently added to the contract and requiring a PIV credential. For contractor personnel receiving a PIV credential, contractors are not required to send an email per paragraph (c)(3)(iii) for the first year of the contract.
- (ii) For each successive year of the contract, the contractor shall repeat the processes described in paragraphs (c)(3)(i) through (iii), below, on an annual basis. The contractor must submit the information in paragraph (c)(3)(iii), below, within 45 calendar days of the date the option was renewed, or the anniversary of the contract award date, whichever comes first.

(3) Contractor Personnel Not Requiring an SSA-issued PIV Credential and No Access to SSA's Network:

- (i) Following contract award, the contractor shall ensure that all contractor personnel performing under this contract take the security awareness training by reading and signing the CPSC form, SSA-222. This requirement also applies to contractor personnel subsequently added to the contract. A copy of this form is on OAG's Internet website (<http://www.socialsecurity.gov/oag/acq/SSA-222.pdf>). (See Exhibit N.)
- (ii) The contractor must receive signed copies of the form from each contractor personnel working under the contract within 30 calendar days following contract award, or within 30 calendar days after a contractor personnel begins working under the contract, whichever comes first.
- (iii) The contractor shall send an email to the COR-COTR, within 45 calendar days following contract award. Similarly, the contractor shall send such email notification 45 calendar days of when new contractor personnel are added to perform work under the contract. The contractor will attach each signed form, completed per paragraph (c)(3)(ii), above, to the email along with a list of the names (first, middle initial, and last) of the contractor personnel who signed the form and the contract number they are working under.
- (iv) For each successive year of the contract, the contractor shall repeat the processes described in paragraphs (c)(3)(i)-(iii), above, on an annual basis. The contractor must submit the information in paragraph (c)(3)(iii), above, within 45 calendar days of the date the option was renewed, or the anniversary of the contract award date, whichever comes first.

(4) The contractor shall retain copies of signed CPSC forms, SSA-222, mentioned in paragraphs (c)(2) and (3) above for potential future SSA audits for a period of three years after final payment (per FAR, Section 4.703).

- (d) Applicability of this Clause to Subcontractor Personnel. The contractor is required to include a clause substantially the same as this in all subcontracts awarded under the prime contract. This clause shall require the subcontractors to follow the instructions in paragraph (c) of this clause. For subcontractor personnel following paragraphs (c)(2) and (3), the subcontractor shall submit the signed forms to the contractor and the contractor will be responsible for submitting this information to SSA per paragraph (c)(3)(iii). The subcontractor shall be responsible for maintaining its signed forms as detailed in paragraph (c)(4).

### **Email Procedures**

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

### **To Encrypt a File using WinZip**

- i. Save the file to contractor's hard drive.
- ii. Open Windows Explorer and locate the file.
- iii. Right click on the file.
- iv. Select "WinZip."
- v. Select "Add to Zip File."
- vi. An Add box pops up. Near the bottom of the box is an "Options" area.
- vii. Click the "Encrypt added files" checkbox.

- viii. Click the “Add” button.
- ix. Check the “Hide Password” checkbox if not already checked.
  - a. Enter a string of characters as a password composed of letters, numbers, and special characters (minimum 8 characters – maximum 64 characters).
  - b. Select the 256-Bit AES encryption radio button.
  - c. Click “OK.”
- x. The file has been encrypted successfully, and the new Zip file can now be attached to an email.

### **Providing the Recipient with the Password**

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

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

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

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

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

**PREAWARD SURVEY:** In order to determine the responsibility of the prime contractor or any subcontractor, the Government reserves the right to conduct an on-site preaward survey at the contractor’s/subcontractor’s facility or to require other evidence of technical, production, managerial, financial, and similar abilities to perform, prior to the award of a contract. As part of the financial determination, the contractor in line for award may be required to provide one (1) or more of the following financial documents:

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

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

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



If award is predicated on the purchase of production and/or systems equipment, the contractor must provide purchase order(s) with delivery date(s) of equipment to arrive, be installed, and be fully functional at least 90 calendar days prior to the start of live production on July 1, 2024.

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

**These proposed plans are subject to review and approval by the Government, and award will not be made prior to approval of same. The Government reserves the right to waive some or all of these plans.**

**If the contractor intends to use multiple plants, the production plans must indicate which plants will be used, and the quantity to be produced in each plant. This requirement applies to all security requirements, tests, and live production.**

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

**NOTE:** Due to PII issues, the Government cannot provide production test files to the contractor until ALL security requirements, as specified herein, are met. If the contractor fails to meet these requirements within 90 calendar days of award, the contractor will be declared non-responsible.

**Information Sheet** – If the contractor is currently producing on other GPO contracts, they must submit an information sheet specifying how the workload(s) on this contract will fit into the pre-existing Government production without hampering the production/delivery schedules for all the contracts.

**NOTE:** This is a requirement of this program due to the legislated nature of certain GPO contracts.

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

**Backup Facility** – The failure to deliver the products required under this specification in a timely manner would have an impact on the daily operations of SSA. Therefore, if for any reason(s) (act of God, labor disagreements, national emergencies, pandemics, etc.) the contractor is unable to perform at said locations for a period longer than two (2) workdays, contractor must have a backup facility with the capability of producing the products required under this specification.

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

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

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

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

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

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

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

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

- One (1) sample will be drawn, inspected, and retained as part of the contractor’s quality assurance records.
- One (1) sample will be drawn for the Social Security Administration, packed with associated pieces from each print order, and shipped to the Social Security Administration.

The plan must detail the actions to be taken by the contractor when defective, missing, or mutilated items are discovered. These actions must be consistent with the requirements found in GPO Contract Terms (GPO Publication 310.2, effective December 1, 1987 (Rev. 01-18)).

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

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

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

The Computer System Plan shall demonstrate the contractor’s ability to provide complete hardware and software compatibility with SSA’s existing network (see “PREPRODUCTION TESTS, *Transmission Test*” for additional information). The contractor must complete a Computer System Plan (see Exhibit O).

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

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

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

**Personnel Plan** – In conjunction with the required applicant listing (see “Clause 2352.204-1 – Security and Suitability Requirements (MAR 2018)”), this plan must include a listing of all personnel who will be involved with this contract. For any new employees, the plan must include the source of these employees and a description of the training programs the employees will be given to familiarize them with the requirements of this program.

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

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

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

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

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

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

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

The plan shall contain at a minimum:

- How Government files (data) will be secured to prevent disclosure to a third party.
- How the disposal of waste materials will be handled.
- How all applicable Government-mandated security/privacy/rules and regulations as cited in this contract shall be adhered to by the contractor and/or subcontractor(s).

- How contractors classified as Cloud Service Providers (CSP) will adhere to additional FedRAMP security control requirements. CSPs must have a security control assessment performed by a Third Party Assessment Organization (3PAO), additional information is also available at: <http://www.gsa.gov/portal/category/102371>.
- The contractor shall submit a System Security Plan which documents how the solution implements security controls in accordance with the designated FIPS 199 security categorization and the Minimum Security Requirements for Federal Information and Information Systems which requires the use of NISTSP 800-53, or the contractor shall provide a Security Assessment Package (SAP) completed by either an independent assessor or another Federal agency.

**Production Area Plan** – The contractor must provide a secure area(s) dedicated to the processing and storage of data for the notices, either a separate facility dedicated to 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 this workload.

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

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

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

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

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

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

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

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

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

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

**NOTE:** Contractor must have all hardware, programming, and finalized reports in place to meet this requirement arrive at least 90 calendar days prior to the start of live production on July 1, 2024. Contractor must submit a sample of their proposed Audit and Summary reports with the required preaward production plans for approval. The Government considers grounds for the immediate default of this contract if the contractor, at any time, is unable to perform or found not complying with any part of this requirement.

Notice integrity shall be defined as follows:

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

Mailing integrity shall be defined as follows:

- All notices received from SSA for each file date were printed, inserted, and entered correctly into the U. S. Postal System.

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

- (a) Uniquely identifying each notice and corresponding notice leaves within each individual file by mailer number and file date.
- (b) Unique identifier to be scanned during insertion to ensure all notices and corresponding notice leaves are present and accounted for.
- (c) *Entrance Scanning:* A camera system must electronically track and scan all leaves of each mail piece as the inserting equipment pulls them into the machine to ensure each mail piece was produced and inserted. If there is any variance on a mail piece or if a mail piece is not verified that all leaves are present, that piece and the piece prior to and immediately following must be diverted and sent back for reprint. All instances of variance must be logged.

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

1. Job name
2. Each individual file by mailer number and file date (must show sequence numbers for each section, i.e., first pass and then reprints)
3. Sequence number range for each individual file by mailer number and file date
4. Volume of all sequence numbers associated with an individual file by mailer number and file date were inserted
5. Volume of reprints that were inserted for each file date
6. Volumes for each file date and date that each was completed

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

Contractor must submit a sample of their Audit and Summary Reports (see Exhibit P) with the required preaward production plans for approval. The audit team must approve the audit and summary reports prior to award. During the term of the contract, NO changes are to be made to the approved audit and summary reports without prior approval from the audit team. The contractor must submit in writing a request to make changes to the audit and summary reports, along with samples of the proposed audit and summary reports for review and approval.

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

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

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

**REQUEST FOR NOTICE PULLS FROM PRODUCTION:** Due to the sensitivity of notices in this contract, the Government may request that the contractor remove individual notices from the production stream. When this occurs, the Government will supply the contractor with a list of notices to be pulled. The list will contain the name and address that appears in the Mail Run Data (MRD) file to identify the notices. The contractor must be able to run a sort to find and eliminate the notice from the production run. If the list is provided after the notice has been produced, the contractor must be capable of identifying the notice and pulling it from the production floor.

**ON-SITE REPRESENTATIVES:** One (1) or two (2) full-time Government representatives may be placed on the contractor's premises on a limited basis or throughout the term of the contract.

The contractor will be required to provide one private office of not less than 150 square feet, furnished with at least one desk, two swivel arm chairs, secure internet access for Government laptop computers, a work table, and two 4-drawer, letter-size file cabinets with combination padlock, and Pendaflex file folders or equal.

On-site representative(s) may be stationed at the contractor's facility to: provide project coordination in receipt of transmissions; verify addresses; monitor the printing, imaging, folding, inserting, mail processing, quality control, sample selections, and inspections; and, monitor the packing and staging of the mail.

These representatives will not have contractual authority and cannot make changes in the specifications or in contract terms, but will bring any and all defects detected to the attention of the company Quality Control Officer. The representatives must have full and unrestricted access to all production areas where work on this program is being performed.

**POSTAWARD CONFERENCE:** Unless waived by the Contracting Officer, the total requirements of the job as indicated in these specifications will be reviewed by Government representatives with the contractor's representatives at the Social Security Administration, Baltimore, MD, immediately after award. At the Government's option, the postaward conference may be held via teleconference.

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

**PREPRODUCTION MEETING:** A preproduction meeting covering the printing, imaging, folding, inserting, and mailing shall be held at the contractor's facility after award of the contract to review the contractor's production plan and to establish coordination of all operations. Attending this meeting will be representatives from the Government Publishing Office, Social Security Administration, and U.S. Postal Service. The contractor shall present and explain their final plan for the printing, imaging, folding, inserting, and mailing of the PIRS workload.

**NOTE:** The Government reserves the right to waive the Preproduction Meeting. At the Government's option, the preproduction meeting may be held via teleconference.

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

In addition, the contractor shall be prepared to present detailed production plans, including such items as quality assurance, projected commencement dates, equipment loading, pallet needs, etc. The contractor is to provide the name of the representative responsible for the mailing operation and that individual's backup.

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

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

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

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

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

**ORDERING:** Items to be furnished under the contract shall be ordered by the issuance of weekly print orders supplemented by daily electronic task orders. Orders may be issued under the contract from **Date of Award** through **October 31, 2024**, plus for such additional period(s) as the contract is extended. All print orders and task orders issued hereunder are subject to the terms and conditions of the contract. The contract shall control in the event of conflict with any print order or task order.



