



**U.S. GOVERNMENT PRINTING OFFICE**  
Washington, DC

GENERAL TERMS, CONDITIONS, AND SPECIFICATIONS

For the Procurement of

***Marine Recreational Information Program (MRIP)***  
***National Saltwater Angler Registry***

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

U.S. Department of Commerce (DOC)  
National Oceanic and Atmospheric Administration (NOAA)  
**National Marine Fisheries Service (NMFS)**

Single Award

**TERM OF CONTRACT:** The term of this contract is for the period beginning **July 1, 2015** and ending **June 30, 2016**, 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.

**BID OPENING:** Bids shall be publicly opened at 11:00 a.m., prevailing Washington, DC, time, on **June 26, 2015**.

**BID SUBMISSION:** Submit bid in pre-addressed envelope furnished with solicitation or send to: U.S. Government Printing Office, Bid Section, Room C-831, Stop: PPSB, 732 North Capitol Street, NW, Washington, DC 20401. Facsimile bids in response to this solicitation are permitted. Facsimile bids may be submitted directly to the GPO Bid Section, Fax No. (202) 512-1782. The program number and bid opening date must be specified with the bid. Refer to Facsimile Bids in Solicitation Provisions of GPO Contract Terms, GPO Publication 310.2, as revised June 2001. Hand delivered bids are to be taken to The GPO Bookstore at 710 North Capitol Street, NW, Washington, DC between the hours of 8:00 am and 4:00 pm on business days and follow the instructions in the Bid Submission/Opening area. If further instruction or assistance is needed, call 202-512-0526.

**RESTRICTION ON LOCATION OF PRODUCTION FACILITIES:** All production facilities used in the manufacture of the product(s) ordered and the services required under this contract must be located within the continental United States.

**PLEASE NOTE:** These specifications have been revised. Bidders are cautioned to familiarize themselves with all provisions of these specifications before bidding.

Abstracts of contract prices are available at <http://www.gpo.gov/gpo/abstracts/abstract.action?region=Central>

For information of a technical nature call **David Love** (202) 512-0310 (No collect calls).

**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. 6-01)) and GPO Contract Terms, Quality Assurance through Attributes Program for Printing and Binding (GPO Publication 310.1, effective May 1979 (Rev. 8-02)).

**GPO Contract Terms** (GPO Publication 310.2) – <http://www.gpo.gov/pdfs/vendors/sfas/terms.pdf>.

**GPO QATAP** (GPO Publication 310.1) – <http://www.gpo.gov/pdfs/vendors/sfas/qatap.pdf>.

**DISPUTES:** GPO Publication 310.2, GPO Contract Terms, Contract Clause 5. Disputes, is hereby replaced with the June 2008 clause found at [www.gpo.gov/pdfs/vendors/contractdisputes.pdf](http://www.gpo.gov/pdfs/vendors/contractdisputes.pdf). This June 2008 clause also cancels and supersedes any other disputes language currently included in existing contractual actions.

**SUBCONTRACTING:** The predominant production function is the call center services to include: bilingual phone coverage; data entry; processing; returned/undeliverable mail; and, creation of data reports. Any bidder who cannot perform/provide any of the functions listed above will be declared non-responsible.

**NOTE:** All subcontractors must adhere to the requirements set forth in these specifications regarding the handling of personally identifiable information (PII). (See “SECURITY WARNING,” “DISPOSAL OF WASTE MATERIALS,” and “PRIVACY ACT NOTIFICATION.”)

**SECURITY WARNING:** The products produced on this contract contain personally identifiable information (PII). It is the contractor’s/subcontractor’s responsibility to properly safeguard personally identifiable information from loss, theft, or inadvertent disclosure and to immediately notify the Government of any loss of personally identifiable information. Personally identifiable information includes, but is not limited to, a person’s name, date of birth, and address.

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

Product Quality Levels:

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

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

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

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

<u>Attribute</u>	<u>Specified Standard</u>
P-7. Type Quality and Uniformity	Average type dimension/Electronic media

**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 **July 1, 2015** to **June 30, 2016**, 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 **March 31, 2015** 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.

**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 pre-award 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.

**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 U.S. Government Printing Office, Washington, DC, immediately after award.

**ASSIGNMENT OF JACKETS, PURCHASE AND PRINT ORDERS:** A GPO jacket number will be assigned and a purchase order issued to the contractor to cover work performed. The purchase order will be supplemented by an individual print order for each job placed with the contractor. The print order, when issued, will indicate the quantity to be produced and any other information pertinent to the particular order.

