

|                                                        |                                                                                                                           |                       |                              |                       |                  |                       |                           |                       |            |
|--------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|-----------------------|------------------------------|-----------------------|------------------|-----------------------|---------------------------|-----------------------|------------|
| Program:                                               | 872-S R-1                                                                                                                 |                       |                              |                       |                  |                       |                           |                       |            |
| Term:                                                  | October 1, 2019 to February 28, 2021                                                                                      |                       |                              |                       |                  |                       |                           |                       |            |
| Title:                                                 | Title II Redesign Notices                                                                                                 |                       |                              |                       |                  |                       |                           |                       |            |
|                                                        |                                                                                                                           |                       |                              |                       |                  |                       |                           |                       |            |
|                                                        |                                                                                                                           |                       | <b>PINNACLE DATA SYSTEMS</b> |                       | <b>NPC, INC.</b> |                       | <b>CURRENT CONTRACTOR</b> |                       |            |
|                                                        |                                                                                                                           |                       | Suwanee, GA                  |                       | Claysburg, PA    |                       | NPC, Inc                  |                       |            |
| <b>ITEM NO.</b>                                        | <b>DESCRIPTION</b>                                                                                                        | <b>BASIS OF AWARD</b> | <b>UNIT RATE</b>             | <b>COST</b>           | <b>UNIT RATE</b> | <b>COST</b>           | <b>UNIT RATE</b>          | <b>COST</b>           |            |
| <b>I. COMPOSITION:</b>                                 |                                                                                                                           |                       |                              |                       |                  |                       |                           |                       |            |
|                                                        | Envelopes.....per envelope.....                                                                                           | 12                    | No Charge                    | \$0.00                | No Charge        | \$0.00                | No Charge                 | \$0.00                |            |
| <b>II. PROOFS:</b>                                     |                                                                                                                           |                       |                              |                       |                  |                       |                           |                       |            |
| (a)                                                    | PDF Proofs.....per proof.....                                                                                             | 23                    | No Charge                    | \$0.00                | No Charge        | \$0.00                | No Charge                 | \$0.00                |            |
| (b)                                                    | Color content proofs.....per trim/page-size unit.....                                                                     | 264                   | \$20.00                      | \$5,280.00            | No Charge        | \$0.00                | \$1.00                    | \$264.00              |            |
| (c)                                                    | Ink jet color proofs.....per trim/page-size unit.....                                                                     | 264                   | \$20.00                      | \$5,280.00            | No Charge        | \$0.00                | \$1.00                    | \$264.00              |            |
| <b>III. PROCESSING/FORMATTING FILES:</b>               |                                                                                                                           |                       |                              |                       |                  |                       |                           |                       |            |
|                                                        | Processing/Formatting Files.....per mailer/workload.....                                                                  | 2                     | No Charge                    | \$0.00                | No Charge        | \$0.00                | No Charge                 | \$0.00                |            |
| <b>IV. PREPRODUCTION TESTS:</b>                        |                                                                                                                           |                       |                              |                       |                  |                       |                           |                       |            |
| (a)                                                    | Transmission Test.....per test.....                                                                                       | 1                     | No Charge                    | \$0.00                | No Charge        | \$0.00                | No Charge                 | \$0.00                |            |
| (b)                                                    | Validation Test.....per test.....                                                                                         | 1                     | No Charge                    | \$0.00                | No Charge        | \$0.00                | No Charge                 | \$0.00                |            |
| <b>V. PRINTING, IMAGING, AND CONSTRUCTION/BINDING:</b> |                                                                                                                           |                       |                              |                       |                  |                       |                           |                       |            |
| (a)                                                    | *Daily makeready/setup charge.....                                                                                        | 250                   | No Charge                    | \$0.00                | \$100.00         | \$25,000.00           | \$470.00                  | \$117,500.00          |            |
| (b)                                                    | Notices: Printing and imaging in black only, including binding.....per 1,000 leaves.....                                  | 63780                 | \$11.00                      | \$701,580.00          | \$9.22           | \$588,051.60          | \$11.25                   | \$717,525.00          |            |
| (c)                                                    | Form SSA-3105: Printing face and back in black ink, including binding.....per 1,000 forms.....                            | 608                   | \$11.00                      | \$6,688.00            | \$8.00           | \$4,864.00            | \$14.17                   | \$8,615.36            |            |
| (d)                                                    | Saddle-Stitched Booklets (3-1/2 x 8): Printing in two inks colors, including binding.....per 1,000 complete booklets..... | 17                    | \$35.00                      | \$595.00              | \$200.00         | \$3,400.00            | \$104.27                  | \$1,772.59            |            |
| (e)                                                    | Saddle-Stitched Booklets (5-1/4 x 8): Printing in two inks colors, including binding.....per 1,000 complete booklets..... | 1199                  | \$35.00                      | \$41,965.00           | \$45.00          | \$53,955.00           | \$79.00                   | \$94,721.00           |            |
| (f)                                                    | Factsheet: Printing face and back in two ink colors, including binding.....per 1,000 factsheets.....                      | 40                    | No Charge                    | \$0.00                | \$13.80          | \$552.00              | \$20.20                   | \$808.00              |            |
| (g)                                                    | Leaflets: Printing face and back in two ink colors, including binding.....per 1,000 leaflets.....                         | 8                     | No Charge                    | \$0.00                | \$13.80          | \$110.40              | \$9.13                    | \$73.04               |            |
| (h)                                                    | Green BRM Envelope: Printing in black ink, including construction.....per envelopes.....                                  | 1120                  | No Charge                    | \$0.00                | \$7.37           | \$8,254.40            | \$11.70                   | \$13,104.00           |            |
| (i)                                                    | CRM and CRM CMS Envelopes: Printing in black ink, including construction.....per 1,000 envelopes.....                     | 290                   | No Charge                    | \$0.00                | \$10.09          | \$2,926.10            | \$23.90                   | \$6,931.00            |            |
| (j)                                                    | Mailout Envelopes: Printing in black ink, including construction.....per 1,000 envelopes.....                             | 31000                 | No Charge                    | \$0.00                | \$9.08           | \$281,480.00          | \$9.75                    | \$302,250.00          |            |
| <b>VI. PAPER: Per 1,000 leaves</b>                     |                                                                                                                           |                       |                              |                       |                  |                       |                           |                       |            |
| (a)                                                    | Notices: White Offset Book (50-lb.).....                                                                                  | 63,780                | \$6.00                       | \$382,680.00          | \$6.20           | \$395,436.00          | \$8.68                    | \$553,610.40          |            |
| (b)                                                    | Form SSA-3105: White Writing (20-lb.).....                                                                                | 608                   | \$6.00                       | \$3,648.00            | \$8.40           | \$5,107.20            | \$6.25                    | \$3,800.00            |            |
| (c)                                                    | Booklet (3-1/2 x 8): White Offset Book (60-lb.).....                                                                      | 336                   | \$3.00                       | \$1,008.00            | \$4.30           | \$1,444.80            | \$4.30                    | \$1,444.80            |            |
| (d)                                                    | Booklet (5-1/4 x 8): White Offset Book (60-lb.).....                                                                      | 17,333                | \$3.50                       | \$60,665.50           | \$4.00           | \$69,332.00           | \$5.48                    | \$94,984.84           |            |
| (e)                                                    | Factsheet: White Offset Book (60-lb.).....                                                                                | 40                    | \$14.00                      | \$560.00              | \$11.39          | \$455.60              | \$9.74                    | \$389.60              |            |
| (f)                                                    | Leaflet: White Offset Book (60-lb.).....                                                                                  | 8                     | \$14.00                      | \$112.00              | \$11.39          | \$91.12               | \$9.74                    | \$77.92               |            |
| (g)                                                    | Green BRM Envelope: Green Writing (20-lb.).....                                                                           | 1,120                 | \$19.00                      | \$21,280.00           | \$7.37           | \$8,254.40            | \$11.70                   | \$13,104.00           |            |
| (h)                                                    | CRM and CRM CMS Envelopes: White Writing (20-lb.).....                                                                    | 290                   | \$12.00                      | \$3,480.00            | \$10.09          | \$2,926.10            | \$23.90                   | \$6,931.00            |            |
| (i)                                                    | Mailout Envelope: White Wove (24-lb.).....                                                                                | 31000                 | \$22.00                      | \$682,000.00          | \$9.08           | \$281,480.00          | \$9.75                    | \$302,250.00          |            |
| <b>VII. ADDITIONAL OPERATIONS</b>                      |                                                                                                                           |                       |                              |                       |                  |                       |                           |                       |            |
|                                                        | Destruction of outdated stock.....per 1,000 pieces.....                                                                   | 1,380                 | No Charge                    | \$0.00                | \$1.00           | \$1,380.00            | No Charge                 | \$0.00                |            |
| <b>VIII. INSERTING AND MAILING:</b>                    |                                                                                                                           |                       |                              |                       |                  |                       |                           |                       |            |
| (a)                                                    | Mailer 1.....per 1,0000 mailers.....                                                                                      | 29500                 | \$25.00                      | \$737,500.00          | \$24.70          | \$728,650.00          | \$30.66                   | \$904,470.00          |            |
| (b)                                                    | Mailer 2.....per 1,0000 mailers.....                                                                                      | 1,500                 | \$25.00                      | \$37,500.00           | \$24.70          | \$37,050.00           | \$30.66                   | \$45,990.00           |            |
| <b>CONTRACTOR SUBTOTALS</b>                            |                                                                                                                           |                       |                              | <b>\$2,691,821.50</b> |                  | <b>\$2,500,200.72</b> |                           | <b>\$3,190,880.55</b> |            |
| <b>DISCOUNT</b>                                        |                                                                                                                           |                       |                              | <b>1.00%</b>          | \$26,918.22      | <b>0.25%</b>          | \$6,250.50                | <b>0.25%</b>          | \$7,977.20 |
| <b>DISCOUNTED TOTALS</b>                               |                                                                                                                           |                       |                              | <b>\$2,664,903.28</b> |                  | <b>\$2,493,950.22</b> |                           | <b>\$3,182,903.35</b> |            |
|                                                        |                                                                                                                           |                       |                              |                       |                  | <b>AWARDED</b>        |                           |                       |            |

U.S. GOVERNMENT PUBLISHING OFFICE  
Washington, DC

GENERAL TERMS, CONDITIONS, AND SPECIFICATIONS

For the Procurement of  
**Title II Redesign Notices**

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 approximately 18 months beginning **October 1, 2019** and ending **February 28, 2021**, 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. *NOTE: The period from October 1, 2019 through February 29, 2020 will be used by the contractor for testing and interfacing with SSA's National File Transfer Management System (FTMS) for electronic transmission of files from SSA to the production facility; actual production begins March 1, 2020.*

**BID OPENING:** Bids shall be publicly opened at 11:00 a.m., prevailing Washington, DC time **August 19, 2019**.

**BID SUBMISSION:** Submit bid in pre-addressed envelope furnished with solicitation or send to: U.S. Government Publishing Office, Bid Section, Room C-848, Stop: CSPS, 732 North Capitol Street, NW, Washington, DC 20401. Facsimile bids in response to this solicitation are permitted. Facsimile bids may be submitted directly to the GPO Bid Section, Fax No. (202) 512-1782. The program number and bid opening date must be specified with the bid. Refer to Facsimile Bids in Solicitation Provisions of GPO Contract Terms, GPO Publication 310.2, as revised January 2018. Hand delivered bids are to be taken to: GPO Bookstore, 710 North Capitol Street, NW, Washington, DC, between the hours of 8:00 a.m. and 4:00 p.m., prevailing Washington, DC, time, Monday through Friday. The contractor is to follow the submission instructions posted in the Bid Submission/Opening area. If further instruction or assistance is required, call (202) 512-0526. *NOTE: The GPO 910 "BID" Form is no longer required. Bidders are to fill out, sign/initial, as applicable, all pages of SECTION 4. – SCHEDULE OF PRICES.*

**BID RESTRICTIONS:** Due to time constraints, bidders must possess an SSA installed/active data connection between the exact location specified by the bidder and SSA's National Computer Center (NCC). SSA must have security-cleared the bidder's physical location(s) used for production of materials for this contract, and all employees must passed Final Suitability (for same locations) completed prior to bid submission in order to be eligible for award of this contract. *NOTE: If bidder does not have these requirements completed prior to bid submission, then the bidder will be declared non-responsible.*

**BIDDERS, PLEASE NOTE:** *This program was formerly Program 325-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:

**The specifications in this contract cover one large SSA workload transmitted daily. As such, this workload must not be produced at multiple facilities and therefore cannot be transferred interchangeably between multiple plant locations. Any mention in this contract of multiple locations/facilities, refers to the primary location and a back-up facility only.**

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) 512-0310 or email [aps-team1@gpo.gov](mailto:aps-team1@gpo.gov).

## SECTION 1. - GENERAL TERMS AND CONDITIONS

**GPO CONTRACT TERMS:** Any contract which results from this Invitation for Bid will be subject to the applicable provisions, clauses, and supplemental specifications of GPO Contract Terms (GPO Publication 310.2, effective December 1, 1987 (Rev 01-18)) and GPO Contract Terms, Quality Assurance through Attributes Program for Printing and Binding (GPO Publication 310.1, effective May 1979 (Rev. August 2002)).