Task orders will be “issued” daily for purposes of the contract and shall detail the daily volume of notices required. A print order (GPO Form 2511) will be used for billing purposes, will be issued weekly, and will cover all daily task orders issued that week. A print order or task order shall be “issued” upon notification by the Government for purposes of the contract when it is electronically transmitted or otherwise physically furnished to the contractor in conformance with the schedule.

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

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

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

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

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

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

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

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

### PRIVACY ACT

(a) The contractor agrees:

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

- (3) to include this clause, including this paragraph (3), in all subcontracts awarded pursuant to this contract which require the design, development, or operation of such a system of records.
- (b) In the event of violations of the Act, a civil action may be brought against the agency involved where the violation concerns the design, development, or operation of a system of records on individuals to accomplish an agency function, and criminal penalties may be imposed upon the officers or employees of the agency where the violation concerns the operation of a system of records on individuals to accomplish an agency function. For purposes of the Act when the contract is for the operation of a system of records on individuals to accomplish an agency function, the contractor and any employee of the contractor is considered to be an employee of the agency.
- (c) The terms used in this clause have the following meanings:
- (1) "Operation of a system of records" means performance of any of the activities associated with maintaining the system of records including the collection, use, and dissemination of records.
  - (2) "Record" means any item, collection or grouping of information about an individual that is maintained by an agency, including, but not limited to, his education, financial transactions, medical history, and criminal or employment history and that contains his name, or the identifying number, symbol, or other identifying particular assigned to the individual, such as a finger or voice print or a photograph.
  - (3) "System of records" on individuals means a group of any records under the control of any agency from which information is retrieved by the name of the individual or by some identifying number, symbol, or other identifying particular assigned to the individual.

**ADDITIONAL EMAILED BID SUBMISSION PROVISIONS:** The Government will not be responsible for any failure attributable to the transmission or receipt of the emailed bid including, but not limited to, the following:

1. Illegibility of bid.
2. Emails over 75 MB may not be received by GPO due to size limitations for receiving emails.
3. The bidder's email provider may have different size limitations for sending email; however, bidders are advised not to exceed GPO's stated limit.
4. When the email bid is received by GPO, it will remain unopened until the specified bid opening time. Government personnel will not validate receipt of the emailed bid prior to bid opening. GPO will use the prevailing time (specified as the local time zone) and the exact time that the email is received by GPO's email server as the official time stamp for bid receipt at the specified location.

**PAYMENT:** Submitting invoices for payment via the GPO fax gateway (if no samples are required) utilizing the GPO barcode coversheet program application is the most efficient method of receiving payment. Instruction for using this method can be found at the following web address:  
<http://winapps.access.gpo.gov/fms/vouchers/barcode/instructions.html>.

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

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

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

## SECTION 2. - SPECIFICATIONS

**SCOPE:** These specifications cover the production of mailing packages consisting of an English or Spanish personalized cover letter (dated by SSA), publications (fact sheets, pamphlets, leaflets), forms (cut sheet forms, booklet forms), and envelopes requiring such operations as programming; the receipt and processing of transmitted data; composition; electronic prepress; printing and imaging; binding; construction; assembly and packing; and, distribution.

**TITLE:** Public Information Request System (PIRS).

**HISTORICAL BACKGROUND:** The Public Information Request System (PIRS) captures the public requests for publications/forms input by SSA employees and SSA's voice portal. Users can request up to and including 99 of any and all publications/forms. (See the below tables for list of publications/forms.)

**NOTE:** For the purpose of this contract, the publications/forms as specified in the below tables may be referred to as "inserts."

### **FREQUENCY OF ORDERS:**

An electronic task order will be issued daily, Tuesday through Saturday.

A print order will be issued weekly and will indicate the total number of electronic task orders placed and total number of copies to be produced that week.

A separate print order will be issued for proofs; for the transmission, preproduction validation, and preproduction press and mail run tests; and for any test during the term of the contract.

A separate print order will be issued for the production of the initial 3-month inventory.

**NOTE:** Contractor is allowed to invoice for the items in inventory (as they are distributed through the daily task orders) on the weekly print order. For any unused copies in inventory (no longer needed due to a revised version), the contractor is allowed to invoice for these unused copies on the next weekly print order after the unused inventory is recycled/destroyed.

**QUANTITY:** The combined total quantity for all cover letters will be approximately 2,188,440 letters per year; the combined total quantity for all inserts will be approximately 4,671,600 inserts per year. (See below tables for each cover letter with the possible inserts that may be required with that letter.)

The Government reserves the right to increase or decrease by up to 25%, the total number of cover letters and/or inserts ordered annually.

The figures indicated below are the estimated 3-month quantities based on historical data. Exact quantities will not be known until each run is electronically transmitted to the contractor.

The contractor is required to produce the 3-month insert (publications/forms) volumes specified in the below tables. Contractor to hold and store the 3-month inventory to be distributed with the appropriate cover letters as required. Contractor will be allowed to charge for the inserts (publications/forms) as ordered for distribution. During the term of this contract, the contractor must adjust the insert figures based on usage. Should the contractor experience any shortfall of stock, this shortage should be reported to SSA immediately.

**NOTE:** It is estimated that 75 to 80 percent of this workload is a pick-and-pack operation. Therefore, the contractor will be allowed to charge a manual processing fee for each 3E, 3S, 5E, 5S Mailer, and multiple Form 1020 (English and Spanish) mailing kit requests requiring manual insertion. (See "SCHEDULE OF PRICES" for applicable line item.)

**Cover Letter 1E (3-month quantity):** 224,300

Publication/Form No.	Product	Format	3-Month Quantity
Form SS-5 English	Cut Sheet Form	M	489,000

**Cover Letter 1S (3-month quantity):** 41,000

Publication/Form No.	Product	Format	3-Month Quantity
Form SS-5-Spanish	Cut Sheet Form	M	82,300

**Cover Letter 2E (3-month quantity):** 1,400

Publication/Form No.	Product	Format	3-Month Quantity
Form SS-5 English	Cut Sheet Form	M	1,200

**Cover Letter 2S (3-month quantity):** 500

Publication/Form No.	Product	Format	3-Month Quantity
Form SS-5 Spanish	Cut Sheet Form	M	200

**Cover Letter 3E (3-month quantity):** 81,400

Publication/Form No.	Product	Format	3-Month Quantity
SSA-3820-BK	Booklet Form	N	1,100
05-10007	Fact Sheet	A	1,700
05-10022	Fact Sheet	A	1,000
05-10024	Pamphlet	D	8,600
05-10026	Pamphlet	B	1,600
05-10029	Pamphlet	D	6,800
05-10035	Pamphlet	D	12,500
05-10043	Pamphlet	D	12,000
05-10045	Fact Sheet	A	2,500
05-10069	Leaflet	H	8,800
05-10070	Fact Sheet	A	5,200
05-10072	Leaflet	H	2,400
05-10076	Pamphlet	D	4,000
05-10077	Pamphlet	D	6,200
05-10084	Pamphlet	D	3,800
05-10095	Pamphlet	B	22,400
05-10127	Pamphlet	D	7,700
05-10153	Pamphlet	D	8,200
05-11000	Pamphlet	D	6,100
05-11011	Pamphlet	D	4,800
05-11015	Pamphlet	D	1,500
05-11069	Leaflet	F	2,800
05-10002	Leaflet	J	8,000
05-10021	Fact Sheet	A	700
05-10023	Leaflet	G	800
05-10064	Leaflet	G	10,200

<b>Publication/Form No.</b>	<b>Product</b>	<b>Format</b>	<b>3-Month Quantity</b>
05-10074	Pamphlet	C	300
05-10075	Fact Sheet	A	1,300
05-10093	Fact Sheet	A	300
05-10096	Fact Sheet	A	300
05-10018	Leaflet	F	1,300
05-10052	Pamphlet	D	700
05-10053	Leaflet	F	1,800
05-10087	Leaflet	E	900
05-11017	Leaflet	H	4,400
05-10063	Fact Sheet	A	1,400
05-10085	Fact Sheet	A	1,300
05-10097	Leaflet	G	1,200
05-10101	Fact Sheet	A	1,100
05-11051	Fact Sheet	A	500
05-10073	Leaflet	G	1,000
SSA-721	Cut Sheet Form	L	400
05-10121	Fact Sheet	A	5,200
05-10031	Fact Sheet	A	3,900
05-10147	Fact Sheet	A	3,900
05-10137	Pamphlet	B	700
05-10008	Fact Sheet	A	1,500
05-10034	Leaflet	G	500
05-10046	Leaflet	G	600
05-10501	Fact Sheet	A	1,000
05-10158	Pamphlet	B	300
1020 Mailing Kit -- Furnished by SSA			83,800

**Cover Letter 3S (3-month quantity): 5,400**

<b>Publication/Form No.</b>	<b>Product</b>	<b>Format</b>	<b>3-Month Quantity</b>
05-10924	Pamphlet	D	1,200
05-10926	Pamphlet	B	300
05-10929	Pamphlet	D	700
05-10935	Pamphlet	D	1,400
05-10943	Pamphlet	D	1,200
05-10969	Leaflet	H	1,000
05-10970	Fact Sheet	A	700
05-10972	Leaflet	H	600
05-10976	Pamphlet	D	300
05-10977	Pamphlet	D	700
05-10984	Pamphlet	D	500
05-10995	Pamphlet	B	1,000
05-10927	Pamphlet	D	900
05-10903	Pamphlet	D	500
05-11090	Pamphlet	D	600

Publication/Form No.	Product	Format	3-Month Quantity
05-11024	Pamphlet	D	600
05-11070	Leaflet	F	500
05-10902	Leaflet	J	700
05-10921	Fact Sheet	A	100
05-10923	Leaflet	H	100
05-10964	Leaflet	H	700
05-10975	Fact Sheet	A	200
05-10996	Fact Sheet	A	200
05-10952	Pamphlet	D	100
05-10953	Leaflet	G	200
05-10987	Leaflet	E	200
05-10985	Fact Sheet	A	200
05-10900	Leaflet	H	200
05-11052	Fact Sheet	A	300
05-10517	Leaflet	I	400
05-10958	Pamphlet	B	200
05-10931	Fact Sheet	A	600
1020-SP Mailing Kit – Furnished by SSA			4,900

**NOTE:** SSA Form-1020 Provided Stock – If envelopes are not sealed, contractor is required to seal the mailing kit. SSA will accept responsibility for all shipping costs of the Form-1020 (English and Spanish versions). The contractor will be required to monitor stock levels and provide SSA with adequate time to deliver additional stock. No separate line item for pricing will be allowed for storage/stocking of Form-1020.

**Cover Letter 4E (3-month quantity): 5**

No inserts required.

**Cover Letter 4S (3-month quantity): 5**

No inserts required.