**ORDERING:** Items to be furnished under the contract shall be ordered by the issuance of print orders by the Government. Orders may be issued under the contract from **July 1, 2015** through **June 30, 2016**, plus for such additional period(s) as the contract is extended. All print orders issued hereunder are subject to the terms and conditions of the contract. The contract shall control in the event of conflict with any print order. A print order shall be “issued”, for purposes of the contract, when it is either deposited in the U.S. Postal Service mail or otherwise furnished to the contractor in conformance with the schedule.

**BILLING:** Each month, NMFS will issue one print order with a batch report of all registrations that were received either through the call center or the website for the previous month. Contractor will also charge all call center operations for the previous month against this print order.

**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.

**DISPOSAL OF WASTE MATERIALS:** The contractor is required to demonstrate how all waste materials used in the production of sensitive information will be definitely destroyed, i.e., burning, pulping, shredding, macerating, or other suitable similar means. Electronic records must be definitely destroyed in a manner that prevents reconstruction. *Definitely* 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.

If the contractor selects shredding as a means of disposal, it is preferred that a cross cut shredder be used. If a strip shredder is used, the strips must not exceed one-quarter inch.

The contractor must provide the location and method planned to dispose of the materials. A Government representative may be required to be present for the disposal of waste materials. At Government's option, contractor may be required to return all waste materials to the ordering agency.

**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.

**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/her education, financial transactions, medical history, and criminal or employment history and that contains his/her 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.

**CRIMINAL SANCTIONS:** It is incumbent upon the contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a (i)(1) which is made applicable to contractors by 5 U.S.C. 552a (m)(1), provides that any officer or employee of an agency, who by virtue of his/her employment of official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$10,000.00.

## SECTION 2. – SPECIFICATIONS

**SCOPE:** These specifications cover the production of Angler Registration Documents consisting of a carrier sheet with an attached card requiring such operations as a call center/phone coverage, data entry, processing returned/undeliverable mail, creation of data reports, electronic prepress, printing, binding, packing and distribution.

**TITLE:** Marine Recreational Information Program (MRIP) National Saltwater Angler Registry.

**OVERVIEW:** The Marine Recreational Information Program (MRIP) National Saltwater Angler Registry is a program under the U.S. Department of Commerce, National Oceanic and Atmospheric Administration, National Marine Fisheries Service. The Registry is one part of an overall program to better capture the total picture of U.S. recreational fishing by developing a “phone book” of the nation’s saltwater recreational anglers. Effective January 1, 2010, all non-exempt anglers, spear-fishers, and for-hire vessel owners and operators who fish recreationally in federal ocean waters for anadromous fish in any tidal waters must register online or via a toll-free number. Each registrant will be issued a temporary registration number at the time of registration and will be mailed a physical registration document, which will be valid for one (1) year from the date of issue. At the time of expiration, each registrant will be required to renew their registration and will be mailed a replacement document.

Registrants will register by either calling the contractor-provided call center or via the NMFS website. The call center will receive calls daily during operating hours (see “CALL CENTER SERVICES”). Each month, NMFS will issue one print order with a batch report of all registrations (new, and renewals in the option years) that were received either through the call center or the website for the previous month. Contractor will print/image each document registered that month and mail to the registrants. The batch report will contain the total number of registrants for that month and all pertinent information for those registrations. (NOTE: Because registrants can register directly through the NMFS website, the number of documents that the contractor has to print/image may be greater than the number of registered calls through the call center.

From **July 1, 2015** through **June 30, 2016**, the NMFS anticipates approximately 2,000 to 8,000 registrants from multiple coastal states and territories. Due to the states/territories obtaining exemption status, the NMFS anticipates a decrease in the number of registrations in the option years (if exercised).

**FREQUENCY OF ORDERS:** Monthly

The Government will issue one print order per month with a batch report indicating the total number of registrants for that month. The print order/batch report will also indicate all pertinent information for those registrations.

The first print order placed will be for the establishment of the call center and for the proofs of the documents - carrier sheet and card (static text matter only) and envelope.

The second print order placed will be a “test run” order. The test run will be for a very small quantity (approximately 50 copies) designed to test all aspects of the job prior to the full production order.

The first live Print Order will be approximately 30 days after award

**QUANTITY:** Approximately 2,000 to 8,000 registration documents per year.

It is anticipated that approximately 20 to 1000 registration documents per month will be ordered.