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

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

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

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

**SUBCONTRACTING:** The predominant production functions are the laser/ion deposition of data for the printing/imaging of notices, the inserting of items into mailout envelopes, and the disposal/destruction of waste materials. Any bidder who cannot perform the predominant production functions will be declared non-responsible.

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, the contractor must submit a new subcontractor's information to the Government for approval 15 calendar days prior to the start of production at that facility.

If the contractor plans to enter into a "Contractor Team Arrangement," or Joint Venture, to fulfill any requirements of this contract, they must comply with the terms and regulations as detailed in the Printing Procurement Regulation (GPO Publication 305.3; Rev. 2-11).

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

Product Quality Levels:

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

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

- (a) Non-destructive Tests - General Inspection Level I.
- (b) Destructive Tests - Special Inspection Level S-2.
- (c) Transparent, low-gloss, poly-type window material, covering the envelope window must pass a readability test with a rejection rate of less than 1/4% when run through a United States Postal Service (USPS) OCR Scanner.
- (d) Exception: ANSI X3.17 "Character Set for Optical Character Recognition (OCR A)" shall apply to these specifications. The revisions of this standard which are effective as of the date of this contract are those which shall apply.
- (e) Exception: The Data Matrix 2D barcodes must be in accordance with the requirements of ANSI MH 10.8.3M unless otherwise specified.
- (f) The payment portion below the micro-perforation on the "payment stub," once detached, will be scanned and must function properly when processed through the current high speed scanning equipment at SSA. A form is a reject and will be considered a major defect when its OCR print cannot be correctly deciphered on the first pass through the scanning equipment.

**NOTE:** Use of equipment or ink which in any way adversely affects the scannability of the payment stub will not be allowed.

ANSI Standards may be obtained from the American National Standards Institute, 25 West 43<sup>rd</sup> Street, 4<sup>th</sup> Floor, New York, NY 10036.

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-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. Type Quality and Uniformity       | O.K. Proofs, Average Type Dimension in Publication<br>Electronic Media/Camera Copy/Manuscript Copy |
| P-9. Solid and Screen Tint Color Match | 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 **October 1, 2019** to **February 28, 2021**, and the second and any succeeding period(s) will extend for 12 months from the end of the last preceding period, except that the length of the final period may vary. The first day of the second and any succeeding period(s) will be the effective date of the economic price adjustment for that period.

**NOTE: The term of the first contract year (base year) is expected to be approximately 18 months; however, the Economic Price Adjustment will be based on the date of actual production. Actual production begins March 1, 2020.**

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 **November 30, 2019**, called the base index. The percentage change (plus or minus) of the variable index from the base index will be the economic price adjustment for the period being considered for adjustment.

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

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

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

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

1. BLS code 0913-01 for “Offset and Text” will apply to all paper required under this contract.
2. The applicable index figures for the month of **February 2020** 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:

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

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

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

The Contracting Officer will give written notice to the contractor of any adjustments to be applied to invoices for orders placed during months affected by this clause. In no event, however, will any price adjustment be made which would exceed the maximum permissible under any law in effect at the time of the adjustment. The adjustment, if any, shall not be based upon the actual change in cost to the contractor, but shall be computed as provided above.

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

All requirements, starting with Security Requirements below, through page 13 must be completed and approved at time of solicitation of this contract, if not the bidder will be declared non-responsive.

**SECURITY REQUIREMENTS - Protection of Confidential Information**

- (a) The contractor must restrict access to all confidential information obtained from the Social Security Administration in the performance of this contract to those employees and officials who need it to perform the contract. Employees and officials who need access to confidential information for performance of the contract will be determined at the postaward conference between the Contracting Officer and the responsible contractor representative.
- (b) The contractor must process all confidential information obtained from SSA in the performance of this contract under the immediate supervision and control of authorized personnel, and in a manner that will protect the confidentiality of the records in such a way that unauthorized persons cannot retrieve any such records.
- (c) The contractor must inform all personnel with access to the confidential information obtained from SSA in the performance of this contract of the confidential nature of the information and the safeguards required to protect this information from improper disclosure.
- (d) For knowingly disclosing information in violation of the Privacy Act, the contractor and the contractor employees may be subject to the criminal penalties as set forth in 5 U.S.C. Section 552a (i)(1), which is made applicable to contractors by 5 U.S.C. 552a (m)(1) to the same extent as employees of the SSA. For knowingly disclosing confidential information as described in section 1106 of the Social Security Act (42 U.S.C. 1306), the contractor and contractor's employees may also be subject to the criminal penalties as set forth in that provision.
- (e) The contractor must ensure 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 are required to sign Form SSA 301-Contractor Personal Security Certification. (See Exhibit A.)

A copy of this signed certification must be forwarded to: Social Security Administration, Division of Printing Management, Attn: Kate Schmidt, 1369 Annex Building, 6401 Security Boulevard, Baltimore, MD 21235-6401.

- (f) All confidential information obtained from SSA for use in the performance of this contract must, at all times, be stored in an area that is physically safe from unauthorized access.
- (g) Performance of this contract may involve access to tax return information as defined in 26 U.S.C. Section 6103(b) of the Internal Revenue Code (IRC). All such information must be handled as confidential and may not be disclosed without the written permission of SSA. For willingly disclosing confidential tax return information in violation of the IRC, the contractor and contractor employees may be subject to the criminal penalties set forth in 26 U.S.C. Section 7213.
- (h) The Government reserves the rights to conduct on-site visits to review the contractor's documentation and in-house procedures for protection of confidential information.
- (i) If a subcontractor is used for the sorting and/or mailing of the notices of this contract, the subcontractor must conform to all security requirements of the contract.

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

See Exhibit B: SSA External Service Provider Security Requirements.

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

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

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

- b) Upon request from the SSA Printing Management Branch, the contractor shall provide access to the hosting facility to the U.S. Government or authorized agents for inspection and facilitate an on-site security risk and vulnerability assessment.

- c) The solution must meet Federal Information Processing Standards (FIPS) and guidance developed by the National Institute of Science and Technology (NIST) under its authority provided by the Federal Information Security Management Act (FISMA) to develop security standards for federal information processing systems, and Office of Management and Budget's (OMB) Circular A-130 Appendix III.

- d) Solutions classified as Cloud Service Providers (CSP) must adhere to additional FedRAMP security control requirements. Further information may be found at: <http://www.gsa.gov/portal/category/102371>. As part of these requirements, CSPs must have a security control assessment performed by a Third Party Assessment Organization.

*NOTE: A Third Party Assessment Organization (3PAO) is an organization that has been certified to help cloud service providers and Government agencies meet FedRAMP compliance regulations. Accredited 3PAOs can be found at <https://marketplace.fedramp.gov/#/assessors?sort=assessorName>.*

- e) Before SSA provides data to the contractor, the contractor shall submit a System Security Plan (SSP), which documents how the solution implements security controls in accordance with the designated FIPS 199 security categorization and the Minimum Security Requirements for Federal Information and Information Systems. This SSP requires the use of NIST SP 800-53, or the contractor shall provide a Security Assessment Package (SAP) completed by either an independent assessor or another Federal agency.

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

- f) SSA will consider a self-assessment of security controls for solutions that do not involve sensitive information or Personally Identifiable Information (PII).

*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.*

***References (Refer to the most up to date revision):***

- Federal Information Security Management Act (FISMA) of 2002.
- Clinger-Cohen Act of 1996 also known as the “Information Technology Management Reform Act of 1996.”
- Privacy Act of 1974 (5 U.S.C. § 552a).
- Homeland Security Presidential Directive (HSPD-12), “Policy for a Common Identification Standard for Federal Employees and Contractors,” August 27, 2004.
- Office of Management and Budget (OMB) Circular A-130, “Management of Federal Information Resources,” and Appendix III, “Security of Federal Automated Information Systems,” as amended.
- OMB Memorandum M-04-04, “E-Authentication Guidance for Federal Agencies.”
- FIPS PUB 199, “Standards for Security Categorization of Federal Information and Information Systems.”
- FIPS PUB 200, “Minimum Security Requirements for Federal Information and Information Systems.”
- FIPS PUB 140-2, “Security Requirements for Cryptographic Modules.”
- NIST Special Publication 800-18, “Guide for Developing Security Plans for Federal Information Systems.”
- NIST Special Publication 800-30, “Risk Management Guide for Information Technology Security Risk Assessment Procedures for Information Technology Systems.”
- NIST Special Publication 800-34, “Contingency Planning Guide for Information Technology Systems.”
- NIST SP 800-37 “Guide for the Security Certification and Accreditation of Federal Information Systems.”
- NIST Special Publication 800-47, “Security Guide for Interconnecting Information Technology Systems.”
- NIST Special Publication 800-53, “Recommended Security Controls for Federal Information Systems.”
- NIST Special Publication 800-53A, “Guide for Assessing the Security Controls in Federal Information Systems, “CIO Council’s Federal Identity, Credential, and Access Management (FICAM) Roadmap and Implementation Guidance.”
- NIST Special Publication 800-60.
- OMB M-07-16, AIMS Chapter 15: Personally Identifiable Information Loss and Remediation.

***All External Service Providers (ESP) are subject to the following security requirements:***

- All ESPs are subjected to SSA’s Security Authorization Process, which will entail security testing and evaluation of the in-place security controls. For more information see NIST SP 800-37, Revision 1.
- ESPs must follow NIST SP 800-53 Revision 4 *Recommended Security Controls for Federal Information Systems and Organizations* for protecting Low or Moderate impact level information as categorized by FIPS 199 for the information system.

**NOTE:** Systems that contain Personally Identifiable Information (PII) are considered “Moderate.”

- ESPs must document all deployed (applicable) and planned controls for an information system in a System Security Plan that is in NIST-compliant format. Refer to NIST SP 800-18.
- ESPs classified as Cloud Service Providers (CSP) must adhere to additional FedRAMP security control requirements. Further information may be found at: <http://www.gsa.gov/portal/category/102371>. As part of these requirements, CSPs must have a security control assessment performed by a Third Party Assessment Organization.
- Upon request from SSA, the ESP shall provide the following network security information and documentation for review and audit purposes:
  - All information security control artifacts required to support the Security Assessment and Authorization (SA&A) process.
  - Intrusion Detection Systems (IDS) configuration.
  - Network firewall configuration.



- Server and network device patching schedules and compliance.
- Server, network device, and security logs.
- Detailed hardware inventory including servers, network devices, and storage.

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

See Exhibit B: SSA External Service Provider 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: External Hosted Information System Plan (ESP) Template

**PHYSICAL SECURITY:** Contractor's facilities storing SSA assets and information are required to meet the Interagency Security Committee's 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 60 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:** It is the contractor's responsibility to properly safeguard personally identifiable information from loss, theft, or inadvertent disclosure and to immediately notify the Government of any loss of personally identifiable information. Personally identifiable information is "any information which can be used to distinguish or trace an individual's identity, such as their name, social security number, biometric records, etc., alone or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc."

NOTE: These requirements apply to all contractor's facilities used for production of the notices.

***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 logoff 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. This includes 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 SSA, Division of Printing Management, within 24 hours, whenever a systems security violation is discovered or suspected.

***Applicability -***

The responsibility to protect personally identifiable information applies during the entire term of this contract and all option year terms if exercised. All contractors must secure and retain written acknowledgement from their employees stating they understand these policy provisions and their duty to safeguard personally identifiable information.

These policy provisions include, but are not limited to, the following:

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

***The following list provides examples of situations where personally identifiable information is not properly safeguarded –***

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

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

Whenever the contractor's employee has doubts about a specific situation involving their responsibilities for safeguarding personally identifiable information, they should consult the GPO and/or SSA.

**SECURITY AND SUITABILITY REQUIREMENTS FOR GOVERNMENT PRINTING (NOV 2018):**

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

**(a) Suitability Process**

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

**(1) Suitability Document Submission**

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

**(2) e-QIP Application**

- a. Once SSA receives all completed documents, listed in (a)(1), the Center for Suitability and Personnel Security (CSPS) will initiate the e-QIP process using the e-QIP applicant listing. CSPS will email the e-QIP notification to the CPOC and COR inviting vendor personnel to the e-QIP website to electronically complete the background investigation form (Standard Form (SF) 85P, Questionnaire for Public Trust Positions).
- 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. (See Exhibit J.)

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 eQIP 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. 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. (See Exhibit K.)
- c. If the vendor needs to mail completed FD 258 fingerprint cards, the vendor can send them, via certified mail along with a completed Vendor Personnel Suitability Cover Sheet to: Social Security Administration, Center for Suitability and Personnel Security, Attn: Suitability Program Officer, 6401 Security Boulevard, 2246 Annex Building, Baltimore, MD 21235.