**Cover Letter 5E (3-month quantity): 186,600**

Publication/Form No.	Product	Format	3-Month Quantity
SSA-3368-BK	Booklet Form	N	12,300
SSA-3881-BK	Booklet Form	N	4,400
05-10058	Pamphlet	B	4,000
W-4V	Cut Sheet Form	K	26,000
CMS-40B	Cut Sheet Form	L	26,000
SSA-827	Cut Sheet Form	K	22,000
SSA-632-BK	Booklet Form	N	25,400
CMS-L564	Cut Sheet Form	L	28,000
SSA-3441-BK	Booklet Form	N	12,000
SSA-44	Booklet Form	N	7,800
SSA-795	Cut Sheet Form	K	10,200
SSA-634	Booklet Form	N	8,000

Publication/Form No.	Product	Format	3-Month Quantity
HA-501-U5	Cut Sheet Form	K	4,500
SSA-1724-F4	Cut Sheet Form	L	5,300
SSA-454-BK	Booklet Form	N	6,600
SSA-1372-BK	Booklet Form	N	4,400
SSA-789	Cut Sheet Form	K	5,700
SSA-521	Cut Sheet Form	K	3,700
HA-520-U5	Cut Sheet Form	K	1,400
SSA-1696	Cut Sheet Form	M	2,500
SSA-3288	Cut Sheet Form	K	1,700
SSA-455	Cut Sheet Form	K	2,300
SSA-150	Cut Sheet Form	K	400
SSA-714	Cut Sheet Form	K	100
SSA-4111	Cut Sheet Form	K	200
SSA-561-U2	Cut Sheet Form	L	45,000
SSA-7050-F4	Cut Sheet Form	L	1,800
SSA-4641	Cut Sheet Form	M	900
CMS-1763	Cut Sheet Form	K	17,500

**Cover Letter 5S (3-month quantity):** 6,500

Publication/Form No.	Product	Format	3-Month Quantity
CMS-40B-SP	Cut Sheet Form	L	2,500
SSA-561-U2-SP	Cut Sheet Form	L	3,500
SSA-827-F3-SP	Cut Sheet Form	L	1,200
SSA-632-BK-SP	Booklet Form	N	1,200
SSA-3441-BK-SP	Booklet Form	N	700
CMS-L564-SP	Cut Sheet Form	L	1,000
SSA-795-SP	Cut Sheet Form	K	500
HA-501-U5-SP	Cut Sheet Form	K	200
SSA-454-BK-SP	Booklet Form	N	200
SSA-3368-BK-SP	Booklet Form	N	300
SSA-1372-BK-SP	Booklet Form	N	100
SSA-1696-SP	Cut Sheet Form	M	100
SSA-1724-F4-SP	Cut Sheet Form	L	100
SSA-521-SP	Cut Sheet Form	L	300
SSA-3288-SP	Cut Sheet Form	L	100
HA-520-U5-SP	Cut Sheet Form	K	100

**Envelopes:** Estimated annual usage for each PIRS envelope is as follows:

	<u>Trim Size</u>	<u>Estimated Annual Usage</u>
No. 10 White Window Envelope (SEPSC)	4-1/8 x 9-1/2"	1,068,400
White Window Envelope (SEPSC)	6-1/8 x 9-1/2"	110,000
White Window Envelope (WBDOC)	6-1/2 x 10"	181,000
Kraft Window Envelope (SEPSC)	9 x 12"	824,100
Kraft Window Envelope (WBDOC)	9 x 12"	4,900

**NOTE:** The estimated annual usage does not include USPS free of charge Priority flat rate mail envelopes/shipping containers used for mailings over 13 ounces to U.S. Possessions, PO Boxes, and APO/FPO addresses (see “DISTRIBUTION”).

Mail packages containing a Form-1020 Mailing Kit will use an envelope with the WBDOC return address. All other mailers without a Form-1020 will use an envelope with the return address of the SEPSC.

**NUMBER OF PAGES:**

Cover Letters: Face only or face and back.

Fact Sheets: Face and back.

Pamphlets: Approximately 16 to 40 pages.

Leaflets: Face and back.

Cut Sheet Forms: Face only or face and back.

Booklet Forms: Approximately 8 to 16 pages.

Mail-out Envelopes: Face and back (after manufacture).

**TRIM SIZES:**

**NOTE:** The size of any insert could change during the course of the contract. The contractor will be expected to conform to the new size.

*Cover Letters:* 8-1/2 x 11”.

*Fact Sheets:* Format A: 8-1/2 x 11”.

*Pamphlets:* Format B: 3-1/2 x 8”.  
Format C: 3-3/4 x 5-1/2”.  
Format D: 5-1/4 x 8”.

*Leaflets:* Format E: 3-1/2 x 8” (folded down from 7 x 8” flat size).  
Format F: 3-1/2 x 8” (folded down from 10-1/2 x 8” flat size).  
Format G: 3-1/2 x 8” (folded down from 14 x 8” flat size).  
Format H: 3-1/2 x 8” (folded down from 17-1/2 x 8” flat size).  
Format I: 3-1/2 x 8” (folded down from 21 x 8” flat size).  
Format J: 3-1/2 x 8” (folded down from 24-1/2 x 8” flat size).

*Cut Sheet Forms:* Format K: 8-1/2 x 11”.  
Format L: 8-1/2 x 11” (folded down from 17 x 11” flat size).  
Format M: 8-1/2 x 11” (folded down from 25-1/2” x 11” flat size).

*Booklet Forms:* Format N: 8-1/2 x 11”.

*1020-English/*

*1020-SP Mailing Kit:* To be furnished by SSA (see “GOVERNMENT TO FURNISH”).

*Mail-out Envelopes:* 4-1/8 x 9-1/2” (No. 10); 6-1/8 x 9-1/2”; 6-1/2 x 10”; 9 x 12” (plus flap - for all sizes).



**MAKE UP OF MAILERS:** A record will be transmitted for each mailing address. The records will contain all the data relevant for the mailing of an associated mail piece(s).

All files transmitted by SSA will be physically sequential. Any alteration of the notice content in the file will be permitted concerning enclosures only to allow for regrouping to optimize processing of the files.

<b>1E and 1S Mailers:</b>	Pages:	1 or 2-page personalized cover letter (English or Spanish)
	Inserts:	Up to and including 99 copies of Form SS-5 (English or Spanish versions) Mail-out envelope/container
	Folding:	Bifold, trifold, or flat
<b>2E and 2S Mailers:</b>	Pages:	1 or 2-page personalized cover letter (English or Spanish)
	Inserts:	Up to and including 99 copies of Form SS-5 (English or Spanish versions) Mail-out envelope/container
	Folding:	Bifold, trifold, or flat
<b>3E and 3S Mailers:</b>	Pages:	1 or 2-page personalized cover letter (English or Spanish)
	Inserts:	Up to and including 99 of any of the publications/forms (see applicable tables under "QUANTITY") under Cover Letters 3E and 3S (for example, one single request (cover letter) could require 35 of one publication, 50 of another publication, 99 of another publication, in addition to several forms) Mail-out envelope(s)/container(s).
	Folding:	Bifold, trifold, or flat
<b>4E and 4S Mailers:</b>	Pages:	1 or 2-page personalized cover letter (English or Spanish)
	Inserts:	None Mail-out envelope
<b>5E and 5S Mailers:</b>	Pages:	1 or 2-page personalized cover letter (English or Spanish)
	Inserts:	Up to and including 99 of any of the publications/forms (see applicable tables under "QUANTITY") under Cover Letters 5E and 5S (The 5E and 5S will have two (2) alternate cover letter overlays. A flag in the record will dictate which cover letter the contractor is to use and if the SSA-795 is part of the insert items) Mail-out envelope(s)/container(s)
	Folding:	Bifold, trifold, or flat

**Updated Inserts:** At any point during the term of the contract, any of the publications (fact sheets, pamphlets, leaflets) and/or forms (cut sheet forms, booklet forms) may be updated. For any updated publication and/or form, SSA will furnish new electronic files. Unless otherwise specified, all requirements for the updated inserts will be in accordance as those specified herein. See "SCHEDULE" for more information.

Contractor to charge for any updated inserts in accordance with the applicable line items in the "SCHEDULE OF PRICES."

When required, contractor must recycle or destroy any outdated versions of the publications/forms left in their inventory. (See "FREQUENCY OF ORDERS" for more information.)

**NOTE:** All outdated/unused inserts can be recycled. All outdated/unused envelopes must be destroyed.

**New Inserts:** Currently, SSA has 132 publications/forms, including the SSA provided SSA-1020 mailing kits, listed as inserts. However, in the future, inserts could be added, and the contractor must be able to accept requests for up to 199 inserts. The charges for the printing of any new inserts to be added (including storage of the inserts) will be negotiated between the Government and the contractor.

**GOVERNMENT TO FURNISH:** At the postaward conference (or shortly thereafter), the contractor will be issued electronic media for the publications (fact sheets, pamphlets, leaflets) and forms (cut sheet forms, booklet forms) to be ordered on this contract.

Electronic media will be furnished as follows:

Platform: Macintosh OSX; IBM or compatible using MS Windows

Storage Media: Contractor-hosted SFTP server; email.  
(On a rare occasion, CD-R/RW or DVD-R/RW may be furnished.)

Software: Adobe Creative Suite (InDesign, Photoshop, and Illustrator), QuarkXPress, Adobe Acrobat Professional with LiveCycle Designer, and Adobe Experience Manager (AEM). (All files will be created in current versions or near current versions of the above-mentioned programs.)

All platform system and software upgrades (for specified applications) which may occur during the term of the contract must be supported by the contractor. The contractor must provide the upgrades within one (1) month of notification by the Government.

Fonts: All printer and screen fonts will be furnished/embedded, as applicable. All fonts used for this contract will be Adobe Type I and/or TrueType.

The contractor is cautioned that the furnished fonts are the property of the Government and/or its contractors. All furnished fonts are to be eliminated from the contractor's archive immediately after completion of the contract.

**Additional**

Information: Files will be provided in native application, PostScript, and/or PDF format. Visuals of the supplied electronic files may be furnished. GPO Form 952 (Digital Publishing Information).

SSA-1020 English and Spanish Mailing Kits.

Samples to be used as folding guides.

Camera copy for the return addresses will be furnished at postaward conference, or shortly thereafter.

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

Official Government Penalty Postage Meters.

Mailing Indicia - "Postage and Fees Paid."

Small Package Common Carrier Instructions/Account Number.

VPN Internet transmission of test and production files.

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

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

**EXHIBITS:**

- Exhibit A: Contractor Personnel Security Certification (Form SSA-301)
- Exhibit B: SSA External Service Provider Additional Security Requirements
- Exhibit C: Security Assessment Report (SAR) Template
- Exhibit D: Risk Assessment Report (RAR) Template
- Exhibit E: Externally Hosted Information System Plan (ESP) Template FY17
- Exhibit F: General Records Schedule 4.2, Information Access and Protection Records, Item 40
- Exhibit G: Clause 2352.224-2B: Worksheet for Reporting Loss or Suspected Loss of Personally Identifiable Information (PII) (May 2019)
- Exhibit H: Declaration for Federal Employment (Optional Form 306)
- Exhibit I: Fair Credit Reporting Act (FCRA) Authorization Form
- Exhibit J: Additional Questions for Public Trust Positions Branching
- Exhibit K: Questionnaire for Public Trust Positions (Standard Form 85P)
- Exhibit L: Fingerprint Card (FD-258)
- Exhibit M: Contractor Personnel Rollover Request Form
- Exhibit N: Form SSA-222
- Exhibit O: Computer System Plan
- Exhibit P: Audit and Summary Reports
- Exhibit Q: Output File Display Rules for PIRS Notices
- Exhibit R: MVRP Request Letter for Local BMEU
- Exhibit S: Detailed Meter Report
- Exhibit T: Postage Meter Activity Log
- Exhibit U: Automated Report - 1020-English/1020-SP Mailing Kit Usage
- Exhibit V: Automated Report – Envelope Usage
- Exhibit W: Automated Report – Cover Letter Usage
- Exhibit X: Email Address File of Key GPO and SSA Personnel
- Exhibit Y: Publications Spreadsheet
- Exhibit Z: PIRS Publication and Forms – Master List

**ELECTRONIC FILES:** These specifications have been revised to include primary data transmission method via a dedicated circuit or using a Virtual Private Network (VPN) Internet connection, at the discretion of the Government.

All files transmitted by SSA will be physical sequential. Any alteration of the letter content in the file will be prohibited.

The Government will furnish files for all tests via transmission or VPN Internet transmission shortly following the postaward conference.

A record will be transmitted for each mailing address. The records will contain all the data relevant for the mailing of an associated mail piece, including AFP resources (AFP page definitions, form definitions, overlays, page segments, and/or fonts as needed).

The PIRS files are record specification for formatting in the Advanced Function Presentation (AFP) printing platform.