**NUMBER OF PAGES:**

*Carrier Sheet:* Face only.

*Card:* Face and back.

*Envelope:* Face only

**TRIM SIZE:**

*Carrier Sheet:* 8-1/2 x 3-2/3".  
*Card:* 3-3/8 x 2-1/8".  
*Envelope:* 4-1/8 x 9-1/2" (No. 10).

**GOVERNMENT TO FURNISH:** A design template, furnished in Microsoft Word (.doc or .docx) or Adobe Acrobat (PDF) format for the registration document will be furnished either by email or SFTP.

A comma-separated value (.csv) file containing all registrants (new, renewal, and resend), their information, and their assigned registration numbers will be furnished monthly either by email or SFTP.

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

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

The Contractor must be able to accept files electronically via a contractor-hosted Secure File Transfer Protocol (SFTP) server. Appropriate log-on instructions and protocol must be provided at time of award

**CALL CENTER SERVICES:** The contractor is to provide coverage for a furnished toll-free number (including a TTY line) for registration.

NOTE: The call center will remain active for approximately the 1<sup>st</sup> 6 months of the base year of the contract. It will be discontinued for the remainder of the base year and any exercised option years.

NOTE: The Government will provide the actual toll-free number immediately after award. However, the contractor will be responsible for all costs associated with the toll-free line, including the TTY line. The contractor will be reimbursed for all telephone bills (actual costs) by submitting the telephone invoice with the billing invoice for payment.

NOTE: The online registration interface will assign a unique registration number that will appear on the registration card and that the operator will provide to the registrant.

The contractor must provide the following –

- All computer and telephone equipment necessary to handle the volume of calls. It is the contractor's responsibility to determine the required computer and telephone equipment needed.
- The Call Center must have coverage available for four (4) hours a day, seven (7) days a week, including all Federal holidays. A live operator(s) must be available between the hours of 1:00 p.m. and 5:00 p.m., Eastern Time. An answering machine will cover the remainder of the period. It is the contractor's responsibility to determine how many operators are needed during these hours.
- During the hours of 1:00 p.m. and 5:00 p.m., 85% of all calls must be answered within 20 seconds of receipt of calls and connected to a live operator within three (3) minutes of the call being answered.
- The Call Center must have a recorded message indicating the hours of operation in place between the hours of 5:00 p.m. and 1:00 p.m. (the next day).
- The Call Center must provide bilingual coverage (English and Spanish) for the full and reduced hours and for the recorded message in the off hours.



- Operators must be able to enter the registrants' information into a database via a NMFS provided web-based application. (NOTE: Operators must have Internet access. Current versions of either Internet Explorer or Firefox browsers are required.)
- If a caller is inquiring about a registration card that has not been received within 30 calendar days of the registration date, the operator must confirm the registrant's information, update as necessary, and request (via the NMFS provided web-based application) that a new registration card be issued.
- Operators will be provided (by the Government) with a scripted "FAQ" to answer basic key questions and should refer callers to the NMFS website for additional information.
- Calls that do not result in a registration must be recorded with the reason for the non-registration. Some reasons for non-registration include, but are not limited to –
  - Caller hung up before call was answered.
  - Operator was unable to determine if caller needed to be registered.
  - There was a language/communication problem.
  - Caller had questions and was referred to the "FAQ" on the NMFS website.
  - Status inquiry of previous registration.
- Contractor must furnish monthly call center metrics report (see "DATA REPORTS").

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

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.

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.

**PROOFS (First Order only):** One (1) set of Adobe Acrobat PDF soft proofs for the letter and card showing all static text matter and agency seal. The PDF proof will be evaluated for text flow and image position.

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.

Contractor must not print prior to the receipt of an "O.K. to Print."

**TEST RUN:** The test run will be for a very small quantity (approximately 50 copies) designed to test all printing, binding, and distribution aspects of the job prior to the full production order.

Using the furnished files, the contractor is required to print/image, bind, and insert the test letters/cards into No. 10 envelopes with windows in accordance with the specifications in SECTION 2. of this contract.

NOTE: The contractor will not be required to submit proofs for the test run.

The contractor is required to mail each individual envelope in accordance with the furnished test run .csv file.

The contractor must complete production and mailing of the test products within **five (5) workdays** after receipt of notification of availability of print order and furnished materials.