(4) Status Check

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

**(b) Suitability Determination**

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

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

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

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

If vendor personnel previously received a suitability determination from SSA or another Federal agency, the CPOC should include this information next to the vendor personnel's name on the initial applicant listing (see paragraph (a)(1)b.) along with the OF306. CSPS will review the information. If CSPS determines another suitability determination is not required, it will provide a letter to the CPOC and the COR indicating the vendor personnel was previously cleared under another Federal contract and does not need to go through the suitability determination process again.

**(d) Unsuitable Determinations**

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

OR

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

**(e) Vendor Notification to Government**

The vendor shall notify the COR and CSPPS within one business day if any vendor personnel is arrested or charged with a crime, or if there is any other change in the status of vendor personnel (e.g., leaves the company, no longer works under the vendor, the alien status changes, etc.) that could affect their suitability determination. The vendor must provide in the notification as much detail as possible, including, but not limited to: name(s) of vendor personnel whose status has changed, SSA vendor number, the type of charge(s), if applicable, date of arrest, the court date, jurisdiction, and, if available, the disposition of the charge(s).

***\*Email Procedures:***

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

***To Encrypt a File using WinZip:***

- i. Save the file to contractor's hard drive
- ii. Open Windows Explorer and locate the file
- iii. Right click on the file
- iv. Select "WinZip"
- v. Select "Add to Zip File"
- vi. An Add box pops up. Near the bottom of the box is an "Options" area
- vii. Click the "Encrypt added files" checkbox
- viii. Click the "Add" button
- ix. Check the "Hide Password" checkbox if not already checked
  - a. Enter a string of characters as a password composed of letters, numbers, and special characters (minimum 8 characters – maximum 64)
  - b. Select the 256-Bit AES encryption radio button
  - c. Click "OK"
- x. The file has been successfully encrypted, and the new Zip file can now be attached to an email.

***Providing the Recipient with the Password:***

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

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

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

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

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

**SUITABILITY DETERMINATION:** A Federal Bureau of Investigation fingerprint check is part of the basis used for making a suitability determination. This determination is final unless information obtained during the remainder of the full background investigation, conducted by the Office of Personnel Management, is such that SSA would find the contractor personnel unsuitable to continue performing under this contract. CPSPM will notify the CPOC, COTR, and Contracting Officer of the result of these determinations.

NOTE: Due to PII issues, the Government cannot provide production test files to the contractor until all Public Trust Security Requirements and Suitability Determination 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-responsive.

**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 of all of the contractor's and any subcontractor's computer, printing, inserting, and mailing equipment which will be used on this contract or to require other evidence of technical, production, managerial, financial, and similar abilities to perform, prior to the award of a contract.

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

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

If the Government, during the preaward survey, concludes that the contractor does not or cannot meet all of the requirements as described in this contract, the contractor will be declared non-responsive.

***Preaward Production Plans*** – The contractor must 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.

This requirement applies to all security requirements, tests, and live production. If the contractor intends to change processes described in the production plans during the term of the contract, they must provide updated plans to SSA/GPO for review and approval prior to implementing any changes.

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

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

**THESE PROPOSED PLANS ARE SUBJECT TO REVIEW AND APPROVAL BY THE GOVERNMENT, AND AWARD WILL NOT BE MADE PRIOR TO APPROVAL OF SAME. THE GOVERNMENT RESERVES THE RIGHT TO WAIVE SOME OR ALL OF THESE PLANS.**

**Backup Facility** – The failure to deliver these notices in a timely manner would have an impact on the daily operations of SSA. Therefore, if for any reason(s) (Act of God, labor disagreements, etc.) the contractor is unable to perform at said locations for a period longer than two (2) workdays, the 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 pre-award survey. These plans must include the location of the facility to be used, equipment available at the facility, security plans at the facility, and a timetable for the start of production at that facility.

Part of the plans 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 sensitive nature of the notices produced on this contract, the contractor must maintain the original schedule set forth in this contract. Transfer of production to the backup facility must be approved by SSA.

**Quality Control Plan** – The contractor must provide and maintain, within their 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 must 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 must describe in detail their quality control/quality assurance and recovery plans describing how, when, and by whom the plans will be performed.

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

The quality control plan must account for the number of pieces mailed daily, and must also cover the security over the postage meters, as well as the controls for the setting of the meters (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 rerunning in the event of an unsatisfactory sample, and contain control systems that will detect defective, missing, or mutilated pieces.

The plan should include the sampling interval the contractor intends to utilize. The contractor will be required to create two (2) quality control samples every 4,000 notices. Mailers with low volumes (less than 4,000) will require at least one (1) set of samples to be produced. The samples are to be drawn from the production stream at the same time:

- One (1) sample will be drawn, inspected, and retained as part of the contractor’s quality assurance records.
- One (1) sample will be drawn for the Social Security Administration and packed with associated pieces from each print order and shipped to Social Security Administration, Division of Printing Management, Attn: Kate Schmidt, 1369 Annex Building, 6401 Security Boulevard, Baltimore, MD 21235-6401.

Samples must be bulk shipped back to SSA weekly for each print order. The contractor must ship the quality control samples for a particular print order within two (2) workdays of the last mailing date of that print order.

The plans 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 1-18)).

The plan must monitor all aspects of the job including material handling and mail flow to assure 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.

Contractor must submit samples of the automated 100% Accountability Audit and Summary Reports.

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.

This plan must demonstrate the contractor’s ability to provide complete hardware and software compatibility with SSA’s existing network (see “FILE TRANSFER MANAGEMENT SYSTEM (FTMS) REQUIREMENTS” and “TRANSMISSION TESTS” for additional information).

The contractor must complete a System Plan. (See Exhibit M.)

Included with the Computer System Plan must be a resume for each employee responsible for the monitoring and the programming of the contractor’s computer system and file transmissions. If the contractor plans to use a consultant 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 Advanced Function Presentation (Mixed Mode or Fully Composed) resources and files.



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

**Material Handling and Inventory Control Plan** – This plan should explain in detail how the following materials will be handled: incoming raw materials; work-in-progress materials; quality control inspection materials; USPS inspection materials; and all outgoing materials cleared for USPS pick-up/delivery.

**Personnel Plan** – In conjunction with the required applicant listing (see “SECURITY AND SUITABILITY REQUIREMENTS FOR GOVERNMENT PRINTING”), this plan should include a listing of all personnel who will be involved with this contract. For any new employees, the plan should include the source of these employees and a description of the training programs the employees will receive 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 for any materials necessary under this contract. If a subcontractor will be handling SSA notices, 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.

NOTE: 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 15 calendar days prior to production to submit to the Government the new subcontractor’s information.

**Security Control Plan** - The contractor must 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 must 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 must 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 (SSP), which documents how the solution implements security controls in accordance with the designated FIPS 199 security categorization and the Minimum Security Requirements for Federal Information and Information Systems. This SSP requires the use of NIST SP 800-53, or the contractor shall provide a Security Assessment Package (SAP) completed by either an independent assessor or another Federal agency.

**Materials** – The contractor is required to explain how all accountable materials will be handled throughout all phases of production.

**Production Area** – The contractor must provide a secure area(s) dedicated to the processing and storage of data for SSA 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) must be limited to security-trained employees involved in the production of notices.

Part of the Production Area Plan must 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 (e.g., 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”. All documents to be destroyed cannot leave the security of the building and must be destroyed at contractor’s printing site. The contractor must specify the method planned to dispose of the material. Subcontracting is not allowed.

**UNIQUE IDENTIFICATION NUMBER:** Unique identification numbers will be used to track each individual notice, thereby providing 100% accountability. This enables the contractor to track each notice through completion of the project. The contractor will be required to create a test sample every 4,000 notices. Each file must have a minimum of one (1) test sample. This sample must have a unique number and must be produced on each notice. The contractor will generate a list of the unique identifying numbers for each sample. As samples are pulled, the unique numbers will be marked off the list. This enables the contractor to track which samples have been produced and pulled and what records have been produced.

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

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

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

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

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

NOTE: Contractor must have all hardware, programming, and finalized reports in place to meet this requirement. The equipment must arrive at least 90 calendar days prior to the start of live production, on March 1, 2020. Contractor must submit a sample of their proposed Audit and Summary reports with the required preaward production plans for approval. The Government considers grounds for the immediate default of this contract if the contractor, at any time, is unable to perform or found not complying with any part of this requirement.

Notice integrity must be defined as follows:

- Each notice must 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 must be defined as follows:

- All notices received from SSA for each file date were printed, inserted, and entered correctly into the United States postal system.

The contractor is responsible for providing the **automated** inserted notice tracking/reporting systems and processes required to validate that 100% of all notices received from SSA were printed, all pages for each notice with the correct inserts are accounted for, inserted, and mailed correctly.

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

- (a) Uniquely identifying each notice and corresponding notice leaves within 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. 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.

- (c) 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.
- (d) 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.
- (e) 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.
- (f) Generate a new production file for all missing, diverted, or mutilated notices (reprint file).
- (g) Contractor must generate an automated audit report from the information gathered from scanning for each mailer number, file date, and for each notice (manual inputs are not allowed). This audit report will contain detailed information for each notice as outlined above for each individual file by mailer number and file date. Contractor must maintain this information for 210 calendar days after mailing.
- (h) Audit report must contain the following information:
  - 1. Job name
  - 2. Mailer number, file date, and mail date(s)
  - 3. Machine ID
  - 4. Date of production with start and end time for each phase of the run (i.e., machine ID).
  - 5. Start and end sequence numbers in each run
  - 6. Status of all sequence numbers in a run
  - 7. Total volume in run
  - 8. Status report for all incidents for each sequence number and cause (i.e., inserted, diverted, and reason for divert such as missing sequence number, missing leaves, mutilated, duplicate, pulled for inspection, etc.)
  - 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, 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.

See Exhibit N: 100% Accountability Audit and Summary Report

- (i) 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 N: 100% Accountability Audit and Summary Report):
1. Job information - Job name, file date, Mailer number, piece quantity, sequence start and end number, if multiple batches for a single file include number of batches and batch number (i.e., 1 of 4, due date, etc.).
  2. Job Start Time and Job End Time
  3. Volume of sequence numbers associated with an individual file by mailer number and file date that were inserted and date completed
  4. Volume of reprints that were inserted for each file date and when completed.
  5. Total volume inserted for each file date and final date and time that each batch was completed.

A PDF copy of the summary report(s) and matching USPS Certificate of Bulk Mailing, USPS 3607R, and/or GPO 712 form(s) must be submitted to Kate Schmidt at [Kathryn.Schmidt@ssa.gov](mailto:Kathryn.Schmidt@ssa.gov) for each file date within two (2) workdays of mailing.

Contractor must submit a sample of their **Audit and Summary reports (see Exhibit N)** with the required preaward production plans for Government review and 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 an MS Word, MS Excel, or PDF file to Jamey Cunningham at [Jamey.Cunningham@ssa.gov](mailto:Jamey.Cunningham@ssa.gov).

NOTE: The Government reserves the right to conduct an audit at any time during the term of the contract. The audit team will provide the contractor a minimum of 24-hour notice prior to audit. If the contractor produces multiple SSA contracts, the audit team will provide a list of contracts and print orders that they will require full audit reports, summary reports, and postal documentation for during the audit. The contractor must provide the required audit reports within one (1) hour of request. The audit team will grant one (1) hour for each report to be pulled. The audit team may request a full tour and demonstration of the accountability process at the time of the audit. A wrap-up meeting will occur at the conclusion of the audit. The audit team will review their findings with the contractor at this time. The contractor will need to provide, in writing, responses to all findings, questions, and concerns within one (1) week of the wrap-up meeting. The Government considers grounds for the immediate default of this contract if the contractor, at any time, is unable to perform or found not in compliance with any part of this requirement.

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 the contractor produce individual pieces in transit within the plant, however, the contractor must demonstrate they will have an audit trail established that has the ability to comply with this type of request if and when the need arises.*

**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 had 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, 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:** 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. NOTE: Person(s) that the contractor deems necessary for the successful implementation of the contract must be in attendance.

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

The contractor must meet with SSA Division of Mail and Postage Policy (DMPP) 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.

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.

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.

**THE GOVERNMENT RESERVES THE RIGHT TO WAIVE THE PREPRODUCTION MEETING.**

**ASSIGNMENT OF JACKETS, PURCHASE, TASK AND PRINT ORDERS:** A GPO jacket number will be assigned and a purchase order issued to the contractor to cover the 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 quantity to be produced and any other information pertinent to the order.

**ORDERING:** Items to be furnished under the contract must be ordered by the issuance of weekly print orders supplemented by daily electronic task orders. Orders may be issued under the contract from **October 1, 2019** through **February 28, 2021** plus for such additional periods 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 will detail the daily volume of notices required. A print order (GPO Form 2511) to 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 must be completed by the contractor within the time specified in the order, and the rights and obligations of the contractor and the Government respecting those orders shall be governed by the terms of this contract to the same extent as if completed during the effective period of this contract.