For proper processing of AFP resources supplied to the contractor by SSA, used for printing cover letters in an AFP format, the contractor must have software or an operating system which is 100% compliant with the most recent release of the IBM MVS/ZOS390 operating system accompanied by the most recent release of IBM Print Services Facility (PSF). These compliances are related solely to interpreting and printing files provided to the contractor by SSA, to ensure the contractor is able to print the files as provided without alteration of any kind on the part of SSA.

It is the contractor's responsibility to tailor the AFP resources to ensure proper printing in their environment excluding overlays which are to remain as supplied to the contractor by SSA.

SSA will provide a breakdown of the PIRS records reflecting fields within each record, to be used in the completion of the required PIRS cover letter requested. The documentation will also reflect the fields within each record, to be used in determining all required inserts associated with each request record. For automated mail pieces, the break down will be determined by the contractor, based on logic which takes their insertion equipment into consideration. (See Exhibit Q: Output File Display Rules for PIRS Notices.)

All files will be electronically transmitted to the contractor. Any programming or other format changes necessitated due to the contractor's method of production will be the full responsibility of the contractor and must be completed prior to each of SSA's validations.

<u>COVER LETTER</u>	<u>DATA SET NAME</u>
1E	OLBG.BTI.VENDOR.PIR.PIR1E.Ryymmdd
1S	OLBG.BTI.VENDOR.PIR.PIR1S.Ryymmdd
2E	OLBG.BTI.VENDOR.PIR.PIR2E.Ryymmdd
2S	OLBG.BTI.VENDOR.PIR.PIR2S.Ryymmdd
3E	OLBG.BTI.VENDOR.PIR.PIR3E.Ryymmdd
3S	OLBG.BTI.VENDOR.PIR.PIR3S.Ryymmdd
4E	OLBG.BTI.VENDOR.PIR.PIR4E.Ryymmdd
4S	OLBG.BTI.VENDOR.PIR.PIR4S.Ryymmdd
5E	OLBG.BTI.VENDOR.PIR.PIR5E.Ryymmdd
5S	OLBG.BTI.VENDOR.PIR.PIR5S.Ryymmdd

During the course of this contract, SSA may add four (4) additional "Foreign" files for foreign versions of the 2E, 2S, 3E, 3S, 5E, and 5S cover letters.

AFP print resources, overlays, page segments, and nonstandard fonts provided shortly after the postaward conference (via transmission or email) may change during the term of the contract, in which case a revised AFP resource file will be electronically transmitted to the contractor. SSA may require a notice proof of any change.

### **PRINTER RESOURCES: AFP**

SSA will provide the AFP resources (AFP page and form definitions, overlays, page segments, and/or fonts as needed) for the workload. These resources will be provided on the contractor's choice of media (transmission or email) shortly after the postaward conference.

Cover letters are in AFP print image format. The contractor must have software or an operating system which is 100% compliant with the most recent release of the IBM/MVS or IBM z/OS operating system accompanied by the most recent release of IBM PSF.

These compliances relate solely to interpreting and printing files to be provided to the contractor by SSA to ensure the contractor is able to print the files as provided without alteration of any kind on the part of SSA.

The contractor will be responsible for maintaining the AFP resources on each system that processes SSA's workloads.

SSA will provide updated resources electronically, as necessary. When the contractor receives an update to the printer resources, the contractor shall install them immediately and provide SSA with 25 sample documents (representative of the workload(s) involved) from the test file within one (1) workday to ensure that the update was made. Whenever testing is required, the contractor will be responsible for performing the test on each printer that processes the PIRS workload.

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

The contractor must be able to accept files electronically via their secure contractor-hosted SFTP server. Appropriate log-on instructions and protocol shall be provided by the contractor at time of award. The contractor shall provide security, which at a minimum, shall require a unique user ID and password for access.

Contractor’s equipment/software/system must be capable of supporting T-1 transmissions (or up to a T3 equivalent bandwidth connection); or an encrypted Virtual Private Network (VPN) tunnel through the Internet at the discretion of the Government. Contractor must have programmer(s) capable of handling AFP resources.

**TRANSMISSIONS:** In the event any transmission or VPN Internet transmission cannot be processed due to data line or other problems, the contractor must notify SSA within 24 hours of receipt. The contractor’s first point of contact at SSA for systems or data line problems shall be the HELP DESK at (877) 697-4889.

Any reprogramming and/or reformatting of data supplied by transmission or VPN Internet transmission necessitated due to the contractor’s method of production shall be the responsibility of the contractor and done at no cost to the Government.

Upon award of this contract, the Government will determine the connectivity method between SSA and the contractor. Internet Protocol (IP) will be the connection protocol for the transmissions. At the Government’s option, the Government will either place an order for a dedicated circuit data connection under GSA’s FTS 2001 contract to be installed (within 60 to 90 calendar days) between the contractor’s location(s) and SSA’s network interface location, or the connectivity method will be through the Internet using an encrypted VPN tunnel. The connection method is at the sole discretion of the Government.

The Government shall not be responsible for installation delays of data connections due to any external influences such as employee strikes, weather, supplies, etc., which conditions are beyond the control of the Government.

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

If a dedicated circuit transmission is deemed necessary, SSA will determine the appropriate bandwidth for the connection.

The cost of this connection will be borne by the Government. The contractor shall immediately provide a complete delivery address with nearest cross-street, contact name, and phone number for installation of data transmission services and equipment. The contact person at the contractor’s site will be available for delivery of services at the specified location.

The Government shall not be responsible for incorrect or lack of address information, nor for non-availability of contact person at the delivery site. SSA will provide the necessary dedicated data connection, including a router, modem, and firewall at the contractor’s specified location(s).

The contractor shall provide adequate rack space for securing the router and firewall; the contractor shall provide a dedicated analog dial-up line within eight (8) feet of the router. This dedicated analog dial-up line will be used for router management and access for troubleshooting. The line must be in place and active prior to the installation of the circuit/router and equipment.

The contractor must provide capability to utilize the capacity of the connection(s) to fulfill the intended purposes of this contract. The contractor shall provide a suitable environment for installation of the equipment.

*Power specifications for the router(s) are:* AC Power Dissipation (280W maximum) and AC input voltage (100 to 240VAC).

*The cabinet specifications are:* 36U enclosure; frame (72" H x 24" W x 36" D); 23-19 inch appropriate revsa rails (10-32 tapped); louvered side panels; Plexiglas locking front door; solid locking rear door; heavy-duty, lockable, dual-width, casters; top fan assembly (4 fans); 10- or 12-outlet 20-amp power strip; 19" width slide-out shelf; cable management (wire loops); appropriate cabinet grounding for installation; or equivalent to previous specifications.

Data provided to the contractor must be retained for 21 workdays after mailing

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

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

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

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

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

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

The contractor's FTMS software shall be operational for the receipt of data files 24 hours per day, seven (7) days per week, unless otherwise specified by the Government. The communications protocol between SSA and the contractor shall be the Internet Protocol (IP). The contractor must specify the type of Local Area Network (LAN) connection that will be used at the location where the SSA connection is to be installed. The contractor is responsible for providing complete hardware and software compatibility with SSA's existing network.

Production file transfers will be established according to SSA's standard procedures for transmission control, dataset naming, and resource security. The contractor's file management system must accommodate multiple file transmission sessions without intervention at either end. The contractor must have sufficient capacity to support the number of concurrent transmission file sessions as dictated by SSA.

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

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

All data provided by the Government or duplicates made by the contractor or their representatives and any resultant printouts must be accounted for and kept under strict security to prevent their release to any unauthorized persons. Data may not be duplicated in whole or in part for any other purpose than to create material to be used in the performance of this contract. Any duplicate data and any resultant printouts must be destroyed by the contractor. Data provided to the contractor must be retained for 21 workdays after mailing.

**NOTE: The contractor must not compress files in processing data for this contract. It is solely the contractor's responsibility to redevelop/reprogram the AFP resources and mail run data to ensure proper printing and inserting in their environment.**

**PREPRODUCTION TESTS:** Prior to the commencement of production of orders placed under this contract, the contractor will be required to demonstrate their ability to perform to the contract requirements by performing the following tests:

- Transmission Test
- Preproduction Validation Test
- Preproduction Press and Mail Run Test
- Systems Change Validation Test

Failure of the contractor to perform any of these tests to the satisfaction of the Government may be cause for default.

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

The contractor will be required to have all materials necessary to perform these tests.

**Transmission Test:** Once the VPN connection is established, the contractor will be required to receive within one (1) workday approximately 8,000 cover letters (average of 1 printed page per letter).

**NOTE:** The Government will notify the contractor when the test will be performed.

The contractor will be required to perform a record count verification broken down by dataset name within one (1) workday after the complete transmission of the test file.

Additionally, the contractor must provide a timeline showing how long it took to receive the test files.

When the count verification has been successfully completed, the contractor will be required to provide SSA within two (2) workdays 50 sample documents from the transmission test for each cover letter).

**NOTE:** The transmission test letters do not require inserts or envelopes/shipping containers.

The contractor shall submit these test samples to: SSA, Printing Management Team, Attn: Matthew Thomas, 6401 Security Boulevard, 1300 Annex Building, Baltimore, MD 21235-6401.

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

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

***Preproduction Validation Test:*** When the count verification has been successfully completed, the contractor will be required to provide SSA, within 10 workdays of receipt of test files, a total of 190 printed samples of the 10 cover letters as specified below:

<u>Cover Letters</u>	<u>Copies</u>
1E	25
1S	25
2E	10
2S	10
3E	25
3S	25
4E	10
4S	10
5E	25
5S	25
<hr/> Total:	190

Contractor will use the transmission test files for the preproduction validation test.

Contractor will print the first 10 or 25 cover letters (as specified above for each cover letter) within the file (e.g., for the 1E cover letters, the contractor will print the first 25 cover letters in the file).

Sample letters from the preproduction validation test do not require inserts or envelopes/shipping containers.

The contractor shall submit these test samples to: SSA, Printing Management Team, Attn: Matthew Thomas, 6401 Security Boulevard, 1300 Annex Building Baltimore, MD 21235-6401.

Additionally, the contractor must submit a PDF sample for each of the printed (hard copy) samples specified above. PDF samples are to be provided on the same workday that the printed (hard copy) samples are delivered. PDF samples are to be furnished through the SFTP site or via password protected, encrypted email.

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

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

Additional samples of the cover letters (as indicated above) will be required until such time as the validation produces no errors.

***Preproduction Press and Mail Run Test (12-Hour Test):*** Prior to commencement of production of the contract, the contractor will be required to perform a 12-hour preproduction press and mail run test utilizing test files transmitted electronically (transmission or VPN Internet transmission) shortly after the postaward conference.



Within 10 workdays of final approval of preproduction validation test samples and the contractor's receipt of necessary materials to perform the test (inserts and envelopes), the Government shall select a date and notify the contractor when they will be required to perform the 12-hour Preproduction Press and Mail Run Test.

The contractor will be issued a print order for the 12-hour test.

Upon successful completion of all test requirements, the contractor will be reimbursed for all applicable costs in accordance with the contractor's submitted bid price in the "SCHEDULE OF PRICES." If the contractor fails to meet all test requirements, they will not be reimbursed for any associated costs.

In order to complete this test, the contractor is to use the files provided from the preproduction validation test.

The contractor will be required to have all composition, electronic prepress, proofing, printed fact sheets, pamphlets, leaflets, cut sheet forms, booklet forms, and envelopes necessary for the test, completed prior to beginning the test. Mailers are to be completed in accordance with contract requirements, inserted into appropriate mailing packages, and prepared for mailing. Contractor will be required to provide the necessary audit and summary reports for 100% accountability of production and mailing immediately after the run is completed.

The contractor must produce 8,540 letters, using the first 8,540 letters from the transmission test, in a continuous 12-hour period that will prove to the Government representatives that the contractor can satisfactorily complete the requirements of this contract during live production.