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

Government Paper Specification Standards No. 12 – [http://www.gpo.gov/pdfs/customers/sfas/vol12/vol\\_12.pdf](http://www.gpo.gov/pdfs/customers/sfas/vol12/vol_12.pdf).

*Carrier Sheet:* White Offset Book, basis weight: 70 lbs. per 500 sheets, 25 x 38, equal to JCP Code A60.

*Card:* White Opaque Plastic or Synthetic Paper, 7 mil to 10 mil thickness.

NOTE: The stock for the card must be tear-proof, waterproof, smear resistant, and last for a minimum of 12 months after issuance date.

*Envelope:* White Writing Envelope, basis weight: 24 lbs. per 500 sheets, 17 x 22”, equal to JCP Code V20.

### **PRINTING/VARIABLE IMAGING:**

*Carrier Sheet:* Print face only in black ink. Printing consists of static text matter and agency seal. Variable image face only in black. Variable data consists of the registrant’s name and mailing address.

*Card:* Print face and back in black ink. Printing consists of static text matter and agency seal. Variable image face only in black. Variable data consists of the registrant’s name, mailing address, registration number, date of birth, and expiration date of card.

*Envelope:* Envelopes print a return address on the outside front of the envelope in black ink. Envelopes require a security tint (lining is acceptable) printed on the inside (back – before manufacture) in black ink. Contractor may use his own design but must guarantee that the product will ensure complete opacity and prevent show through of any material contained therein.

NOTE: Contractor may stockpile the carrier sheets, cards and envelopes for up to 3,000 copies of each at any given time.

### **MARGINS:**

Unless otherwise specified, margins will be as indicated on the print order or furnished electronic files.

### **BINDING:**

*Carrier Sheet:* Trim four sides.

*Card:* Trim four sides and round all corners. Attach card to face of carrier sheet using fugitive glue. Glue must allow for easy removal of the card with no damage to card or carrier sheet. Placement of card attachment to carrier sheet will be specified in the furnished electronic files or on the print order.

NOTE: IT IS THE CONTRACTOR’S RESPONSIBILITY TO ENSURE THAT THE NAME AND MAILING ADDRESS ON THE CARRIER SHEET CORRESPONDS TO THE NAME AND MAILING ADDRESS ON THE CARD.

### **CONSTRUCTION:**

Envelope must be open side, with gummed fold-over flap for sealing and contain high cut diagonal or side seams. Flap depth is at the contractor’s option, but must meet all USPS requirements.

Flap must be coated with suitable glue that will securely seal the envelopes without adhering to the contents, not permit resealing of the envelope, and permit easy opening by the recipient.

Face of envelope to contain one (1) die cut window with rounded corners. Window must be 1-1/4 x 4-3/4" located 9/16" from the bottom edge of the envelope and 3/4" from the left edge of the envelope. The long dimension of the window is to be parallel to the long dimension of the envelope.

Contractor has the option to adjust the size and position of the window opening, to accommodate the mailing address provided the visibility of the mailing address is not obscured, and other extraneous information is not visible when the material is inserted into the envelope.

Windows are to be covered with a poly-type transparent, low-gloss material that must be clear of smudges, lines, and distortions. Poly-type material must be securely affixed to the inside of the envelope so as to not interfere with insertion of contents. Window material must meet all current USPS readability standards/requirements.

**PACKING:** Insert each individual carrier sheet/card into a White No. 10 envelope with window. It is the contractor's responsibility to ensure that only the recipient's name and address on the carrier sheet show through the window of the envelope.

**LABELING AND MARKING:** No. 10 envelopes used for the mailing must be printed with the contractor's return address. Printing must be in black ink.

**CALL CENTER METRICS REPORTS:** While the Call Center is operational the Contractor is to furnish monthly reports that are to include, but are not limited to –

- Number of calls.
- Average time taken to answer calls.
- Average length of time on phone with caller.
- Number of calls per operator per hour.
- Percentage of time each operator is on a call.
- Number of calls per non-registration call reason.

Reports are to be emailed to: [nsar\\_admin@noaa.gov](mailto:nsar_admin@noaa.gov).

**DISTRIBUTION:**

Mail f.o.b. contractor's city to addresses nationwide, including Alaska and Hawaii, and to U.S. Territories.

NOTE: The U.S. Territories include, but are not limited to: Northern Mariana Islands, Guam, American Samoa, Puerto Rico, and U.S. Virgin Islands.

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

All mailing shall be made at the First Class rate – *reimbursable*.