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

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

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

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

## PRIVACY ACT

(a) The contractor agrees:

- (1) to comply with the Privacy Act of 1974 and the rules and regulations issued pursuant to the Act in the design, development, or operation of any system of records on individuals in order to accomplish an agency function when the contract specifically identifies (i) the system or systems of records and (ii) the work to be performed by the contractor in terms of any one or combination of the following: (A) design, (B) development, or (C) operation;
- (2) to include the solicitation notification contained in this contract in every solicitation and resulting subcontract and in every subcontract awarded without a solicitation when the statement of work in the proposed subcontract requires the design, development, or operation of a system of records on individuals to accomplish an agency function; and
- (3) to include this clause, including this paragraph (3), in all subcontracts awarded pursuant to this contract which require the design, development, or operation of such a system of records.

(b) In the event of violations of the Act, a civil action may be brought against the agency involved where the violation concerns the design, development, or operation of a system of records on individuals to accomplish an agency function, and criminal penalties may be imposed upon the officers or employees of the agency where the violation concerns the operation of a system of records on individuals to accomplish an agency function. For purposes of the Act when the contract is for the operation of a system of records on individuals to accomplish an agency function, the contractor and any employee of the contractor is considered to be an employee of the agency.

(c) The terms used in this clause have the following meanings:

- (1) "Operation of a system of records" means performance of any of the activities associated with maintaining the system of records including the collection, use, and dissemination of records.
- (2) "Record" means any item, collection or grouping of information about an individual that is maintained by an agency, including, but not limited to, his education, financial transactions, medical history, and criminal or employment history and that contains his name, or the identifying number, symbol, or other identifying particular assigned to the individual, such as a finger or voice print or a photograph.
- (3) "System of records" on individuals means a group of any records under the control of any agency from which information is retrieved by the name of the individual or by some identifying number, symbol, or other identifying particular assigned to the individual.

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

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

For more information about the billing process, refer to the General Information of the Office of Finance web page located at: <http://www.gpo.gov/finance/index.htm>.

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



**SECTION 2. - SPECIFICATIONS**

**SCOPE:** These specifications cover the production of mailing packages from one workload, (consisting of a total of two mailers) that will include English and/or Spanish personalized notices; any combination of English and/or Spanish booklets, factsheets, leaflets, and forms; Business Reply Mail (BRM) envelopes; Courtesy Reply Mail (CRM) envelopes; CRM CMS envelopes; and mailout envelopes; requiring such operations as: the receipt and processing of electronically transmitted data; re-development of Advanced Function Presentation (Mixed Mode or Fully Composed) resources; composition; printing and imaging; binding; construction; inserting; and distribution.

*Future Workloads (during term of the contract)* - During the term of this contract, the Government anticipates developing new notice workloads with the same requirements as the notice workload described by these specifications. All terms and conditions in this specification will apply to these future notice workloads. It is estimated that approximately one to three new notice workloads may be added during the term of this contract. The file names for each new notice workload will be supplied to the contractor as they are developed.

**TITLE:** Title II Redesign Notices.

**FREQUENCY OF ORDERS AND QUANTITY:**

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

Separate print orders will be issued for the composition and proofs (after award), and for the preproduction validation tests (after award).

Combined yearly total for all mailers will be approximately **31,000,000** notices per year.

The estimated annual quantity for the Title II Redesign Mailer 1 notices is 29,500,000, and Mailer 2 notices is 1,500,000 (including spikes).

The Government reserves the right to increase or decrease by 25% of the total number of notices ordered annually.

**NUMBER OF PAGES AND TRIM SIZES:**

| <u>Item</u>                  | <u>No. of Pages</u> | <u>Trim Size</u>       |
|------------------------------|---------------------|------------------------|
| Notice                       | 1 to 32             | 8-1/2 x 11"            |
| Form SSA-3105                | Face and back       | 10-1/2 x 8" flat size  |
| Booklet:                     |                     |                        |
| SSA Publication No. 05-10137 | 40 pages            | 3-1/2 x 8"             |
| SSA Publication No. 05-10138 | 40 pages            | 3-1/2 x 8"             |
| SSA Publication No. 05-10076 | 24 pages            | 5-1/4 x 8"             |
| SSA Publication No. 05-10077 | 32 pages            | 5-1/4 x 8"             |
| SSA Publication No. 05-10153 | 28 pages            | 5-1/4 x 8"             |
| SSA Publication No. 05-10903 | 28 pages            | 5-1/4 x 8"             |
| SSA Publication No. 05-10976 | 24 pages            | 5-1/4 x 8"             |
| SSA Publication No. 05-10977 | 36 pages            | 5-1/4 x 8"             |
| Factsheet:                   |                     |                        |
| SSA Publication No. 05-10007 | Face and back       | 8-1/2 x 11" flat size  |
| Leaflet:                     |                     |                        |
| SSA Publication No. 05-10018 | Face and back       | 10-1/2 x 8" flat size, |

| <u>Item</u>         | <u>No. of Pages</u> | <u>Trim Size</u>                 |
|---------------------|---------------------|----------------------------------|
| Green BRM Envelopes | Face and back       | 3-7/8 x 8-7/8", plus 1-1/2" flap |
| CRM Envelopes       | Face and back       | 3-7/8 x 8-7/8", plus 1-1/2" flap |
| CRM CMS Envelopes   | Face and back       | 3-7/8 x 8-7/8", plus 1-1/2" flap |
| Mailout Envelopes   | Face and back       | 6-1/8 x 9-1/2", plus flap        |

NOTE: All envelopes are face and back (after manufacturing).

**MAKE-UP OF MAILERS:** A record will be transmitted for each mailing address. The records will contain all the data relevant for the mailing of an associated mail piece. Unique alpha/numeric identifiers will be part of the record to ensure accuracy in the insertion process. All files transmitted by SSA will be physical sequential Advanced Function Presentation (AFP) Mixed Mode. The agency may transition to Advanced Function Presentation (AFP) Fully Composed during this contract. Any alteration of the notice content in the file is not permitted.

The figures indicated below are estimates that are based on historical data of past production runs. The figures show the minimum and maximum daily quantities for the notices, the approximate daily average, the number of printed pages in a notice (notices are duplex printed, and one-side only when an odd page is required), inserts (items that are to be inserted into the mailout envelope along with the notice), and how the notice is to be folded. Exact quantities will not be known until each run is electronically transmitted to the contractor. **NO SHORTAGES WILL BE ALLOWED.**

**FOR QUALITY CONTROL AND AUDITING PURPOSES:** The contractor must not merge file dates and mailers during processing, printing, and mailing. Any alteration of the notice content in the file is not permitted.

**NOTICES:** Notices ordered under this contract will range from 1-32 printed pages per notice. See the following for page counts of each mailer.

**TITLE II REDESIGN (T2R):** The T2R notices are divided into two categories by data set names. These mailers may generate any combination of components listed below:

**Mailer 1:**

|                            |                                                        |
|----------------------------|--------------------------------------------------------|
| Data Set Name:             | OLBG.BTI.vendor.T2RAFP.M1#aaaaa.Ryymmdd                |
| Daily Minimum:             | 0                                                      |
| Daily Maximum:             | 150,000                                                |
| Approximate Daily Average: | 100,000                                                |
| Daily Spike:               | 150,000 to 550,000 (May occur up to 6 times per month) |
| Printed Notice Pages:      | 1 to 18 pages                                          |
|                            | Personalized notice                                    |
|                            | Mailout envelope                                       |
| Inserts:                   | Form SSA-3105                                          |
|                            | SSA Pub. No. 05-10007                                  |
|                            | SSA Pub. No. 05-10018                                  |
|                            | SSA Pub. No. 05-10076                                  |
|                            | SSA Pub. No. 05-10077                                  |
|                            | SSA Pub. No. 05-10137                                  |
|                            | SSA Pub. No. 05-10153                                  |
|                            | Green BRM Envelope                                     |
|                            | CRM Envelope                                           |
|                            | CRM CMS Envelope                                       |
| Folding:                   | Bifold                                                 |

**Mailer 2:** Mailer 2 is a Spanish/English mailer. This mailer consists of two (2) parts. The first part is the Spanish notice; the second part is the same notice in English.

Data Set Name: OLBG.BTI.vendor.T2RAFP.M2#aaaaa.Ryymmdd  
Daily Minimum: 0  
Daily Maximum: 10,000  
Approximate Daily Average: 6,000  
Daily Spike: 10,000 to 30,000 (May occur up to 6 times per month)  
Printed Notice Pages: 2 to 32 pages  
Personalized English/Spanish notice  
Mailout envelope  
Inserts: Form SSA-3105  
SSA Pub. No. 05-10007  
SSA Pub. No. 05-10018  
SSA Pub. No. 05-10138  
SSA Pub. No. 05-10903  
SSA Pub. No. 05-10976  
SSA Pub. No. 05-10977  
Green BRM Envelope  
CRM Envelope  
CRM CMS Envelope  
Folding: Bifold

The Title II Redesign workload may require multiple spike runs up to a combined quantity of 580,000 per spike. It is anticipated that this may occur approximately six (6) times within any given month. Exact dates and frequency of spike runs will vary each month.

The Daily Minimum, Daily Maximum, Approximate Daily Average, and Daily Spike for Mailers 1 and 2 above do not include the quantities for the Non-Daily Spikes outlined below.

**NON-DAILY SPIKES:** These spikes will transmit as part of the regular daily files. They will not be sent in separate files.

In March, around the second or third week, SSA anticipates a spike consisting of approximately 2,050,000 notices, which will transmit over approximately six (6) days. SSA's intent is to evenly distribute the notices among the transmission days. (NOTE: On the days that files will transmit for this workload, the days will be consecutive minus Sundays and Mondays. Files will not transmit on Sundays and Mondays.)

In early October, SSA anticipates a spike consisting of approximately 5,150,000 notices, which will transmit over approximately 12 days. SSA's intent is to evenly distribute the notices among the transmission days. (NOTE: On the days that files will transmit for this workload, the days will be consecutive minus Sundays and Mondays. Files will not transmit on Sundays and Mondays.)

In late November or December, SSA anticipates a spike consisting of approximately 1,700,000 notices, which will transmit over two (2) consecutive days. The first transmission date will include more notices than the second.

Around the middle of December, SSA anticipates a 1-day spike of approximately 800,000 notices.

| <u>FILE NAME</u>  | <u>MAILER</u> | <u>DATA SET NAME*</u>                   |
|-------------------|---------------|-----------------------------------------|
| Title II Redesign | 1             | OLBG.BTI.vendor.T2RAFP.M1#aaaaa.Ryymmdd |
|                   | 2             | OLBG.BTI.vendor.T2RAFP.M2#aaaaa.Ryymmdd |

NOTE: All of the data set names are not listed for each mailer. The aaaaa represents the unique job identifier that is assigned at run time. The “#” will be replaced with 1 through 8 for each of the Payment Service Centers. For example, there are 8 files (or data set names) for T2 Redesign Mailer 1 as follows:

OLBG.BTI.vendor.T2RAFP.M11aaaaa.Ryymmdd;  
OLBG.BTI.vendor.T2RAFP.M12aaaaa.Ryymmdd;  
OLBG.BTI.vendor.T2RAFP.M13aaaaa.Ryymmdd;  
OLBG.BTI.vendor.T2RAFP.M14aaaaa.Ryymmdd;  
OLBG.BTI.vendor.T2RAFP.M15aaaaa.Ryymmdd;  
OLBG.BTI.vendor.T2RAFP.M16aaaaa.Ryymmdd;  
OLBG.BTI.vendor.T2RAFP.M17aaaaa.Ryymmdd;  
OLBG.BTI.vendor.T2RAFP.M18aaaaa.Ryymmdd;

The data set names listed are SSA names. The first three (3) qualifiers will be removed for the file received by the contractor. The fourth qualifier in the data set name listed is the file type, and the fifth qualifier is the unique identifier.

This qualifier will be used to match the corresponding files (Mail Run Data file and Banner file) with the print file. The MRDF name will be OLBG.BTI.vendor.T2RMRD.M1#aaaaa.Ryymmdd.

The Banner name will be OLBG.BTI.vendor.T2RBNR.M1#aaaaa.Ryymmdd for the T2R file type. The final qualifier is the Run Date.

***The data set names listed above (and throughout these specifications) are not the final data set names that will be transmitted to the contractor. Final data set names will be provided to the contractor at the postaward meeting.***

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

The PC codes correspond to the mailout envelope required as follows:

- PC1 – Northeastern (Jamaica, NY)
- PC2 – Mid-Atlantic (Philadelphia, PA)
- PC3 – Southeastern (Birmingham, AL)
- PC4 – Great Lakes (Chicago, IL)
- PC5 – Western (Richmond, CA)
- PC6 – Mid-America (Kansas City, MO)
- PC7 – Office of Central Operations (Domestic & Foreign) (Baltimore, MD)
- PC8 – Office of International Operations (Baltimore, MD)

For Spike runs, the first # listed in the dataset name represents the mailer ID and will range from “A” to “T”. The second # listed represents PC1 through PC8.