The contractor will be required to print and prepare the following PIRS cover letters:

<u>Cover Letters</u>	<u>Copies</u>
1E	3,500
1S	650
2E	20
2S	10
3E	1,250
3S	100
4E	5
4S	5
5E	2,900
5S	100
Total:	8,540

The 12-hour period for the printing process will begin when an "O.K. to Print" is given by the Government representative on site. The 12-hour period for the inserting, including any necessary reprints, and mailing process will begin within two (2) hours of the start of the printing to allow the contractor to print sufficient materials to begin the inserting process.

The contractor must perform the preproduction press and mail run test on their equipment using their personnel. The test must be performed on printing equipment and inserting machines used for live production.

The test run will incorporate all aspects of the program consisting of processing of the electronically transmitted test files; simplex/duplex imaging of letters; gathering requested insert(s); folding; inserting, metering; manifesting; presorting; and, preparing finished letters for delivery to the USPS. To simulate actual production conditions, the product to be produced must be in accordance with all contract specifications and all USPS regulations.

Government representatives will witness all phases of the preproduction press and mail run test. The contractor must produce the amounts indicated above of the completed products in a 12-hour period that will prove to the Government representatives that the contractor and/or subcontractor can satisfactorily complete the requirements of this contract during live production.

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

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

***Failure to meet the requirements of the 12-hour test is grounds to immediately terminate the contractor for default.***

***Systems Change Validation Test:*** When required, the Government will furnish test files for transmission to be used in performing a Systems Change Validation Test. This test is required whenever SSA or the contractor initiates a systems/programming change.

For testing, SSA will require the contractor use the quantities specified for the "Preproduction Validation Test." Contractor is not to implement change until authorized by SSA.

SSA may require press quality PDF samples and/or printed (hard copy) samples.

When required, the contractor must furnish PDF samples within two (2) workdays of receipt of the test files via the SFTP site or via password protected, encrypted email. Once available, contractor to email: [Matthew.Thomas@ssa.gov](mailto:Matthew.Thomas@ssa.gov).

**NOTE:** SSA will specify the number of PDF samples needed at the time of testing, if required.

When required, the contractor must furnish up to 100 printed samples (no envelopes) within five (5) workdays of receipt of the test files or upon receipt of approval of PDF samples (if ordered) to: SSA, Attn: Matthew Thomas.

The Government will approve, conditionally approve, or disapprove the samples from the Systems Change within five (5) workdays of receipt thereof.

**NOTE:** The test shall occur without a break in production of notices. The Government will inform the contractor in advance when test files are to be provided and what changes are taking place.

Prior to systems/programming changes, the contractor will schedule the validation test with SSA.

**COMPOSITION:** Contractor may be required to set type for the cover letters in both English and Spanish. Century Schoolbook or equivalent fonts are to be used for producing the cover letters.

SSA will provide the font part numbers to the contractor who will validate they have the proper licenses for each required font. No alternate typefaces will be allowed; however, manufacturers' generic equivalents may be accepted (upon Government approval) for the above typefaces.

**ELECTRONIC PREPRESS:** Prior to image processing, the contractor shall perform a basic check (preflight) of the furnished media and publishing files to assure correct output of the required reproduction image. The preflight must identify any problem areas with digital file submission, to include but not is not limited to, missing or damaged fonts, damaged discs (if applicable), missing bleeds, improper trim size, and/or improper color definition. Any errors, media damage, or data corruption that might interfere with proper file image processing must be reported to: Matthew Thomas at (410) 965-9620.

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

All halftones are to be 150-line screen or finer.

When required by the Government, the contractor shall make minor revisions to the electronic files. It is anticipated that the Government will make all major revisions. Prior to making revisions, contractor shall copy the furnished files and make all changes to the copy.

**Digital Deliverables:** When the contractor makes a change to a furnished electronic file, the contractor must furnish a final Adobe Acrobat Portable Document Format (PDF) file of the Government furnished materials. The PDF must be an exact representation of the final printed product and shall be posted to the contractor-hosted SFTP site. The file name of the PDF should be the form/publication number. The PDF must be suitable for making press plates for subsequent reprinting without reformatting and must include any embedded fonts (must be press quality). The file created must be unlocked and OCR editable (by character, rule, and graphic elements, as well as font, spacing, and format changes). The contractor must remove any crop marks, color bars, specification bars, grayscales, slug lines, cross hairs, etc. If applicable, shading must comply with specification provided.

Digital deliverables are to be delivered on an ISO 9660 compliant CD-R in a jewel case clearly labeled with title, jacket number and a print-out of the file directory to: SSA, Attn: Matthew Thomas, 6401 Security Boulevard, 1300 Annex Building Baltimore, MD 21235-6401.

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

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

***Publications (Fact Sheets, Pamphlets, Leaflets), Forms (Cut Sheet Forms, Booklet Forms), and Envelopes –***

When ordered, one (1) press quality PDF soft proof (for content only) using the same Raster Image Processor (RIP) that will be used to produce the final printed product. PDF proof will be evaluated for text flow, image position, and color breaks. Proof will not be used for color match.

When ordered, three (3) sets of digital color content proofs of the entire product. 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.

All envelope proofs, when ordered, must show all margins and dimensions, indicate trim marks, show flap, and show window size(s) and placement(s).

Contractor may be required to submit ink draw downs on actual production stock of Pantone colors used in job.

The Government may require one (1) or more sets of revised proofs before rendering an “O.K. to Print.”

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

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.”

**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. 13” dated September 2019.

Government Paper Specification Standards No. 13 - [https://www.gpo.gov/docs/default-source/forms-and-standards-files-for-vendors/vol\\_13.pdf](https://www.gpo.gov/docs/default-source/forms-and-standards-files-for-vendors/vol_13.pdf).

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

*Cover Letter:* White Uncoated Text, basis weight: 50 lbs. per 500 sheets, 25 x 38”, equal to JCP Code A60.

*Publications (Formats A through J):* White Uncoated Text, basis weight: 60 lbs. per 500 sheets, 25 x 38”, equal to JCP Code A60.

*Cut Sheet Form (Formats K through M):* White Writing, basis weight: 20 lbs. per 500 sheets, 17 x 22”, equal to JCP Code D10.

*Booklet Forms (Format N):* White, Green, Blue, and Yellow Writing, basis weight: 20 lbs. per 500 sheets, 17 x 22” equal to JCP Code D10.

*Envelopes (4-1/8 x 9-1/2”; 6-1/8 x 9-1/2”; 6-1/2 x 10”):* White Writing Envelope, basis weight: 24 lbs. per 500 sheets, 17 x 22”, equal to JCP Code V20.

*Envelopes (9 x 12”):* Light-Brown (Kraft Shade) Envelope, basis weight: 28 lbs. per 500 sheets, 17 x 22”, equal to JCP Code V10.

**PRINTING/IMAGING:** The contractor will be required to convert furnished data from electronic transmission for deposition printing. All imaging/printing shall have a minimum resolution of 300 x 300 dpi.

**NOTE:** Inkjet Printing is NOT allowed.

The Government reserves the right to make changes to the format(s)/text/trim sizes/page counts/design changes of the publications and/or forms at any time during the term of the contract. Notification of a proposed change will be given with sufficient time for the contractor to allow for the change and submit proofs to the Government. Therefore, the contractor shall not preprint or maintain more than a 90-calendar day surplus/inventory of any of the components required on this contract. The Government shall not be required to purchase from the contractor the surplus/inventory of any stocked items remaining on hand in excess of what was authorized when a change was implemented. However, if a revision occurs which requires destruction of outdated stock, SSA will incur the production charges in accordance with the applicable line items in the “SCHEDULE OF PRICES.”

Within five (5) workdays of stocking the new material, the contractor will be required to report to SSA the remaining balance of the outdated stock for reimbursement. In some cases, SSA will require the contractor to exhaust the old stock before using the new stock. The instruction to destroy or exhaust stock will be issued with the new artwork.

Contractor to match Pantone colors as indicated on the print order.

*Cover Letters:* Print/image simplex (face only) or duplex (face and back, head-to-head) in black ink.

*Fact Sheets (Format A):* Print face and back, head-to-head in two Pantone ink colors.

*Pamphlets (Format B through D):* Print head-to-head in two Pantone ink colors.

*Leaflets (Format E through J):* Print face and back, head-to-head in two Pantone ink colors.

*Cut Sheet Forms (Format K through M):* Print face only or face and back, head-to-head in black ink only.

*Booklet Forms (Format N):* Print head-to-head in black ink only.

*Envelopes:* Envelopes print face and back (after manufacture) in black only.

**NOTE:** There are two 9 x 12” envelopes – each with a different return address.

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

All envelopes require a security tint printed on the inside (back - before manufacture) in black ink. Contractor may use their own design but must guarantee that the product will ensure complete opacity and prevent show through of any material contained therein.

**RECYCLED PAPER LOGO AND LEGEND:** The English recycled paper logo and English legend, “Printed on recycled paper,” must print in black on all English cover letters, forms, and envelopes. The Spanish recycled logo and the Spanish legend, “Impreso en papel reciclado,” must print in black on all Spanish cover letters and forms.

**Cover Letters:** The recycled paper logo/legend must be digitized by the contractor and imaged in the bottom right corner aligned with the contractor’s control number on the first page of each cover letter. On Spanish cover letters, the logo will appear in Spanish.

**Cut Sheet/Booklet Forms:** The SSA furnished artwork will contain the recycled paper logo/legend in either English or Spanish (as appropriate). Location of logo will vary and will be indicated on the artwork.

**Envelopes:** If recycled paper is used for the envelopes, the recycled paper logo/legend must print in black ink on the back of all envelopes in the bottom left-hand corner.

**PRESS SHEET INSPECTION:** Final makeready press sheets may be inspected and approved at the contractor's plant for the purpose of establishing specified standards for use during the actual press run. Upon approval of the sheets, contractor is charged with maintaining those standards throughout the press run (within QA TAP tolerances when applicable) and with discarding all makeready sheets that preceded approval. When a press sheet inspection is required, it will be specified on the individual print order. See GPO Publication 315.3 (Guidelines for Contractors Holding Press Sheet Inspections) issued January 2015.

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

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

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

At the time of the press inspection, SSA officials will scan, encrypt, and email copies of the finished product for each cover letter version to SSA, Baltimore, MD. SSA will confirm the accuracy of the variable data prior to the approval of the press sheet(s).

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

Formats A through J contain adequate gripper margins. Formats B through D have bleeds throughout. Formats E through J have bleeds on one side on face of products.

**BINDING:**

**Cover Letters:** Trim four sides.

**Fact Sheets (Format A):** Trim four sides.

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

**Leaflets (Formats E through J):** Follow furnished folding sample for each format.

- Format E: Trim four sides. Fold from 7 x 8" flat down to 3-1/2 x 8", title out, with one (1) fold.
- Format F: Trim four sides. Fold from 10-1/2 x 8" flat down to 3-1/2 x 8" with two (2) parallel folds, title out.
- Format G: Trim four sides. Fold from 14 x 8" flat down to 3-1/2 x 8" with three (3) parallel folds, title out.
- Format H: Trim four sides. Fold from 17-1/2 x 8" flat down to 3-1/2 x 8" with four (4) parallel folds, title out.
- Format I: Trim four sides. Fold from 21 x 8" flat down to 3-1/2 x 8" title out with five (5) parallel folds, title out.
- Format J: Trim four sides. Fold from 24-1/2 x 8" flat down to 3-1/2 x 8" with six (6) parallel folds, title out

**Cut Sheet Forms (Formats K through M):** Follow furnished folding sample for each format

- Format K: Trim four sides.
- Format L: Trim four sides. Fold from 17 x 11" flat down to 8-1/2 x 11", page 1 out.
- Format M: Trim four sides. Fold from 25-1/2 x 11" flat down to 8-1/2 x 11" with two (2) parallel folds, title out.
- Additional folding down to 8-1/2 x 3-3/4" for Format M may be required.