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

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

Upon completion of each order, a copy of all billing invoices and postal receipts must be emailed to Scott Sauri. [Mail to: [nsar\\_admin@noaa.gov](mailto:nsar_admin@noaa.gov)]

All expenses incidental to submitting proofs and furnishing sample copies must be borne by the contractor.

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

Proofs must be emailed to Scott Sauri [Mail to: [nsar\\_admin@noaa.gov](mailto:nsar_admin@noaa.gov)] or made available via SFTP server.

No definite schedule for pickup of material can be predetermined.

**Schedule for First Print Order only –**

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

Contractor must furnish proofs within **five (5) workdays** of notification of availability of print order and furnished materials.

Proofs will be withheld no more than **10 workdays** from their receipt at the ordering agency until they are made available for pickup. (The first workday after receipt of proofs at the ordering agency is day one (1) of the hold time.)

NOTE: Government will notify the contractor of the “OK to print” or any changes and/or corrections via email.

**Schedule for Balance of Orders –**

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

Contractor must complete production and mailing within five (5) workdays of notification of availability of print order and furnished material.

The ship/deliver date indicated on the print order is the date products ordered for delivery f.o.b. contractor’s city must be delivered to the U.S. Postal Service.

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

Contractors are to report information regarding each order for compliance reporting purposes and include date of delivery (or shipment if applicable) for proofs and delivery schedules in accordance with the contract requirements by contacting Shared Support Services Compliance Section via e-mail to [compliance@gpo.gov](mailto:compliance@gpo.gov) or by calling (202) 512-0520 or faxing to (202) 512-1364. Personnel receiving the e-mail or call will be unable to respond to questions of a technical nature or 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. 1
  
- II. (1) 12 (2) 401
  
- III. (a) 548  
(b) 6  
(c) 15  
(d) 6  
(e) 6
  
- IV. 401

**SECTION 4. – SCHEDULE OF PRICES**

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

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

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

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

Bids submitted with NB (No Bid) or blank spaces for an item may be declared non-responsive.

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

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

Fractional parts of 100 or 1,000 will be prorated at the per-100 or per-1,000 rate.

**NOTE: The cost to produce and deliver the products for the test run must be charged under the applicable line items (See “TEST RUN” in SECTION 2).**

**I. PROOFS:**

PDF Soft Proofs .....per file set ..... \$ \_\_\_\_\_

**II. PRINTING, VARIABLE IMAGING, and BINDING:** Prices offered shall include the cost of all required materials and operations necessary (including paper) for the printing, variable imaging, and binding of the products listed in accordance with these specifications.

<u>Make-ready</u>	<u>Running Per</u>
<u>and/or Setup</u>	<u>10 Copies</u>
(1)	(2)

Required Products (Carrier sheet, Card & Envelope) .....\$ \_\_\_\_\_ \$ \_\_\_\_\_

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

**III. ADDITIONAL OPERATIONS:**

NOTE: Line item III.(a) must include the costs of all operators and computer/telephone equipment.

- (a) Toll-Free Call Center Line (including TTY line) ..... per call ..... \$ \_\_\_\_\_
- (b) Call Center Operating/Maintenance Fee.....per print order ..... \$ \_\_\_\_\_
- (c) Keying (data entry for registrations).....per registration ..... \$ \_\_\_\_\_
- (d) Follow-up Telephone Calls and Data Entry ..... per call ..... \$ \_\_\_\_\_
- (e) Reports..... per report ..... \$ \_\_\_\_\_

**IV. PACKING AND DISTRIBUTION:** Prices offered must be all-inclusive, as applicable, and must include the cost of envelopes, inserting; labeling and marking; and complete distribution, in accordance with these specifications.

Inserting into envelopes .....per 10 envelopes ..... \$ \_\_\_\_\_

**INSTRUCTIONS FOR BID SUBMISSION:** Fill out "SECTION 4. – SCHEDULE OF PRICES," initialing or signing each page in the space(s) provided. Submit two copies (original and one exact duplicate) of the "SCHEDULE OF PRICES" with two copies of the GPO Form 910, "BID" form. Do not enter bid prices on GPO Form 910; prices entered in the "SCHEDULE OF PRICES" will prevail.

Bidder \_\_\_\_\_

\_\_\_\_\_  
(City - State)

By \_\_\_\_\_

(Signature and title of person authorized to sign this bid)

\_\_\_\_\_  
(Person to be contacted)

\_\_\_\_\_  
(Telephone Number)