**MAILOUT ENVELOPES:**

| <u>Program Service Center</u>             | <u>90-CALENDAR DAY VOLUMES</u> |
|-------------------------------------------|--------------------------------|
| Northeastern Program Service Center (PC1) | 990,000                        |
| Mid-Atlantic Program Service Center (PC2) | 915,000                        |
| Southeastern Program Service Center (PC3) | 1,230,000                      |
| Great Lakes Program Service Center (PC4)  | 1,070,000                      |
| Western Program Service Center (PC5)      | 1,222,000                      |
| Mid-America Program Service Center (PC6)  | 1,344,000                      |
| Office of Central Operations (PC7)        | 900,000                        |
| Office of International Operations (PC8)  | 50,000                         |

| <u>Program Service Center</u>             | <u>March Spike</u> | <u>October Spike</u> |
|-------------------------------------------|--------------------|----------------------|
| Northeastern Program Service Center (PC1) | 333,200            | 772,000              |
| Mid-Atlantic Program Service Center (PC2) | 268,100            | 651,500              |
| Southeastern Program Service Center (PC3) | 325,600            | 802,500              |
| Great Lakes Program Service Center (PC4)  | 296,500            | 724,500              |
| Western Program Service Center (PC5)      | 393,800            | 940,500              |
| Mid-America Program Service Center (PC6)  | 375,800            | 973,500              |
| Office of Central Operations (PC7)        | 51,000             | 270,500              |
| Office of International Operations (PC8)  | 6,000              | 15,000               |

**INSERTS:**

**Green BRM Envelope:**

| <u>Program Service Center</u>             | <u>90-CALENDAR DAY VOLUMES</u> |
|-------------------------------------------|--------------------------------|
| Mid-Atlantic Program Service Center (PC2) | 280,000                        |

All T2R notices with PC1 through PC7 within the data set name, which require a Green BRM envelope, will receive a PC2 envelope. The contractor is responsible for setting up their equipment to ensure that the correct envelope is inserted.

All T2R notices with PC8 within the data set name, which require a Green BRM envelope, will receive a PC8 CRM envelope, not a PC8 BRM envelope. (Business reply mail does not exist in International Mail.) The contractor is responsible for setting up their equipment to ensure that the correct envelope is inserted.

**CRM Envelope:**

| <u>Program Service Center</u>            | <u>90-CALENDAR DAY VOLUMES</u> |
|------------------------------------------|--------------------------------|
| Office of International Operations (PC8) | 2,000                          |

This CRM envelope will only be inserted in T2R PC8 notices that require a return envelope enclosure.

**CRM CMS Envelope:**

| <u>Centers for Medicare and Medicaid Services</u>                                   | <u>90-CALENDAR DAY VOLUMES</u> |
|-------------------------------------------------------------------------------------|--------------------------------|
| Medicare Premium Collection Center<br>P.O. Box 790355<br>Saint Louis, MO 63179-0355 | 70,325                         |

NOTE: There will be a monthly CRM CMS Envelope spike occurring around the fourth week of each month. The approximate volume anticipated for the spike each month will be 21,500 envelopes.

**NON-ENVELOPE INSERTS:**

| <u>Form/Publication Number</u> | <u>90-CALENDAR DAY VOLUMES</u> |
|--------------------------------|--------------------------------|
| Form SSA-3105                  | 152,000                        |
| SSA Pub. No. 05-10007          | 10,000                         |
| SSA Pub. No. 05-10018          | 1,800                          |
| SSA Pub. No. 05-10076          | 100,000                        |
| SSA Pub. No. 05-10077          | 160,000                        |
| SSA Pub. No. 05-10137          | 3,700                          |
| SSA Pub. No. 05-10138          | 500                            |
| SSA Pub. No. 05-10153          | 29,000                         |

|                       |       |
|-----------------------|-------|
| SSA Pub. No. 05-10903 | 800   |
| SSA Pub. No. 05-10976 | 4,000 |
| SSA Pub. No. 05-10977 | 6,000 |

**T2R PAYMENT STUB NOTE:** A micro-perforated payment stub will be on the last leaf of approximately 25% of the notices (for bilingual Spanish/English notices, the payment stub will be on the last leaf of the Spanish notice and also on the last leaf of the English notice). However, the micro-perforation will not be on the same leaf for every notice, because the notices have variable page counts.

If there is a micro-perforated payment stub (Form SSA-53-EP) in the notice, enclose a Green BRM Envelope.

The contractor will be required to identify the payment stub page(s) (English and Spanish) requiring perforation (Form SSA-53-EP prints at the top of both the English and Spanish payment stub) and ensure that only these pages are perforated.

**GOVERNMENT TO FURNISH:** At the postaward conference, the contractor will be issued either manuscript copy, camera copy, and/or electronic media for the forms, publications (booklets, factsheets, leaflets), and envelopes used in this contract.

If furnished, the electronic media will be furnished as follows:

Platform: Macintosh OSX (or latest version); IBM or compatible using MS Windows (current or near current versions).

Storage Media: SFTP; CD-R/RW; DVD-R/RW; E-mail.

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 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.

Fonts: All printer and screen fonts for the booklets, factsheets, and leaflets will be furnished/embedded, as applicable.

The contractor is cautioned furnished fonts are the property of the Government and/or its originator. 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 PostScript, native application, and/or Portable Data Format (PDF).

A data connection between the exact location specified by the contractor and SSA's National Computer Center.

Electronic files will be furnished for the notices.

Sample to be followed for folding.

Manuscript copy for 12 envelopes, as follows:

- 1 Green BRM envelope
- 2 CRM envelopes
- 9 mailout envelopes

Camera copy for the Facing Identification Mark (FIM), and ZIP Code barcode for the two (2) return envelopes (Green BRM and CRM CMS envelopes).

At the Government's option, camera copy or electronic files (PostScript format) for the recycled paper logo and legend (English and Spanish) may be furnished.

Test and Production files for printing will be furnished in print image. Print image files are formatted for Advanced Function Presentation (AFP) Mixed Mode printing platform. NOTE: The agency may transition to Advanced Function Presentation (AFP) Fully Composed during this contract.

SSA will provide an Official Government Postage Meter head only, but will not supply the meter mail machine. All meter equipment and supplies must be borne by the contractor.

Postage and Fees Paid Mailing Indicia.

Coding Accuracy Support System (CASS) Certificate.

National Change of Address (NCOA) Certificate.

PS Form 3615 - Mailing Permit Application and Customer Profile.

GPO Form 892 - Proof Label.

Exhibit A: Contractor Personnel Security Certification (Form SSA-301)

Exhibit B: SSA External Service Provider Security Requirements

Exhibit C: Security Assessment Report (SAR) Template

Exhibit D: Risk Assessment Report (RAR) Template

Exhibit E: External Hosted Information System Plan (ESP) Template

Exhibit F: Security and Suitability Requirements

Exhibit G: Declaration of Federal Employment (Optional Form 306)

Exhibit H: Fair Credit Reporting Act (FCRA) Authorization Form

Exhibit I: Additional Questions for Public Trust Positions - Branching

Exhibit J: Questionnaire for Public Trust Positions (Standard Form 85P)

Exhibit K: Sample of Fingerprint Card

Exhibit L: Contractor Personnel Rollover Request Form

Exhibit M: System Plan

Exhibit N: 100% Accountability Audit and Summary Reports

Exhibit O: MRD File Record Layout

Exhibit P: Minimum Volume Reduction Program (MVRP) Request Letter

Exhibit Q: Detailed Meter Report

Exhibit R: Postage Meter Activity Log

**ELECTRONIC FILES:** All files will be electronically transmitted to the contractor and contain a complete record for each notice. Any programming or other format changes necessitated due to the contractor's method of production will be the full responsibility of the contractor and must be completed prior to SSA's validation. All files transmitted by SSA will be physical sequential Advanced Function Presentation mixed mode. The agency may transition to Advanced Function Presentation (AFP) Fully Composed during this contract. Any alteration of the notice content in the file is not permitted. The contractor must not merge file dates and mailers during processing, printing/imaging, and mailing.

The Government will furnish test files for performing the Preproduction Press and Mail Run Test.

***NOTE: The contractor must not compress files in processing data for this contract.***

The contractor will receive three (3) files for each print file: the Advanced Function Presentation (AFP) file, the Mail Run Data (MRD) file, and the Banner (BNR) file. Similar to the following:

AFP file = vendor\*\*\*.T2RAFP.M01xaaaaa.Ryymmdd

MRD file = vendor\*\*\*.T2RAFP.M01xaaaaa.Ryymmdd

BNR file = vendor\*\*\*.T2RAFP.M01xaaaaa.Ryymmdd

Files provided to the contractor must be retained for 21 workdays after mailing (before destruction).

The notice files for printing are formatted for the AFP printing platform in duplex printing (face and back). For proper processing of AFP, SSA supplies resources used for printing notices in AFP format. The MRD File will contain all information relevant to each mail piece.

This would include, for each mail piece, the unique alpha/numeric identifier (the sequential number of the document), the number of sheets of paper, required inserts and insertion bin selection, recipient's address, return address, USPS IMB, the appropriate signature, and any required inserts. (See Exhibit O for MRD File Record Layout.)

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

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

Prior to the commencement of production of orders placed under this contract, the Government will furnish preproduction electronic test files shortly after the postaward conference that are to be used in performing all of the preproduction test (see "PREPRODUCTION TESTS").

Files will be in print image format and in ZIP Code sequence. Contractor will be required to sort files as necessary to obtain maximum USPS Postal discounts (i.e., leaf counts or mail weight). Any alteration of the notice content in the file is not permitted.

NOTE: Whenever the contractor makes a change in the programming, the contractor is required to execute a self-certification statement specifying the date of the last programming change. Prior notification of a programming change is required in addition to the self-certification statement for the contractor to schedule a validation test with SSA.

The contractor shall notify SSA of any reprogramming and/or reformatting of data supplied by transmission necessitated due to the contractor's method of production. Any reprogramming and/or reformatting of data necessitated due to the contractor's method of production shall be the responsibility of the contractor and done at no cost to the Government.

***Government to provide the following at the postaward conference or shortly thereafter:***

***Print Resource Library (AFP) (via email):*** AFP resources include page and form definitions, fonts, page segments, and overlays (if applicable) for page formatting.

***Preproduction Press and Mail Run Test Files for Transmission:*** An AFP formatted print file with the corresponding Mail Run Data File and Banner file for each workload in the quantities required.



**Revised Resource Library (AFP) (via email, when applicable):** AFP print resources, overlays, page segments, and non-standard fonts provided shortly after the postaward conference may change during the term of the contract, in which case SSA will provide revised AFP resource file(s) via email to the contractor as a replacement(s). The contractor is cautioned that there may be a signature change(s) during the term of this contract. If this occurs, SSA will provide the contractor with a new AFP resource file. See “PREPRODUCTION TESTS, *Systems Change/Signature Change/New and Existing Notice Files Validation Test*” for details.

**PRINTER RESOURCES (AFP):** SSA will provide the AFP resources for each notice workload.

These resources will be provided on the contractor’s choice of media (transmission or email) shortly after the postaward conference. SSA will also provide test files for transmission with samples of each workload to enable the start of the validation process. These test files may be used for the preproduction press and mail run test. (For additional information, see “PREPRODUCTION TEST, *Preproduction Press and Mail Run Test*.”)

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

NOTE: SSA prints 2-UP DUPLEX ROLL IN TO ROLL OUT with the file order reversed for insertion. The predominant data file format is AFP Mixed Mode; however, any valid AFP format, such as fully composed AFP, is possible and must be printable at the contractor’s location. Each piece of mail will be assigned a unique alpha/numeric identifier for tracking, insertion, location, and recovery processes.

The contractor will be responsible for maintaining the AFP resources on each system that processes SSA’s notices. SSA will provide updated resources electronically, as necessary. When the contractor receives an update to the printer resources, the contractor must install them immediately and provide SSA with up to 100 sample documents, representative of the workload involved, from the test file, within three (3) workdays for review. Contractor is to continue using existing resources while the samples are being reviewed.

Once the samples are approved, the contractor will be instructed as to when to start using the new resources. Whenever testing is required, the contractor will be responsible for performing the test on each printer that will be used during actual production. SSA may require either hard copy samples or PDF samples. If required, contractor to submit hard copy samples to: Social Security Administration, Attn: Kate Schmidt, 1369 Annex Building, 6401 Security Boulevard, Baltimore, MD 21235-6401. If required, contractor to submit PDF samples via the SFTP site.

During the term of the contract, the Government anticipates making programmatic changes to the daily notices as warranted (e.g., changes in language, format, appearance, etc.). When changes occur, SSA will perform testing of the workload in their print facility for a short period of time. (The “Dark Days” for the contractor should only last a few days.) Only those affected workloads (indicated by filename) will be held back at SSA for validation and production. Upon successful testing of the changes by SSA, SSA will then transmit the new print resources (if necessary) and resume transmission of the notice file(s).

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

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

**Secure File Transfer Protocols (SFTP) Site:** Contractor is required to set up, establish, and maintain a contractor-hosted SFTP server that multiple users at SSA can access for passing PDF notice validation samples and other information that contains PII to SSA and back. Contractor cannot send any notices or information that contain PII via email. Appropriate log-on instructions and protocol must be provided at time of award.