When ordered, perforate (slit or slot, with or without ink) on the fold. Perforations must allow for easy separation and without causing damage to products.

When ordered, drill two (2) round holes, 9/32" in diameter, centered on the left side, 2-3/4" center to center. Center of holes to be 3/8" from left edge of sheet.

**NOTE:** For Formats L and M, the drilling is after folding.

**Booklet Forms (Format N):** Paste on fold.

When ordered, perforate (slit or slot, with or without ink) all pages 1/4" from the bind along the entire 11" dimension. Perforations must allow for easy separation and without causing damage to pages.

When ordered, drill two (2) round holes, 9/32" in diameter, centered on the left side, 2-3/4" center to center. Center of holes to be 3/8" from left edge of product.

**CONSTRUCTION (Envelopes):**

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

Face of envelope to contain one (1) die-cut window (1-1/2 x 4-1/4" in size) with slightly rounded corners. Die-cut window is located 3/4" from left edge of envelope and 1/2" from bottom edge of envelope.

**Envelope (6-1/8 x 9-1/2" or 6-1/2 x 10"):** Envelopes are open side with gummed, fold-over flap for sealing and contain high-cut diagonal or side seams, at contractor's option. Flap depth minimum is 1-1/4". Flap must be coated with suitable glue that will securely seal the envelope without adhering to contents, not permit resealing of the envelope, and permit easy opening by the recipient.

Face of envelope to contain one (1) die-cut window (1-1/2 x 4-1/4" in size) with slightly rounded corners. Die-cut window is located 3/4" from left edge of envelope and 2-1/4" from bottom edge of envelope.

**Envelope (9 x 12"):** Envelopes are open side with gummed, fold-over flap for sealing and contain high-cut diagonal or side seams, at contractor's option. (Flap is located on 12" side of envelope.) Flap depth minimum is 1-3/4". Flap must be coated with suitable glue that will securely seal the envelope without adhering to contents, not permit resealing of the envelope, and permit easy opening by the recipient.

Face of envelope to contain one (1) die-cut window (1-1/2 x 4-1/4" in size) with slightly rounded corners. Die-cut window is located 1" from left edge of envelope and 7-3/4" from bottom edge of the envelope.

**Envelope Windows:** Window(s) on ALL envelopes are to be covered with a suitable transparent, low-gloss, poly-type material that must be clear of smudges, lines, and distortion. Poly-type materials must be securely affixed to the inside of the envelope so as not to interfere with insertion of contents. Window material meet the current USPS readability standards/requirements on its OCR scanner.

**ASSEMBLY AND PACKING:**

**Cover Letters:** If required, fold from 8-1/2 x 11" down to 8-1/2 x 5-1/2" or 8-1/2 x 3-3/4" (as required), mailing address out.

**NOTE:** If the mailing envelope/container used is large enough to accept 8-1/2 x 11", then the cover letter is to be inserted flat (no folding).

**Insert Items:** If required, insert items with a finished size of 8-1/2 x 11" may fold from 8-1/2 x 11" down to 8-1/2 x 5-1/2", in order to insert into a mailing envelope. NOT: If the mailing envelope/container used is large enough to accept the 8-1/2 x 11" insert items, then they are to be inserted flat (no folding).

Gather one copy of the cover letter and the appropriate quantities requested of any publications (fact sheets/pamphlets/leaflets), forms (cut sheet/booklet forms), and/or furnished Form 1020 and insert into a suitably sized mailing package (i.e., letter-size envelope, kraft envelope, or shipping container).

The materials should be placed behind or under the cover letter so that when opened by the addressee, the cover letter is retrieved first. Cover letters and/or fact sheets should remain flat (unfolded) when large quantities are ordered. Folding is allowed at the contractor's discretion when smaller volumes are ordered and fit appropriately into smaller envelopes.

If only a cover letter is required, the contractor must fold and insert the cover letter into the specified No. 10 envelope. It is the contractor's responsibility to determine if the cover letter and any required inserts can be inserted in to one of the specified envelopes (folded as needed) or if a shipping container is needed.

When inserting into an envelope, it is the contractor's responsibility to assure that only the computer-generated address and Intelligent Mail Barcode (IMb) on the cover letter are visible through the mailing address window of the envelope and that the envelope is securely sealed.

If packed into shipping containers, contractor must pack suitably. All shipments which fill less than a shipping container must be packaged with materials of sufficient strength and durability and in such a manner which will guarantee that the product will not be damaged and the package will not open nor split during shipment.

It is the contractor's responsibility to assure that the correct package material is inserted into each envelope or shipping container.

**LABELING AND MARKING:** If required, using furnished files, contractor is to create and affix an address label to each unit of mail packaged in shipping containers.

It is the contractor's responsibility to assure the correct label is affixed to each shipping container. An occasional order may require the outputting of multiple address labels to a single destination.

**PRODUCTION INSPECTION:** Production inspection(s) may be required at the contractor's and/or subcontractor's plant for the purpose of establishing that the receipt of transmitted files; the printing of fact sheets, pamphlets, leaflets, cut sheet forms, and booklet forms; the imaging; dating of form inserts; folding; binding; construction; collating and inserting; packing; and, mailing are being accomplished in accordance with contract quality attributes and requirements.

**NOTE:** A production inspection is for the purpose of setting specific standards that are to be maintained throughout the duration of the contract.

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

**QUALITY ASSURANCE RANDOM COPIES:** The contractor may be required to submit quality assurance random copies to test for compliance against the specifications. The print order will indicate the number required, if any. When ordered, the contractor must divide the entire order into equal sublots and select a copy from a different general area of each subplot. The contractor will be required to certify that the copies were selected as directed using GPO Form 917, Certificate of Selection of Random Copies, which can be located at [gpo.gov](http://gpo.gov). Copies will be paid for at the running rate offered in the contractor's bid, and their cost will not be a consideration for award. A copy of the print order must be included with the samples.

Business Reply Mail labels will be furnished for mailing the quality assurance random copies. The copies are to be mailed at the same time as the first scheduled shipment. A U.S. Postal Service approved Certificate of Mailing, identified by GPO program, jacket, and print order numbers must be furnished with billing as evidence of mailing.

The contractor will be required to forward to SSA a printed duplicate (including inserts; not sealed) of the first cover letter (record) of each of the eight (8) files to be used as the quality control samples. While the contractor will perform this daily function, copies are to be forwarded to SSA on a monthly basis at the contractor's expense.



**DISTRIBUTION:** Ship/mail f.o.b. contractor's city to domestic addresses (including Alaska, Hawaii, American Territories, and APO/FPO). The contractor is responsible for all costs incurred in transporting this product to the U.S. Postal Service facility.

***Small Package Common Carrier (SPCC):*** Packages weighing 14 ounces up to and including 499 pounds. are to be made by SPCC except those destined for PO Boxes, APO/FPO, and U.S. Territories and Possessions.

The contractor will be responsible for providing the carrier the following:

1. All packages addressed and sorted to meet the requirements of the small package common carrier.
2. Separate common carrier pickup record(s) for each print order. The contractor must annotate the pickup record(s) with the requisition number and the print order number.
3. A shipping manifest which includes:
  - a) The name of the contractor, the requisition number, the print order number, and the common carrier account/shipper number.
  - b) A listing which includes each addressee's account number or office code (when provided on SSA supplied address labels), address, city, state, zip code, common carrier delivery zone, weight, and package identification number (if applicable) of each package shipped to each addressee.
  - c) The listing must be grouped by pickup, and each group must be identified with the pickup record number. This number must correspond to the number on the form(s) which the contractor is required to obtain from the carrier for compliance purposes. The listing must be in either account number or zip code order within each group.
  - d) The summary information for each group must include total number of packages, total weight, and the total shipping cost.

The contractor will be required to ship via SPCC charging the cost to SSA's Third Party account number which will be provided after award.

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

The contractor will be required to mail/ship parcels via USPS First Class Mail rates for pieces weighing less than 14 ounces.

When volumes warrant, SSA requires the use of a Permit Imprint.

The contractor must use SSA's "Postage and Fees Paid First Class Mail" permit imprint mailing indicia printed on each mail piece. Each mail piece sent under this payment method must bear a permit imprint indicia showing that postage is paid. The permit imprint indicia may be printed directly onto the mail pieces. Permit imprint mailings must contain at least 200 identical (in size and weight) mail pieces or 50 pounds. The contractor is cautioned to use the permit imprint only for mailing material produced under this contract.

If a mailing permit imprint is used, the contractor must complete a PS-Form 3615 "Mailing Permit Application and Customer Profile" and pay (at contractor's expense) a one-time application fee at the post office where the mailings are made.

The contractor is required to obtain the maximum USPS postage discounts possible for PIRS in accordance with the USPS First Class Domestic Mail automated and non-automated mail discount structure in effect at the time of the mailing:

- (a) Automation (5-digit);
- (b) Automation (AADC);
- (c) Automation (Mixed AADC);
- (d) Non-automation (Presorted); and
- (e) Non-automation (Single Piece).

The maximum weight for Automation rate letters is 3.5 ounces, but only 3.3 ounces for Non-automation rates.

USPS considers mail addressed to U.S. possessions (e.g., American Samoa, Federated States of Micronesia, Guam, Marshall Islands, Northern Mariana Islands, Palau, Puerto Rico, Virgin Islands, Wake Island) and Military Overseas Addresses (APO/FPO mail) are Domestic Mail, not International Mail.

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

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

Mail pieces addressed to the U.S. Possessions, USPS Post office boxes, or APO/FPO’s weighing over 13 ounces and up to and including 70 pounds will mail by USPS “Priority Mail.” The contractor may use “free of charge” USPS “Priority” flat rate mail envelopes/shipping containers. Requests to U.S. Possessions exceeding the weight of 70 pounds will mail using multiple containers. Contractor is responsible for ensuring adequate supplies of these envelopes/containers are available at all times. Contractor must use these flat rate envelopes/containers appropriately (fill to capacity).

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

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

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

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

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

**If a Government Meter Is Required:** All meter equipment and supplies must be borne by the contractor. SSA will fund the postage for meters through the USPS’ Official Mail Accounting System (OMAS).

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

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

The contractor is required to submit spoiled postage/postage error envelope(s)/meter strip(s) and prepare a Postal Service Form 3533, Application for Refund of Fees, Products and Withdraw of Customer Accounts. Forms are not obtainable from the USPS website since they contain a barcode making each form unique. Contractor must obtain from local Post Offices, postal retail units, or Bulk Mailing Units the hardcopy version of the revised PS Form 3533. USPS will credit the postage refund to SSA through the Official Mail Accounting System. SSA requires the contractor to submit a copy of Form 3533 along with the associated print order in which the spoilage occurred and all other postal documentation to the SSA Program Lead.

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

The Government reserves the right to request the contractor to upload funds at any time. These uploads are in addition to any routine meter replenishments. As a result of the postage uploads, the contractor may receive a Postage Meter Reset Activity Report Statement from the meter manufacturer. If received, the contractor should retain this documentation for 12 months.

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

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

The contractor should not receive invoicing for meter rentals. If the contractor receives an invoice, they are to contact the SSA Program Lead immediately.

**Contractor Sites Using “Official Government” Postage Meters with Automated Reporting Capability (Detailed):** Postage meters with “Detailed Account Reporting” are capable of providing detailed meter usage reports. (See Exhibit S: Detailed Meter Report.)

If utilizing meters with the detailed account reporting, the contractor is required to provide copies of detailed meter usage reports to SSA with each print order. The detailed report must be contract/print order specific.

If the contractor produces multiple SSA contracts, they must submit a separate detailed report for each contract and each print order.

When setting up the detail report for SSA, the contractor must set up the meter to record usage via contract program number, mailer number, and file date. The contractor may have to utilize the account and subaccount feature in order to capture the contract program number, mailer number, and file date. If utilizing detailed reporting, the contractor will be required to utilize the postage meter account feature for each SSA print program on which they are producing. If a contractor requires assistance with setup and operating the “accounting” features of the postage meters, SSA will provide a contact to assist them.

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

Contractors must submit a copy of the Postage Meter Activity Log to SSA with each print order. The Postage Meter Activity log must be contract/print order specific.

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

Every field must contain an entry or an N/A if the field does not apply. SSA will return incomplete or incorrect activity logs to the contractor for correction.

**NOTE:** If a primary meter fails and a backup or replacement meter is needed to complete the workload, the contractor will need to document the primary meter log in the note field (i.e., meter failed) and create a new activity log (documenting the necessary fields) to use with the backup or replacement meter.

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

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

***National Change of Address (NCOA):*** SSA does not provide an NCOA certificate for addresses. The contractor is required to process the addresses through USPS approved NCOA software and furnish USPS with the required NCOA certification to achieve the required postal discounts.

The contractor is **NOT** to perform move updates; addresses that show an update through NCOA are to mail at a presort or full postage rate.

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

**Reports:** The contractor must provide the following reports. All report requirements contained within this contract are to be included in the cost of the contract.

- Contractor must provide a report that shows the process of breaking down mailings based on insertion equipment.

The contractor will be required to forward to SSA a daily automated report via email for both English and Spanish Form-1020 Medicare Mailing Kits. (See Exhibit U: Automated Report - 1020-English/1020-SP Mailing Kit Usage.)

The report format must be approved by SSA and must contain the following:

1. Number of letters requiring a single Form-1020 mailing kit.
  2. Number of letters and number of Form-1020 mailing kits requiring multiple Form-1020 mailing kits (i.e., no other publications/inserts, just multiple Form-1020 mailing kits).
  3. Number of letters and number of Form-1020 mailing kits requiring a Form-1020 mailing kit and other publications/inserts.
- Contractor will be required to forward to SSA daily, via email, the quantities used for each of the five (5) envelopes for each file date. SSA must approve this report format. Reports are to be emailed to: Matthew Thomas, Printing Management Branch at [Matthew.Thomas@ssa.gov](mailto:Matthew.Thomas@ssa.gov). (See Exhibit V: Automated Report – Envelope Usage.)
  - Contractor is required to forward by file date a daily report showing the number of cover letters printed, folded, inserted, and delivered to the post office. These reports are to begin on the day of printing and continue daily until the end of the term of the contract. Reports are to be emailed to: Matthew Thomas, Printing Management Branch at [Matthew.Thomas@ssa.gov](mailto:Matthew.Thomas@ssa.gov). (See Exhibit W: Automated Report – Cover Letter Usage.)

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

The contractor must enter the Federal Agency Cost Code 276-00047 in the appropriate block on all mailing documents.

Within 72 hours of completion of each print order, the contractor shall provide the PDF copies of the mail documentation, USPS 3607R, GPO 712s, and 100% Accountability Summary reports to SSA's Printing Management Branch via email. All copies must be legible and include both obverse and reverse side.

Within three (3) workdays of the final mailing date, contractor must email one (1) copy of the billing payment voucher form 1034 for each print order showing amount of billing invoice to: SSA, Printing Management Branch. The original invoice must be sent to: U.S. Government Publishing Office, Comptroller FMCE (see "PAYMENT").

Within seven (7) workdays of completion of a print order, one (1) copy of the contractor's billing invoice is to be scanned and emailed as a PDF to: [matthew.thomas@ssa.gov](mailto:matthew.thomas@ssa.gov).

Upon termination of this contract, all furnished material (if applicable) must be recycled/destroyed (except for furnished data/files which are to be retained/destroyed as specified herein).

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

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

In the event that it becomes necessary for the contractor to deviate from the specified mail out date or the quantity to be mailed, the SSA must be notified immediately.

PDF file or electronic media (as applicable) for fact sheets, pamphlets, leaflets, cut sheet forms, booklet forms, and envelopes will be provided at the postaward conference, or shortly thereafter.

When applicable, furnished material and hard copy proofs must be picked up from and delivered to: SSA, Attn: Matthew Thomas, 6401 Security Boulevard, 1300 Annex Building, Baltimore MD 21235-6401. If applicable, all furnished electronic media and visual(s) must be returned with proofs.

When ordered, PDF soft proofs are to be emailed to the email address specified on the print order.

ALL of the following schedules begin the workday after notification of the availability of task order/print order (as applicable) and furnished material (if applicable); the workday after notification will be the first workday of the schedule.

**Proof Schedule:**

***Initial Startup –***

- The contractor must submit all required proofs for all publications (fact sheets/pamphlets/leaflets), forms (cut sheet/booklet forms), and envelopes within 14 workdays of notification of availability of print order and furnished material.
- Proofs will be withheld no more than 10 workdays from their receipt at SSA until proofs are made available for pickup (hard copy proofs) or changes/corrections/“O.K. to Print” are provided via email (PDF soft proofs). (The first workday after receipt of proofs at the ordering agency is day one (1) of the hold time.)
- If required due to author’s alterations, contractor must submit revised proofs within five (5) workdays of notification of author’s alterations.
- Revised proofs will be withheld no more than five (5) workdays from their receipt at SSA until proofs are made available for pickup (hard copy proofs) or changes/corrections/“O.K. to Print” are provided via email (PDF soft proofs). (The first workday after receipt of proofs at the ordering agency is day one (1) of the hold time.)

***Other Than Initial Startup –***

- The contractor must submit all required proofs for all publications (fact sheets/pamphlets/leaflets), forms (cut sheet/booklet forms), and envelopes within seven (7) workdays of notification of availability of print order and furnished material.

- Proofs will be withheld no more than five (5) workdays from their receipt at SSA until proofs are made available for pickup (hard copy proofs) or changes/corrections/"O.K. to Print" are provided via email (PDF soft proofs). (The first workday after receipt of proofs at the ordering agency is day one (1) of the hold time.)
- If required due to authors alterations, contractor must submit proofs within five (5) workdays of notification of author's alterations.
- Revised proofs will be withheld no more than three (3) workdays from their receipt at SSA until proofs are made available for pickup (hard copy proofs) or changes/corrections/"O.K. to Print" are provided via email (PDF soft proofs). (The first workday after receipt of proofs at the ordering agency is day one (1) of the hold time.)

### **Preproduction Test Schedules:**

#### ***Transmission Test –***

- This test is to be performed after the contract is awarded and the process is ready. The Government will notify the contractor when the test will be performed.
- The contractor will be required to receive approximately 8,000 cover letters (average of 1 printed page/letter) within one (1) workday.
- The contractor will be required to perform a record count verification same workday as receipt of complete transmission of all notice test files, furnish the Government with the exact counts, and provide a timeline showing how long it took to receive the file.
- The Government will approve, conditionally approve, or disapprove within one (1) workday of receipt thereof.

#### ***Preproduction Validation Test –***

- Contractor must submit a total of 190 printed samples within 10 workdays of receipt of test files.
- The Government will approve, conditionally approve, or disapprove the preproduction validation test samples within five (5) workdays of receipt thereof.
- If required due author's alterations or contractor's error, the contractor must submit revised samples within five (5) workdays of notification.
- The Government will approve, conditionally approve, or disapprove the preproduction validation test samples within five (5) workdays of receipt thereof.

#### ***Preproduction Press and Mail Run Test –***

- The test is to be performed within 10 workdays of receipt of final approval of preproduction validation test samples and after the contractor receives the materials necessary to perform the test.
- The contractor must produce 8,540 mailers in a continuous 12-hour period.
- The Government will approve, conditionally approve, or disapprove the validation output within seven (7) workdays of receipt thereof.

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

Contractor must notify the GPO of the date and time the preproduction press and mail run test will be performed. In order for proper arrangements to be made, notification must be given at least three (3) workdays prior to the preproduction press and mail run test.

#### ***Systems Change Validation Test –***

- When required, the contractor to furnish the specified number of PDF samples within two (2) workdays of receipt of test files.
- The Government will approve, conditionally approve or disapprove the samples within five (5) workdays of receipt thereof.
- When required, the contractor to furnish up to 100 printed (hard copy) samples within five (5) workdays of receipt of test files or receipt of approval on the PDF samples, as applicable.
- The Government will approve, conditionally approve, or disapprove the samples within five (5) workdays of receipt thereof.

#### **Production Schedule:**

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

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

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

- The contractor must complete production of the 3-month volumes for ALL publications, forms, and envelopes within 60 workdays of receipt of proof approval and successful completion of all required preproduction tests.
- Contractor must complete production of the cover letters, assembly/packing of letters with required inserts, and distribution of the complete mail packages within seven (7) workdays of receipt of each transmission.

**NOTE: Following a Federal holiday, the maximum daily total number of mailers could be as high as 10,000.**

#### ***Schedule for Print Processing of Updated Publications and Forms in a Given Workweek –***

“Processing” is defined as the number of workdays from receipt of approved proof to stocking the updated publication/form and removing the outdated publication/form from inventory.

- Contractor must submit proofs for any updated publications/forms in accordance with the “Other Than Initial Startup” proof schedule specified above.
- The first five (5) updates are to be processed within 10 workdays of receipt of “O.K. to Print” on proofs.



- The next 20 updates (greater than five (5) up to and including 25 updates) are to be processed within 13 workdays of receipt of “O.K. to Print” on proofs.
- The next 20 updates (greater than 25 up to and including 45 updates) are to be processed within 20 workdays of receipt of “O.K. to Print” on proofs.
- Greater than 45 updates are to be processed within 25 workdays of receipt of “O.K. to Print” on proofs.

***Press Sheet and Production Inspections:*** The contractor must notify the GPO/SSA of the date and time that the press sheet inspection or production inspection can be performed. In order for proper arrangements to be made, notification must be given at least 72 hours prior to the inspection(s). Notify the U.S. Government Publishing Office, Quality Control for Published Products, Washington, DC 20401 at (202) 512-0542 AND SSA, Printing Management Team. Telephone calls will only be accepted between the hours of 8:00 a.m. and 2:00 p.m., prevailing Eastern Time, Monday through Friday. See contract clauses, paragraph 14(e) (1), Inspections and Tests in GPO Contract Terms (GPO Publication 310.2, effective December 1, 1987 (Rev. 01-18)). When supplies are not ready at the time specified by the contractor for inspection, the Contracting Officer may charge to the contractor the additional cost of the inspection

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

The ship/deliver date indicated on the print order is the date products ordered for shipping/ mailing f.o.b. contractor’s city must be picked up by the small package common carrier or delivered to the post office.

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) or via telephone at (202) 512-0520. Personnel receiving the email or call will be unable to respond to questions of a technical nature or to transfer any inquiries.

### SECTION 3. - DETERMINATION OF AWARD

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

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

I. (a) 10  
(b) 130  
(c) 1,260

II. (a) 1  
(b) 1  
(c) 1

III. (a) 250  
(b) 21,884  
(c) 1,404  
(d) 28,240  
(e) 384  
(f) 96,288  
(g) 44  
(h) 256  
(i) 580  
(j) 728  
(k) 16  
(l) 348  
(m) 3,860  
(n) 4,608  
(o) 23,048  
(p) 44,144  
(q) 10,684  
(r) 1,100  
(s) 1,810  
(t) 8,290

IV. (a) 21,884  
(b) 1,404  
(c) 14,120  
(d) 192  
(e) 48,144  
(f) 44  
(g) 256  
(h) 580  
(i) 728  
(j) 16  
(k) 348

- (l) 3,860
- (m) 4,608
- (n) 23,048
- (o) 1. 14,640
- 2. 7,432
- (p) 10,684
- (q) 1,100
- (r) 1,810
- (s) 8,290

- V. (a) 22,908
- (b) 51,236
- (c) 1,916

- VI. (a) 10,684
- (b) 2,910
- (c) 8,290
- (d) 1,911

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**SECTION 4. - SCHEDULE OF PRICES**

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

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

An entry of NC (No Charge) shall be entered if bidder intends to furnish individual items at no charge to the Government. Bids submitted with NB (No Bid), NA (Not Applicable), or blank spaces for an item may be declared nonresponsive.