**TRANSMISSIONS:** The primary data transmission method will be via a dedicated circuit or using an encrypted Virtual Private Network (VPN) Internet connection, at the discretion of 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. The connectivity method will be through the Internet using an encrypted VPN tunnel, or the Government will place an order for a dedicated circuit to be installed within 60 to 90 calendar days of award between the contractor's location and SSA's network interface location. Either connectivity method will be encrypted with the AES256 encryption algorithm. For the Internet option to be used, the contractor must have an Internet ready VPN IPsec capable hardware device. The Government will not be responsible for any cost associated with the VPN Internet connection that the contractor may incur. The connection method is at the sole discretion of the Government. The cost of the dedicated circuit connection will be borne by the Government.

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

If a dedicated circuit is deemed necessary, SSA will provide the dedicated data connection, including a router, and firewall at the contractor's specified locations. 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 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.

Upon contract award, the contractor shall provide a complete delivery address with nearest cross-street, contact name, and phone number for installation of data transmission services and equipment. The contractor's contact person shall 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 persons at the delivery site.

It is the contractor's responsibility to notify SSA when systems or data line problems arise and transmission(s) cannot take place. SSA's first point of contact for systems or data line problems shall be the HELP DESK at 877-697-4978.

**FILE TRANSFER MANAGEMENT SYSTEM (FTMS) REQUIREMENTS:** The contractor shall provide the capability to interface with SSA's National File Transfer Management System (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 Managed File Transfer Platform Server that has embedded software encryption capable of being enabled. The personal computers/servers must have the capability to run Managed File Transfer software with encryption enabled using IP protocols on Windows, UNIX (i.e., IBM's AIX, SUN or HP), or z/OS platforms.

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

The contractor may determine the media type on which files from SSA will be received, to the extent that operator intervention (e.g., a tape mount) is not required at SSA or the contractor's production facility. Simultaneous multiple transmission sessions must be possible on the contractor's equipment. All files transmitted by the SSA will be written as Physical Sequential or "flat" files at the contractor's location and will be distinguished with a "run date" in the contractor's file name. Virtual Storage Access Method files and Generation Data Groups, supported by IBM/MVS or IBM z/OS operating systems are not permitted under this contract. The contractor's storage format must not preclude the availability of the Managed File Transfer software Checkpoint/Restart feature.

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

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

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.

It is the contractor's responsibility to notify SSA when systems or data line problems arise and transmission(s) cannot take place. SSA's first point of contact for systems or data line problems shall be the HELP DESK at 877-697-4978. All data provided by the Government or duplicates made by the contractor or his representatives and any resultant printouts must be accounted for and kept under strict security to prevent their release to any unauthorized persons. Data may not be duplicated in whole or in part for any other purpose than to create material to be used in the performance of this contract.

Any duplicate data and any resultant printouts must be destroyed by the contractor. Data provided to the contractor must be retained for 21 workdays after mailing.

**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. The Government will furnish electronic test files at the postaward conference, or shortly thereafter, to be used in performing a Transmission Test, Preproduction Validation Test, Preproduction Press and Mail Run Test, and System Change/New Notice Files Validation Test.

Failure of the contractor to perform any of the below tests (Transmission Test, Preproduction Validation Test, Preproduction Press and Mail Run Test, and System Change/New Notice Files Validation Test) satisfactorily 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) is to be waived.

The contractor will be required to have all material necessary to perform these tests. Government representatives will witness all phases of the Preproduction Press and Mail run Test.

When Preproduction Validation and/or Validation Tests are required, the Government shall include them on a print order.

The contractor will be required to perform the following tests:

**Transmission Test:** After award, SSA will notify the contractor when transmission test will be performed. The contractor will be required to receive within one (1) workday up to 900,000 notices. The contractor will be required to perform a record count verification the same workday the complete transmission of the test files are received and perform the CASS certification the same workday as receipt of the complete transmission of all notice test files.

The contractor will be required to run the test file through their CASS certification system to ensure that there are no problems with the reading of the address file. Contractor will be required to report back to SSA with the test results.

The contractor will be required to copy the files to their own system and provide Kate Schmidt of SSA's Division of Printing Management with the exact counts received (broken down by data set name) via email to [Kathryn.Schmidt@ssa.gov](mailto:Kathryn.Schmidt@ssa.gov) before proceeding with any other processing.

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

**Preproduction Validation Test:** Within five (5) workdays of receipt of test files, the contractor must conduct a preproduction validation test and furnish at least 100 samples of the completed product (50 notices of each mailer including at least three (3) samples from each PC).

Notices must be complete and include all variable data from Government furnished files. The notices must be inserted into envelopes and must include the inserts as applicable to each mailer. The container and accompanying documentation must include the GPO jacket, purchase order, and program numbers, and must be submitted to the attention of Kate Schmidt at Social Security Administration, Attn: Kate Schmidt, 1369 Annex Building, 6401 Security Boulevard, Baltimore, MD 21235-6401.

The contractor must also provide 25 samples of the payment stub to Social Security Administration, Attn: Danielle McCray – DMS, DO NOT OPEN IN MAIL ROOM, 300 Spring Garden, Philadelphia, PA 19123.

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

NOTE: If errors are found, additional samples will be required until such time as the validation produces no errors.

**Preproduction Press and Mail Run Test:** Prior to commencement of production, the contractor will be required to demonstrate their ability to perform the contract requirements by performing a 12-hour Preproduction Press and Mail Run Test utilizing test files transmitted electronically.

Within five (5) workdays of final approval of preproduction validation test samples and contractor's receipt of necessary materials to perform the test (inserts and envelopes), the Government will work with the contractor to select a date when the contractor will be required to perform the 12-hour Preproduction Press and Mail Run Test. The contractor will use the transmitted test files.

The test shall occur during the regular work week of Monday through Friday (excluding holidays).

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 prices in the "SCHEDULE OF PRICES." If the contractor fails to meet all test requirements, they will not be reimbursed for any associated costs.

The contractor will be required to have all composition, proofing, printed forms, booklets, factsheets, leaflets, envelopes, scanning equipment, and reports for 100% accountability of production and mailing, completed, available, and ready for production prior to beginning the test. Notices are to be completed in accordance with contract requirements, inserted with applicable inserts into envelopes, and prepared for mailing. Contractor will be required to provide the necessary audit and summary reports for 100% accountability of production and mailing within one (1) hour after the run is completed.

NOTE: If a subcontractor is utilized for the presorting and/or mailing of the notices of this contract, the 12-hour test must include the use of the subcontractor's facility. No additional time will be allowed for the transportation and handling of the notices to and from this facility.

The contractor must produce a minimum of 250,000 notices, using the first 245,000 Mailer 1 notices and 5,000 Mailer 2 notices from the transmission test, in a continuous 12-hour period that will prove to the Government representatives the contractor can satisfactorily complete the requirements of this contract during live production.

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 test run will incorporate all aspects of the program consisting of the receipt of transmitted data; the duplex printing and imaging (and simplex imaging when an odd page is required) of notices; binding; construction; inserting; reprints; manifesting; metering (if approved by SSA under certain circumstances); presorting; and preparing finished notices for delivery to the USPS. To simulate actual production conditions, the product produced must be in accordance with all contract specifications and all USPS regulations.

The contractor must perform the Preproduction Press and Mail Run Test on their equipment and using their personnel. The test must be performed on the printing equipment and inserting machines with required scanning equipment that will be used in live production. All samples must be manufactured at the facility in which the contract production quantities are to be manufactured.

Samples of the Preproduction Press and Mail Run Test will be brought back to SSA for validation. The Government will approve, conditionally approve, or disapprove the output within seven (7) workdays of receipt thereof.

Approval or conditional approval must not relieve the contractor from complying with the specifications and all other terms and conditions of the contract. A conditional approval must state any further action required by the contractor. A notice of disapproval must state the reasons thereof.

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

***System Change/Signature Change/New Notice Files Validation Test:*** When required, the Government will furnish test files for transmission that are to be used in performing a Systems Change/Signature Change/New Notice Files Validation Test. This test is required whenever SSA initiates a systems/programming change, a signature change, or when a new notice workload is developed. The contractor must furnish up to 50 printed/imaged samples (no envelopes or inserts/enclosures).

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

SSA may require either hard copy samples or PDF samples. If required, contractor to submit hard copy samples to: Social Security Administration, Attn: Kate Schmidt, 1369 Annex Building, 6401 Security Boulevard, Baltimore, MD 21235-6401. If required, contractor to submit PDF samples via the SFTP site.

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

If errors are found, additional samples of notices (as indicated above) will be required until such time as the validation produces no errors.

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

### **COMPOSITION:**

The contractor will be required to set type for 12 envelopes consisting of the return address, indicia, and delivery address; additional printing on face and back may be required on some orders. Contractor will be required to set up to approximately six (6) lines of type for the envelopes. Helvetica or similar typeface will be utilized.

Sonoran Serif equivalent fonts are to be used for producing the notices. SSA will provide the required font numbers. The contractor will be required to validate that they have the proper licenses for each font. SSA cannot provide licensed fonts. Obtaining licensed fonts will be the responsibility of the contractor. No alternate typefaces will be allowed; however, manufacturers' generic equivalents may be accepted (upon Government approval) for the above typefaces.

Intelligent Mail Barcode font will be required for the start of this contract. The contractor will be required to obtain the necessary font; SSA will not provide it with Resources supplied.

### **PROOFS:**

NOTE: SSA uses many of the same booklets, leaflets, factsheets, and forms in several of its print contracts. If SSA determines after award the contractor is responsible for the production of any other SSA workloads containing the same publications and/or forms required for this program, the revisions may be proofed using one of these other programs to reduce the proofing requirements for any revisions.

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 may be required. PDF proof will be evaluated for text flow, image position, and color breaks. Proof will not be used for color match.

Proofs must show all margins and dimensions, and indicate trim marks. For envelopes, proofs must show flap, and window size and placement, as applicable.

When ordered, three (3) sets of digital color content proofs. Proofs must be created using the same Raster Image Processor (RIP) that will be used to produce the product. Direct to plate must be used to produce the final product with a minimum resolution of 2400 x 2400 dpi. 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, as applicable.

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

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

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

Pantone colors must be simulated on proofs and must be proofed separately on a digital color content, overlay, or inkjet proof. Contractor may be required to submit ink draw downs on actual production stock of Pantone color(s) used to produce the product.

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

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

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

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

Government Paper Specification Standards No. 12 – [https://www.gpo.gov/docs/default-source/forms-and-standards-files-for-vendors/vol\\_12.pdf?sfvrsn=2](https://www.gpo.gov/docs/default-source/forms-and-standards-files-for-vendors/vol_12.pdf?sfvrsn=2).

Color of paper furnished must be of a uniform shade and a close match by visual inspection of the JCP and/or attached color sample(s). The Contracting Officer reserves the right to reject shipments of any order printed on paper the color of which, in his opinion, materially differs from that of the color sample(s).

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

**NOTE Regarding JCP Code A60 Only:** The requirement for postconsumer fiber (as specified in the Government Paper Specification Standards No. 12) for this stock is waived. However, the addition of postconsumer fiber is encouraged provided that the requirements of this Standard are met. All other attributes remain the same.

*Personalized Notice:* White Offset Book, basis weight: 50 lbs. per 500 sheets, 25 x 38", equal to JCP Code A60.

*Form SSA-3105:* White Writing, basis weight: 20 lbs. per 500 sheets, 17 x 22", equal to JCP Code D10.

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

*Green BRM Envelope:* Green Writing (match of Pantone 344), basis weight: 20 lbs. per 500 sheets, 17 x 22", bursting strength 20 lb/in<sup>2</sup>, equal to JCP Code D10.

Envelope color must meet USPS print reflectance difference requirements. At contractor's option, the Green BRM envelopes may be surface tinted. Surface tinting must cover all exposed surfaces (front and back) of the envelope when sealed.

*CRM Envelope:* White Writing, basis weight: 20 lbs. per 500 sheets, 17 x 22", equal to JCP Code D10, bursting strength 20 lb/in<sup>2</sup>.

*CRM CMS Envelope:* White Writing, basis weight: 20 lbs. per 500 sheets, 17 x 22", equal to JCP Code D10, bursting strength 20 lb/in<sup>2</sup>.

*Mailout Envelope:* White Wove, basis weight: 24 lbs. per 500 sheets, 17 x 22", bursting strength 38 lb/in<sup>2</sup>.

**PRINTING/IMAGING:** The contractor will be required to convert furnished data from electronic transmission for either laser or ion deposition printing. All imaging/printing must have a minimum resolution of 600 x 600 dpi.

**NOTE:** The Government reserves the right to make changes to the envelopes or the format(s)/text of the forms, booklets, leaflets and/or fact sheets 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.

The contractor is not to preprint or maintain more than a 90-calendar day inventory of any of the components required on this contract. The Government will not be required to purchase from the contractor the inventory of any stocked items remaining on hand in excess of what was authorized when an envelope or format/text change is implemented. However, if a revision occurs which requires destruction of outdated stock and/or increases or decreases in booklet page counts all costs incurred will be according to the production charges in the "SCHEDULE OF PRICES" in this contract. No additional charge may be incurred.

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 furnished electronic file containing the new artwork.

*Notice:* Print/image notices duplex (face and back, head-to-head) in black ink only.

*Form SSA-3105:* Print face and back, head-to-head, in black ink only.

*Booklet:* Print head-to-head or head-to-left in two Pantone ink colors with bleeds. Contains adequate gripper margins. Match Pantone inks specified.

*Factsheet:* Print face and back, head-to-head. Single leaf prints in two Pantone ink colors on both face and back and contains adequate gripper margins. Match Pantone ink color specified.

*Leaflet:* Print face and back, head-to-head in two Pantone ink colors with bleeds and contains adequate gripper margins. Front panel (after folding) bleeds three (3) sides. Match Pantone inks specified.

*Envelope:* Envelopes print face and back (after manufacturing) in black ink. Printing must be in accordance with the requirements for the style envelope ordered. All printing must comply with all applicable U.S. Postal Service regulations. The envelope must accept printing without feathering or penetrating to the reverse side.



All envelopes require a security tint printed on the inside (back before manufacturing) in black ink. The 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.

*Green BRM Envelope:* Face of envelope to be in BUSINESS REPLY FORMAT. Print FIMs and Intelligent Mail Barcodes using the furnished camera copy. The FIMs and Intelligent Mail Barcodes should be placed on the mailing piece according to the current U.S. Postal Service's Domestic Mail Manual, "Barcoded Mail pieces."

*CRM Envelopes and CRM CMS Envelope:* Face of envelope to be in COURTESTY REPLY FORMAT. Print FIMs and Intelligent Mail Barcodes using the furnished camera copy or furnished electronic files containing artwork. The FIMs and Intelligent Mail Barcodes should be placed on the mailing piece according to the current U.S. Postal Service's Domestic Mail Manual, "Barcoded Mail pieces."

**RECYCLED PAPER LOGO:** If recycled paper is used, the recycled paper logo and legend must be printed in black ink on the notices, envelopes, and forms. If the booklets are printed on recycled paper, the recycled paper logo and legend must be printed in the same Pantone ink color as the text.

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

*Form, Booklet, Factsheet, and Leaflet:* The SSA furnished manuscript, electronic files, or camera copy will already contain the recycled paper logo/legend in either English or Spanish (as appropriate).

*Envelope:* The logo/legend must be printed 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 (subcontractor's) plant for the purpose of establishing specified standards for use during the actual press run. Upon approval of the sheets, contractor is charged with maintaining those standards throughout the press run (within QATAP tolerances when applicable) and with discarding all makeready sheets that preceded approval. When a press sheet inspection is required, it will be specified on the individual print order. See GPO Publication 315.3 (Guidelines for Contractors Holding Press Sheet Inspections) issued January 2015. NOTE: A press sheet inspection is for the purpose of setting specific standards that are to be maintained throughout the entire run. It does not constitute a prior approval of the entire run.

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

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

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

**BINDING:**

*Notice:* Trim four sides. Gather all leaves of a notice in numerical sequence. Notices are to be nested together with all faces forward. Fold from a flat size of 8-1/2 x 11" to 8-1/2 x 5-1/2" with one fold with title out.

NOTE: Bilingual Spanish/English notices consist of two parts: the first part is a Spanish notice; the second part is the same notice in English. The two parts must be nested together.

*Payment Stub:* The last leaf of approximately 25% of the T2R notices will contain a micro-perforated payment stub. (For bilingual Spanish/English notices, the payment stub will be on the last leaf of the Spanish notice and also on the last leaf of the English notice.) However, the micro-perforation will not be on the same leaf for every notice, because the notices have variable page counts. The contractor will be required to identify the payment stub page(s) (English and Spanish) requiring perforation (Form SSA-53-EP prints at the top of both the English and Spanish payment stub) and ensure that only these pages are perforated.

*Perforation:* It is critical that the micro-perforation on the payment stub page be 3-1/2" from the bottom of the payment stub page and run along the entire 8-1/2" dimension.

*Form SSA-3105:* Trim four sides. Perforate on the fold 7" from left edge. Fold from a flat size of 10-1/2 x 8" down to 3-1/2 x 8" with two parallel wraparound folds, title out.

*Booklet:* 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. The finished product will be either 5-1/4 x 8" or 3-1/2 x 8".

*Factsheet:* Trim four sides. Fold from flat size of 8-1/2 x 11" down to 8-1/2 x 5-1/2" with one fold, title out.

*Leaflet:* Trim four sides. Fold from a flat size of 10-1/2 x 8" down to 3-1/2 x 8" title out, with two parallel folds. Either wraparound or accordion folds are acceptable. Follow furnished folding sample.

## **CONSTRUCTION:**

*Green BRM Envelope:* Envelope must be open side, with gummed fold-over flap for sealing and contain high-cut diagonal seams or double side seams, at contractor's option. Flap depth is at contractor's option, but must meet all USPS requirements. Flap must be coated with a suitable remoistenable glue that will securely seal the envelope for mailing. Adhesive must not adhere to the contents of the envelope.

*CRM Envelope and CRM CMS Envelope:* Envelope must be open side, with gummed fold-over flap for sealing and contain high-cut diagonal seams or double side seams, at contractor's option. Flap depth must be 1-1/2" and must be coated with a suitable remoistenable glue that will securely seal the envelope for mailing. Adhesive must not adhere to the contents of the envelope.

*Mailout Envelope:* Envelope must be open side, with gummed fold-over flap for sealing and contain high-cut diagonal seams. Flap is at the contractor's option but must meet all USPS requirements. Flap must be coated with suitable glue that will securely seal the envelope without adhering to contents, permit easy opening by the recipient, and not permit resealing of the envelope.

Face of envelope to contain one die-cut window (1-3/4 x 4-1/4" in size) with slightly rounded corners. Die-cut window is to be located 1-3/4" from the bottom edge of the envelope and 3/4" from the left edge of the envelope (the long dimension of the window is to be parallel to the long dimension of the envelope). The contractor has the option to adjust the size of the window opening (subject to Government approval), providing the visibility of the computer generated mailing address and barcode on the notice is not obscured, and other extraneous information is not visible when material is inserted into the envelope.

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

**INSERTING:** Gather the appropriate number of leaves per notice, fold as specified, and insert into mailout envelope with recipient's name and address on the first page facing out for visibility through window envelope.

In the case of bilingual Spanish/English notices, the recipient's name and address on the Spanish notice should be visible through the window envelope. (NOTE: The bilingual Spanish/English notices must be nested together.)

When required, form(s), booklet(s), factsheet(s), leaflet(s), and/or BRM/CRM/CRM CMS envelope(s) should be inserted behind the notice (when viewed from the window side of the envelope).

It is the contractor's responsibility to assure that only the computer-generated address and Intelligent Mail barcode on the notice will be visible through the window in the envelope and that only one notice and only one copy of each required insert is inserted into each envelope.

Seal envelopes.

**PRODUCTION INSPECTION:** *Before production begins on any new workloads, a production inspection(s) may be required at the contractor's plant.*

Production inspection(s) may be required at the contractor's/subcontractor's plant for the purpose of establishing that the receipt of transmitted files, the printing of notices, forms, booklets, factsheets, leaflets, and/or envelopes, the imaging, binding, construction, inserting, and mailing is being accomplished in accordance with contract quality attributes and requirements.

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

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

**DISTRIBUTION:**

- Deliver f.o.b. destination (on the first order and any order that requires revisions to the booklets, forms, or envelopes) three (3) production samples of each to: SSA, Division of Printing Management, Attn: Kate Schmidt, 1369 Annex Building, 6401 Security Boulevard, Baltimore, MD 21235-6401.
- Mail f.o.b. contractor's each individual mailer. (The contractor is responsible for all costs incurred in transporting this product to the U.S. Postal Service facility.)

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

When volumes warrant, SSA requires the use of 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. Permit imprint indicia may be printed directly on mail pieces. Permit imprint mailings must contain at least 200 pieces or 50 pounds.

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

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

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

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

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

***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.

***If a Government meter is required:***

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

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

Contractors 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. Contractors will go to local Post Offices, postal retail units, or Bulk Mailing Units to obtain the hardcopy version of the revised PS Form 3533. USPS will credit the postage refund to SSA through the OMAS. 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 OMAS, or the meter manufacturer may transfer the remaining postage from the old meter to the new meter. The contractor should be sure to document the last meter reading (postage remaining amount) before the meter is checked out of service. The contractor may receive a PS Form 3601-C, Postage Meter Activity Report from the meter manufacturer. The contractor is to forward a copy of this report to SSA within three (3) workdays of the transaction.

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

Contractor is not to relocate any Government postage meter containing SSA postage funds to any other building. Contractors are 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 the USPS Domestic Mail Manual and International Mail Manual.

Contractors should not receive invoicing for meter rentals. If an invoice is received, the contractor should 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 Q). If the contractor utilizes meters with the detailed account reporting, the contractor is required to provide copies of detailed meter usage reports to SSA with each print order. The detailed report must be contract/print order specific.

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

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

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

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

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

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

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

To maximize automation discounts, Intelligent Mail Barcode (IMB) barcoding, delivery address placement and envelopes used for the mailing are among the items that must comply with USPS requirements for automation-compatible mail in effect at the time of the mailing.

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

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

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

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

The contractor should be aware that USPS uses the Mail Evaluation Readability Look-up Instrument (MERLIN) to evaluate barcodes. If MERLIN is in effect in the contractor’s geographic area, the contractor must ensure that all barcoded mail meets the new barcode standards. The contractor will be responsible for payment of any additional postage resulting from a loss of such discounts due to failure of the contractor-generated barcodes to pass the MERLIN test because of inaccuracy or failure to conform to USPS specifications.

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

***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 will provide the latest USPS National Change of Address certificate to the contractor throughout the contract as required by the USPS Domestic Mail Manual.

***Certified Mail:*** During the term of this contract, it is anticipated that SSA will require some of the mailers be sent certified or registered mail.

In the event that any of these notices are Special Notice Option (SNO), the mail pieces included in these mailings will be required to be mailed using USPS Certified Mail. The contractor will prepare these mail pieces according to USPS regulations contained in the Domestic Mail Manual (DMM) under section 503.3.0, Certified Mail. Notices associated with the certified mail file shall be inserted into envelopes and processed as certified mail. The contractor must place the current U.S. Postal Service 20-digit certified number and barcode on the envelope. The contractor must prepare the file as a separate permit imprint mailing of identical weight pieces using the appropriate U.S. Postal Service mailing statement.

***International Mail:*** The mail pieces included in these mailings may be required to be mailed using USPS International Registered Mail. The contractor will prepare these mail pieces according to USPS regulations contained in the International Mail Manual (IMM) under Section 330, Registered Mail.

Notices associated with the registered mail file shall be inserted into envelopes and processed as international registered mail. The contractor must place the current Postal Service Form 3806 (Receipt for Registered Mail) and PS Label 200 (13-digit registered number and barcode) on the envelope.

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

Permit Imprint is to be used for International Mail providing the mailing consists of at least 200 pieces. Permit imprint may not be used if the mailing is less than 200 pieces. Instead, the mail must be metered and any Permit Imprint must be covered/concealed by a meter strip. The contractor will be reimbursed for the metered postage by submitting a properly completed Postal Service form (or equivalent). All meter supplies must be borne by the contractor.

If the mailing meets the qualifications for International Priority Airmail (IPA), it must be processed through IPA in accordance with USPS rules and regulations in effect at the time of the mailing. Contractor must prepare mail pieces in accordance with the shape-based requirements of First-Class Mail International service listed in the USPS International Mail Manual and the additional requirements for IPA as specified in the most recent IMM. The contractor is required to sort the mail to achieve the maximum postage discounts available with the IPA program. To maximize postage savings, the contractor shall sort to the IPA Rate Group 1 through 15. Due to heightened security, many foreign postal administrations require complete sender and addressee information in roman letters and arabic numerals on postal items.

The complete address of the sender, including ZIP Code and country of origin, should be shown in the upper left corner of the address side of the envelope. International Mail return addresses must show as the last line of the address "UNITED STATES OF AMERICA," or "USA," all in upper-case letters. All International Mail must be endorsed "PAR AVION," or "AIR MAIL," as described in the USPS IMM. The contractor may use a rubber stamp to meet these requirements.

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

***Mailing Documentation:*** The contractor shall provide SSA with complete copies of all documents used by USPS to verify and accept the mail (e.g., computer records of presort ZIP+4, barcode breakdown, press runs, etc.) including USPS 3607R and/or GPO's Form 712 (Certificate of Conformance) and/or Certificate of Bulk mailing, etc. Each document must be noted with file date and mailer number.

The contractor must place the number that is on top of the GPO Form 712 (the number that starts with "A") in the space provided on the USPS mailing statements. If no space is provided on the mailing statement, place the number in the upper right margin of the mailing statement. The contractor will also use SSA's Federal Agency Cost Code number (276-00060) which must be placed on all mailing documents. All copies must be legible and include both obverse and reverse side.

USPS validated copies of postal documentation must be delivered to the SSA Division of Printing Management at the email address stated under "SCHEDULE."