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

All vouchers submitted to the GPO shall be based on the most economical method of production. Fractional parts of 100 will be prorated at the per-100 rate.

Unless otherwise specified, no more than three (3) blank pages shall be permitted at the end of the text for saddle-stitched products.

Cost of all required paper must be charged under Item IV., “PAPER.”

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

**I. COMPOSITION AND PROOFS:** The prices offered must be all-inclusive, and must include the cost of all materials and operations necessary in accordance with the terms of these specifications.

For line item I.(c), a charge will be allowed for each printed 8-1/2 x 11” trim-size page (or up to and including 93.5 sq. inches with any fractional remainder being counted as a whole unit).

(a) Typesetting cover letters ..... per 8-1/2 x 11” page.....\$ \_\_\_\_\_

(b) Adobe Acrobat PDF soft proofs .....per file.....\$ \_\_\_\_\_

(c) Digital content proofs..... per page.....\$ \_\_\_\_\_

**II. PREPRODUCTION TESTS:** Price offered must include all costs incurred in performing the preproduction tests as specified in these specifications. These costs shall cover but are not limited to: machine time, personnel, all required materials, transmissions, electronic prepress, plates, paper, printing, imaging, collating, inserting, mail preparation, and any other operations necessary to produce the required quantities of the product in the time specified and in accordance with these specifications.

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

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

(c) Systems Change Validation Test..... per test.....\$ \_\_\_\_\_

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

**III. PRINTING/IMAGING, BINDING, AND CONSTRUCTION:** Prices offered shall be all-inclusive and include the cost of all materials (excluding paper) and operations necessary for the for printing/imaging, binding, and construction of the products listed in accordance with these specifications.

**NOTE:** All prices submitted for Item III. line items must include the cost of storage for the 3-month inventory of products.

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

\*Contractor will be allowed only one (1) makeready/setup charge per day. This combined charge shall include all materials and operations necessary to makeready and/or setup the contractor’s equipment for each type of mailer (1E, 1S, 2E; 2S; 3E; 3S; 4E, 4S, 5E, or 5S) run each day. Invoices submitted with more than one makeready/setup charge per day will be disallowed.

(b) Cover Letters (English or Spanish):  
Printing and imaging in black, including binding ..... per 100 letters.....\$ \_\_\_\_\_

(c) Format A: Fact Sheets (8-1/2 x 11”):  
Printing face and back in two ink colors,  
including binding..... per 100 fact sheets.....\$ \_\_\_\_\_

(d) Format B: Saddle-Stitched Pamphlets (3-1/2 x 8”):  
Printing in two ink colors, including binding ..... per 100 pages.....\$ \_\_\_\_\_

(e) Format C: Saddle-Stitched Pamphlets (3-3/4 x 5-1/2”):  
Printing in two ink colors, including binding ..... per 100 pages.....\$ \_\_\_\_\_

(f) Format D: Saddle-Stitched Pamphlets (5-1/4 x 8”):  
Printing in two ink colors, including binding ..... per 100 pages.....\$ \_\_\_\_\_

(g) Format E: Leaflets (7 x 8” flat):  
Printing face and back in two ink colors, including binding .....per 100 leaflets.....\$ \_\_\_\_\_

(h) Format F: Leaflets (10-1/2 x 8” flat):  
Printing face and back in two ink colors, including binding .....per 100 leaflets.....\$ \_\_\_\_\_

(i) Format G Leaflets (14 x 8” flat):  
Printing face and back in two ink colors, including binding .....per 100 leaflets.....\$ \_\_\_\_\_

(j) Format H: Leaflets (17-1/2 x 8” flat):  
Printing face and back in two ink colors, including binding .....per 100 leaflets.....\$ \_\_\_\_\_

(k) Format I: Leaflets (21 x 8” flat):  
Printing face and back in two ink colors, including binding .....per 100 leaflets.....\$ \_\_\_\_\_

(l) Format J: Leaflets (24-1/2 x 8” flat):  
Printing face and back in two ink colors, including binding .....per 100 leaflets.....\$ \_\_\_\_\_

(m) Format K: Cut Sheet Forms (8-1/2 x 11” flat) (English or Spanish):  
Printing in black ink only, including binding .....per 100 forms.....\$ \_\_\_\_\_

(n) Format L: Cut Sheet Forms (17 x 11” flat) (English or Spanish):  
Printing in black ink only, including binding .....per 100 forms.....\$ \_\_\_\_\_

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

- (o) Format M: Cut Sheet Forms (25-1/2 x 11" flat) (English or Spanish):  
Printing in black ink only, including binding .....per 100 forms .....\$ \_\_\_\_\_
- (p) Format N: Booklet Forms (8-1/2 x 11"):  
Printing in black ink only, including binding .....per 100 pages .....\$ \_\_\_\_\_
- (q) No. 10 Envelopes (4-1/8 x 9-1/2") with Window:  
Printing face and back in black ink only,  
including security tint and construction ..... per 100 envelopes .....\$ \_\_\_\_\_
- (r) Envelopes (6-1/8 x 9-1/2") with Window:  
Printing face and back in black ink only,  
including security tint and construction ..... per 100 envelopes .....\$ \_\_\_\_\_
- (s) Envelopes (6-1/2 x 10") with Window:  
Printing face and back in black ink only,  
including security tint and construction ..... per 100 envelopes .....\$ \_\_\_\_\_
- (t) Envelopes (9 x 12") with Window:  
Printing face and back in black ink only,  
including security tint and construction ..... per 100 envelopes .....\$ \_\_\_\_\_

**IV. PAPER:** Payment for all paper supplied by the contractor under the terms of these specifications, as ordered on the individual print orders, will be based on the net number of leaves furnished for the product(s) ordered in the applicable "trim-size" or "format" group, as applicable to the product. The cost of any paper required for makeready or running spoilage must be included in the prices offered.

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

*Cover Letters:* One basic charge will be allowed for each page-size leaf.

*Format A (Fact Sheets):* One basic charge will be allowed for each page-size leaf.

*Formats B through D (Pamphlets):* One basic charge will be allowed for each page-size leaf, as applicable to the format.

*Formats E through J (Leaflets):* One basic charge will be allowed for each page-size leaf (flat size), as applicable to the format.

*Formats K through M (Cut Sheet Forms):* One basic charge will be allowed for each page-size leaf (flat size), as applicable to the format.

*Format N (Booklet Forms):* One basic charge will be allowed for each page-size leaf.

*Envelopes:* One leaf will be allowed for each envelope as applicable to the trim size.

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

Per 100 Leaves

- (a) Cover Letters: White Uncoated Text (50-lb.).....\$ \_\_\_\_\_
- (b) Format A (Fact Sheets 8-1/2 x 11"): White Uncoated Text (60-lb.).....\$ \_\_\_\_\_
- (c) Format B (Pamphlets 7 x 8"): White Uncoated Text (60-lb.) .....\$ \_\_\_\_\_
- (d) Format C (Pamphlets 7-1/2 x 5-1/2"): White Uncoated Text (60-lb.) .....\$ \_\_\_\_\_
- (e) Format D (Pamphlets 10-1/2 x 8"): White Uncoated Text (60-lb.).....\$ \_\_\_\_\_
- (f) Format E (Leaflets 7 x 8"): White Uncoated Text (60-lb.) .....\$ \_\_\_\_\_
- (g) Format F (Leaflets 10-1/2 x 8"): White Uncoated Text (60-lb.).....\$ \_\_\_\_\_
- (h) Format G (Leaflets 14 x 8"): White Uncoated Text (60-lb.).....\$ \_\_\_\_\_
- (i) Format H (Leaflets 17-1/2 x 8"): White Uncoated Text (60-lb.) .....\$ \_\_\_\_\_
- (j) Format I (Leaflets 21 x 8"): White Uncoated Text (60-lb.) .....\$ \_\_\_\_\_
- (k) Format J (Leaflets 24-1/2 x 8"): White Uncoated Text (60-lb.).....\$ \_\_\_\_\_
- (l) Format K (Cut Sheet Forms (8-1/2 x 11"): White Writing (20-lb.) .....\$ \_\_\_\_\_
- (m) Format L (Cut Sheet Forms (17 x 11"): White Writing (20-lb.) .....\$ \_\_\_\_\_
- (n) Format M (Cut Sheet Forms (25-1/2 x 11"): White Writing (20-lb.).....\$ \_\_\_\_\_
- (o) Format N (Booklets 8-1/2 x 11"):
  - 1. White Writing (20-lb.) .....\$ \_\_\_\_\_
  - 2. Colored Writing (20-lb.) .....\$ \_\_\_\_\_
- (p) No. 10 Envelope (4-1/8 x 9-1/2"): White Writing Envelope (24-lb.) .....\$ \_\_\_\_\_
- (q) Envelope (6-1/8 x 9-1/2"): White Writing Envelope (24-lb.) .....\$ \_\_\_\_\_
- (r) Envelope (6-1/2 x 10"): White Writing Envelope (24-lb.).....\$ \_\_\_\_\_
- (s) Envelope (9 x 12"): Light-Brown (Kraft shade) Envelope (28-lb.) .....\$ \_\_\_\_\_

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



**V. ADDITIONAL OPERATIONS:**

**NOTE:** Line item V.(a) is for folding other than folding required (under Item VI.) for insertion into envelopes.

- (a) Additional folding (Format M).....per 100 copies.....\$ \_\_\_\_\_
- (b) Perforating (Formats K through N) .....per perforation/per 100 copies .....\$ \_\_\_\_\_
- (c) Drilling (Formats K through N) ..... per 100 (8-1/2 x 11”) leaves.....\$ \_\_\_\_\_

**VI. INSERTING AND DISTRIBUTION:** Prices offered must include the cost of all required materials and operations necessary for the mailing of the cover letters including gathering of the cover letter(s) and appropriate insert(s), as required; all required folding for insertion into appropriate envelope; shipping containers; packing; packing materials; all labeling and marking, as required; and, distribution in accordance with these specifications.

For line items VI.(a), (b), or (c), contractor is only allowed one (1) charge per mailer.

Line item VI.(d) is to include the cost of labeling and insertion for Mailers 3E/3S/5E/5S; requests for multiple Form 1020 mailing kits with other requested inserts; mailers requiring SPCC shipping process; and shipping containers.

- (a) Inserting cover letters  
and inserts into No. 10 envelope ..... per 100 envelopes.....\$ \_\_\_\_\_
- (b) Inserting cover letter and multiple  
item request(s) into either 6-1/8 x 9-1/2”  
or 6-1/2 x 10” envelope ..... per 100 envelopes.....\$ \_\_\_\_\_
- (c) Inserting cover letter and  
multiple item request(s) into a 9 x 12” envelope..... per 100 envelopes.....\$ \_\_\_\_\_
- (d) Manual Processing Fee..... per container.....\$ \_\_\_\_\_

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

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

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

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

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

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

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

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

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

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

**BIDDER'S NAME AND SIGNATURE:** Unless specific written exception is taken, the bidder, by signing and submitting a bid, agrees with and accepts responsibility for all certifications and representations as required by the solicitation and GPO Contract Terms – Publication 310.2. When responding by email, fill out and return one copy of all pages in "SECTION 4. – SCHEDULE OF PRICES," including initialing/signing where indicated. Valid electronic signatures will be accepted in accordance with the Uniform Electronic Transactions Act, §2. Electronic signatures must be verifiable of the person authorized by the company to sign bids. *Failure to sign the signature block below may result in the bid being declared non-responsive.*

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

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

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

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

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

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

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**THIS SECTION FOR GPO USE ONLY**

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

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