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

**SCHEDULE:** Adherence to this schedule must be maintained. Contractor must not start production of any job prior to receipt of the individual task order and/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, SSA must be notified immediately.

When required, furnished material and hard copy proofs must be picked up from and delivered to: Social Security Administration, Attn: Kate Schmidt, 1369 Annex Building, 6401 Security Boulevard, Baltimore, MD 21235-6401.

Furnished materials (if manuscript copy or camera copy is provided) must be returned with hard copy proofs.

When ordered, contractor to email PDF soft proof as instructed by SSA.

If applicable, manuscript copy and/or camera copy, for forms, booklets, factsheets, leaflets, and envelopes will be provided at the postaward conference. If applicable, or electronic media will be furnished shortly after preaward conference.

The first task order for actual production will be issued in October.

***Proof Schedule:***

The following schedules begin the workday after receipt of furnished material. The workday after receipt will be the first workday of the schedule.

*PDF Proofs (for initial start-up and anytime a change is required throughout the term of the contract):*

- When ordered, contractor must submit all required PDF soft proofs within two (2) workdays of receipt of furnished materials.
- PDF soft proofs will be withheld no more than two (2) workdays from receipt at the ordering agency until changes/corrections/"O.K. to Print" is furnished via email. (NOTE: the first workday after receipt of proofs at the ordering agency is day one (1) of the hold time.)

*Hard Copy Proofs (for initial start-up and anytime a change is required throughout the term of the contract):*

- When ordered, contractor must submit all required proofs for forms, booklets, factsheets, leaflets, and envelopes within seven (7) workdays of receipt of furnished materials.
- Proofs will be withheld no more than five (5) workdays from their receipt at the ordering agency until they are made available for pickup. (NOTE: The first workday after receipt of proofs at the ordering agency is day one (1) of the hold time.)



- Submit revised proofs, if necessary due to author's alterations, within five (5) workdays after receipt of furnished material.
- NOTE: If required, due to author's alterations, the contractor must submit a revised proofs within five (5) workdays of receipt of reviewed proofs. Proofs will be withheld no more than three (3) workdays from their receipt at the ordering agency. (NOTE: The first workday after receipt of proofs at the ordering agency is day one (1) of the hold time.)

***Preproduction Test Schedules:***

Prior to receiving transmission of live production data files, the contractor will be required to perform the following tests: (The transmission test will begin after the Government is notified of the availability of the system.)

**NOTE:** Failure of the contractor to perform any of the below tests satisfactorily may be cause for default. The Government reserves the right to waive the requirements of these tests. The contractor will be notified at the Post Award Conference if any test(s) will be waived.

*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 900,000 notices within one (1) workday.
- The contractor will be required to perform a record count verification and perform the CASS certification the same workday as receipt of the complete transmission of the test files and must provide SSA with the exact counts and the CASS certification.
- SSA will respond within one (1) workday of receipt thereof.

*Preproduction Validation Test:*

- Within five (5) workdays of receipt of test files and prior to the Preproduction Press and Mail Run test, the contractor is required to perform a Preproduction Validation Test.
- The contractor must furnish a total of 100 printed samples of the completed product (50 sample notices from each mailer including at least three (3) samples from each PC) and 25 samples of the payment stub.
- The Government will approve, conditionally approve or disapprove the samples from the Preproduction Validation Test within five (5) workdays of receipt thereof.

*Preproduction Press and Mail Run Test:*

- Within five (5) workdays of final Government approval of preproduction validation test samples and contractor's receipt of necessary materials to perform the test (inserts and envelopes), the Government will work with the contractor to select a date to perform the 12-hour preproduction press and mail run test.

The test shall occur during the regular work week of Monday through Friday (excluding holidays).

- The contractor must produce a minimum of 250,000 notices in a continuous 12-hour period.

- The Government will approve, conditionally approve, or disapprove the samples within seven (7) workdays of receipt.

NOTE: Contractor must notify the SSA and 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 all tests.

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

- When required, the contractor will furnish up to 50 printed samples (no envelopes or inserts/enclosures) within three (3) workdays of receipt of test files.
- The Government will approve, conditionally approve, or disapprove the samples within five (5) workdays of receipt thereof.

***Production Schedule:***

Contractor must not proceed with processing a transmission until counts are verified against the task order. If a discrepancy is found, the contractor must call SSA's Scheduling Helpline immediately at 410-966-5469.

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

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

The contractor's FTMS software must be operational for the receipt of data files 24 hours a day, seven (7) days a week, unless otherwise specified by the Government. (See “TRANSMISSIONS” for additional information).

Live production files will be transmitted on a daily basis Tuesday through Saturday for the Title II Redesign notices. In the event of Federal holidays, the files will transmit on the Federal holiday but will not transmit the day after the holiday. For example, on Thanksgiving, files will transmit on Thursday. Files will not transmit on Friday. Files will resume transmission on Saturday.

Complete production and mailing must be made for notices within five workdays of receipt of each complete transmission (e.g., transmissions received on Tuesday must be mailed by the close of business the following Tuesday; transmissions received on Saturday must be mailed by the close of business Friday).

***Mailing Documentation and Summary Reports:*** A PDF copy of the summary report(s) and matching USPS Certificate of Bulk Mailing, USPS 3607R, and/or GPO 712 form(s) must be submitted to [Kathryn.Schmidt@ssa.gov](mailto:Kathryn.Schmidt@ssa.gov) for each file date within two (2) workdays of mailing. All copies must be legible and include both obverse and reverse side.

***Invoices:*** One (1) copy of the invoice for each print order must be emailed within five (5) workdays of the last mailing date of the print order to [Kathryn.Schmidt@ssa.gov](mailto:Kathryn.Schmidt@ssa.gov). The invoice must be itemized in accordance with the items in the “SCHEDULE OF PRICES.” For more information on the invoicing process, refer to information under “PAYMENT.”

***Quality Control Samples:*** Each box of quality control samples should contain the samples for a particular print order in a separate box. The contractor must ship the quality control samples each week within two (2) workdays of the last mailing date of the print order.

**PRESS SHEET AND PRODUCTION INSPECTIONS:** The contractor must notify the SSA and GPO of the date and time of the press sheet inspection or production inspection at least three (3) workdays prior to the inspection(s) to allow time to make proper travel arrangements. Notify Kate Schmidt via email at [Kathryn.Schmidt@ssa.gov](mailto:Kathryn.Schmidt@ssa.gov) and the U.S. Government Publishing Office, Quality Control for Published Products, Washington, DC 20401 at (202) 512-0542. Telephone calls will only be accepted between the hours of 8:00 a.m. and 2:00 p.m., prevailing Eastern Time, Monday through Friday. NOTE: See contract clauses, paragraph 14(e) (1), Inspections and Tests in GPO Contract Terms (GPO Publication 310.2, effective December 1, 1987 (Rev. 1-18)). 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 notices, the Government will require a press sheet inspection. Notification must be given at least three (3) workdays in advance of production start-up.

The ship/deliver date indicated on the print order is the date products ordered for delivery f.o.b. destination must be delivered to the destination(s) specified, and products ordered for mailing f.o.b. contractor's city must be delivered to the post office.

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

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

### SECTION 3. - DETERMINATION OF AWARD

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

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

I. 12

II. (a) 23  
(b) 264  
(c) 264

III. (a) 2

IV. (a) 1  
(b) 1

V. (a) 250  
(b) 63,780  
(c) 608  
(d) 17  
(e) 1,199  
(f) 40  
(g) 8  
(h) 1,120  
(i) 290  
(j) 31,000

VI. (a) 63,780  
(b) 608  
(c) 336  
(d) 17,333  
(e) 40  
(f) 8  
(g) 1,120  
(h) 290  
(i) 31,000

VII. (a) 1,380

VIII. (a) 29,500  
(b) 1,500

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**SECTION 4. - SCHEDULE OF PRICES**

Bids offered are f.o.b. destination to Baltimore, MD, and f.o.b. contractor’s city for all mailing.

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 invoices submitted to the GPO shall be based on the most economical method of production. Fractional parts of 1,000 will be prorated at the per-1,000 rate.

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

Saddle-Stitched Booklets: Unless otherwise specified, no more than three (3) blank pages shall be permitted at the end of the text.

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

**I. COMPOSITION:** Prices offered must be all-inclusive, and must include the cost of all operations required in accordance with the terms of these specifications for composition of each of the 12 envelopes.

Envelopes.....per envelope.....\$ \_\_\_\_\_

**II. PROOFS:** Booklets, Leaflets, Factsheets, Forms, and Envelopes

(a) PDF Proofs ..... per proof.....\$ \_\_\_\_\_

(b) Color content proofs ..... per trim/page-size unit.....\$ \_\_\_\_\_

(c) Ink jet color proofs ..... per trim/page-size unit.....\$ \_\_\_\_\_

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

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

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

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

- (a) Transmission Test..... per test.....\$ \_\_\_\_\_
- (b) Validation Test ..... per test.....\$ \_\_\_\_\_

**V. PRINTING/IMAGING AND CONSTRUCTION/BINDING:** Prices offered must be all-inclusive and include the cost of all materials and operations necessary (except paper) for the complete production of the product listed in accordance with these specifications.

- (a) \*Daily makeready/setup charge .....\$ \_\_\_\_\_

\*Contractor will be allowed only one (1) makeready/setup charge per day. This combined charge shall include all materials and operations necessary to makeready and/or setup the contractor's equipment for the 2 mailers. Contractor cannot submit invoices with more than one makeready/setup charge per day.

- (b) Notices:  
Printing and imaging in black only, including binding ..... per 1,000 leaves .....\$ \_\_\_\_\_
- (c) Form SSA-3105:  
Printing face and back in black ink, including binding ..... per 1,000 forms .....\$ \_\_\_\_\_
- (d) Saddle-Stitched Booklets (3-1/2 x 8"):  
Printing in two ink colors, including binding ..... per 1,000 complete booklets .....\$ \_\_\_\_\_
- (e) Saddle-Stitched Booklets (5-1/4 x 8"):  
Printing in two ink colors, including binding ..... per 1,000 complete booklets .....\$ \_\_\_\_\_
- (f) Factsheets:  
Printing face and back in two ink colors, including binding ..... per 1,000 factsheets .....\$ \_\_\_\_\_
- (g) Leaflets:  
Printing face and back in two ink colors, including binding ..... per 1,000 leaflets .....\$ \_\_\_\_\_
- (h) Green BRM Envelope:  
Printing in black ink, including construction ..... per 1,000 envelopes .....\$ \_\_\_\_\_
- (i) CRM and CRM CMS Envelopes:  
Printing in black ink, including construction ..... per 1,000 envelopes .....\$ \_\_\_\_\_
- (j) Mailout Envelope:  
Printing in black ink, including construction ..... per 1,000 envelopes .....\$ \_\_\_\_\_

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

**VI. PAPER:** Payment for all paper supplied by the contractor under the terms of these specifications, as ordered on the individual print order/task order, will be based on the net number of leaves furnished for the product(s) ordered. The cost of any paper required for makeready or running spoilage must be included in the prices offered.

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

- Notices – Each page-size leaf.
- Forms – Each page-size leaf.
- Booklets – Each page-size leaf.
- Factsheets – Each page-size leaf.
- Leaflets – Each page-size leaf.
- Envelopes – Each envelope.

Per 1,000 Leaves

- (a) Notices: White Offset Book (50-lb.) .....\$ \_\_\_\_\_
- (b) Form SSA-3105: White Writing (20-lb.) .....\$ \_\_\_\_\_
- (c) Booklet (3-1/2 x 8"): White Offset Book (60-lb.).....\$ \_\_\_\_\_
- (d) Booklet (5-1/4 x 8"): White Offset Book (60-lb.).....\$ \_\_\_\_\_
- (e) Factsheet: White Offset Book (60-lb.) .....\$ \_\_\_\_\_
- (f) Leaflet: White Offset Book (60-lb.) .....\$ \_\_\_\_\_
- (g) Green BRM Envelope: Green Writing (20-lb.).....\$ \_\_\_\_\_
- (h) CRM and CRM CMS Envelopes: White Writing (20-lb.).....\$ \_\_\_\_\_
- (i) Mailout Envelope: White Wove (24-lb.).....\$ \_\_\_\_\_

**VII. ADDITIONAL OPERATIONS:**

Destruction of outdated stock ..... per 1,000 pieces .....\$ \_\_\_\_\_

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



**VIII. INSERTING AND MAILING:** Prices offered must include the cost of all required materials and operations necessary for the mailing of the notices including cost of inserting the collated and folded notice (single and multiple leaves), and appropriate inserts as required (i.e., form(s), pamphlet(s), factsheet(s), leaflet(s), and/or BRM/CRM/CRM CMS envelope(s)), into mailout envelope, and mailing in accordance with these specifications.

(a) Mailer 1 ..... per 1,000 mailers .....\$ \_\_\_\_\_

(b) Mailer 2 ..... per 1,000 mailers .....\$ \_\_\_\_\_

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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**THIS SECTION FOR GPO USE ONLY**

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

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