

U.S. GOVERNMENT PUBLISHING OFFICE
Government Publishing & Print Procurement

GENERAL TERMS, CONDITIONS, AND SPECIFICATIONS

For the Procurement of

VA Mailers (Billing Statements)

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

Department of Veterans Affairs (VA)

Single Award

CONTRACT TERM: The term of this contract is for the period beginning December 1, 2026, and ending November 30, 2027, 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.

The term of the first (base) contract year is expected to be 13 months. Unless waived by the ordering agency, the period from November 1 to November 30, 2023, shall be used by the contractor to establish/perform all necessary operations in preparation for live production on December 1, 2026. The contractor shall plan and implement the actions necessary for the startup of full contract operations.

BID OPENING: Bids shall be opened virtually at 11:00 a.m., Eastern Time (ET), on October 13, 2026, at the U.S. Government Publishing Office. All parties interested in attending the bid opening shall email bids@gpo.gov one (1) hour prior to the bid opening date and time to request a Microsoft Teams live stream link. This must be a separate email from the bid submission. The link will be emailed prior to the bid opening.

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

BIDDERS, PLEASE NOTE: These specifications have been extensively revised; therefore, all bidders are cautioned to familiarize themselves with all provisions of these specifications before bidding.

Please note this program was formerly Program 1733-S. 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 Jim Hunt, telephone (214) 767-0451, ext. 5, or email jhunt@gpo.gov.

SECTION 1.- GENERAL TERMS AND CONDITIONS

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

GPO Contract Terms (GPO Publication 310.2) –

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

GPO QATAP (GPO Publication 310.1) –

<https://www.gpo.gov/docs/default-source/forms-and-standards-files-for-vendors/qatap-rev-09-19.pdf>.

SUBCONTRACTING: The contractor may subcontract the printing of contractor-produced inserts and the manufacturing and printing of all envelopes only.

The contractor shall be responsible for enforcing all contract requirements outsourced to a subcontractor.

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

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

Product Quality Levels:

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

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

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

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

<u>Attribute</u>	<u>Specified Standard</u>
P-7. Type Quality and Uniformity	Electronic media
P-9. Solid and Screen Tint Color Match	Pantone Matching System

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

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

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

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

For the purpose of this clause, performance under this contract will be divided into successive periods. The first period will extend from December 1, 2026, and end November 30, 2027, and the second and any succeeding period(s) will extend for 12 months from the end of the last preceding period, except that the length of the final period may vary. The first day of the second and any succeeding period(s) will be the effective date of the economic price adjustment for that period.

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

The economic price adjustment will be the percentage difference between Index averages as specified in this paragraph. An index called the variable index will be calculated by averaging the monthly Indexes from the 12-month interval ending three (3) months prior to the beginning of the period being considered for adjustment. This average is then compared to the average of the monthly Indexes for the 12-month interval ending August 30, 2026, 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.

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:

1. BLS code 0913 All Paper will apply to all paper required under this contract.
2. The applicable index figures for the month of November 2026 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:

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

- Performance of this contract may require that the contractor access and use data and information proprietary to the VA or another Government agency or Government contractor. Should the release of proprietary information such as that described above become necessary, the contractor's personnel shall execute disclosure statements indicating their awareness of the receipt of such proprietary information and the proper care and handling of same. The contractor and the contractor's personnel may not divulge, or release data or information developed or obtained in performance of this contract without the written approval of the Contracting Officer. The contractor will not use,

disclose, or reproduce proprietary information or data other than as required in the performance of this contract. This does not preclude the use of any data independently acquired by the contractor without such limitations or prohibit in agreement (at no cost to the VA) between the contractor and the data owner, which provides for greater rights to the contractor.

NON-PUBLICITY: It is a specific condition of this contract that the contractor shall not take any photographs on or of the contractor's facility or personnel therein, nor use or allow any aspect of this contract to be used for publicity or advertising purposes without specific written approval of the VA's Chief of Security Services.

NETWORK AND TECHNICAL SECURITY CONTROLS: The sensitivity level of data that is transmitted to the contractor's site has been categorized under Federal Information Processing Standards [FIPS 199, Standards for Security Categorization of Federal Information and Information Systems](#) | [CSRC](#) as moderate.

The minimum required security controls that must be in place and show a demonstrated use are outlined in the National Institute of Standards and Technology (NIST) Special Publication 800-53, Rev. 5 for each of the security categorizations. Although NIST 800-53, Rev. 5 indicates these controls are "guidelines," they are required for this contract. NIST SP 800-53, Rev. 5 is available at <http://csrc.nist.gov/publications/PubsSPs.html>.

In addition, the data being transmitted must meet the guidelines for the encryption of sensitive Federal information found in FIPS Publication 140-3 (FIPS 140-3). The contractor shall provide the necessary encryption device and configure it to communicate in FIPS 140-3 mode with the VA's encryption device. FIPS 140-3 is available at <http://csrc.nist.gov/publications/PubsFIPS.html>.

PRIVACY ACT AND HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA): The contractor will adhere to all Privacy Act regulations applicable to these statements as included in this solicitation. In addition to standard Privacy Act compliance, the contractor will be familiar with and abide by the security requirements contained in the HIPAA as well as other requirements contained in the HIPAA. Contractor personnel who obtain access to hardware or media which may manipulate or store any sensitive information protected under Title 5, USC, Section 552a, the Privacy Act, 38USC4132, 3301, or 3305, as defined by the VA, must not access information unless absolutely necessary to perform their contractual duties. Disclosure of any sensitive data obtained during performance of the particular contractual duty is prohibited. Violation of these statutory provisions may involve imposition of criminal penalties.

CONFIDENTIALITY OF DATA: Any information systems involved with this contract are classified as systems of records subject to the Privacy Act of 1974 (Public Law 93-579), and some information systems may further be subject to the HIPAA. The contractor may, in the course of design, development, or conversion of data from existing systems, observe or handle information subject to the Privacy Act, the HIPAA, or other Federal regulations.

Duplication or disclosure of data and other information to which the contractor will or may have access because of this contract is prohibited by law. It is understood that throughout performance of the contract, the contractor will or may have access to confidential data that is either the sole property of the VA or is the sole property of other than the contracting parties. The contractor hereby agrees to maintain the confidentiality, integrity, and availability of all such data to which access may be gained throughout contract performance, whether title thereto vests in VA or otherwise. The contractor hereby agrees not to disclose said data, any interpretations thereof, or data derivative there to unauthorized parties in contravention of the provisions, without the written approval of the Contracting Officer, or the party in which title thereto is wholly vested. Additionally, Federal Acquisition Regulations (FAR) 52.224-1, Privacy Act Notification, and FAR 52.224-2, Privacy Act, apply to this contract and all orders issued against the contract, if applicable.

CONFIDENTIALITY REQUIREMENTS: Contractor shall be bound by confidentiality rules applicable to the protection of PII. Contractor shall exercise reasonable discretion in handling documents that include privileged materials and confidential PII.

The contractor must agree to the following security conditions:

- a) Mailing lists received by the contractor are sensitive and must be properly safeguarded from unauthorized disclosure. When mailing lists are not being processed, they will be securely stored in a location which will preclude unauthorized access.
- b) Individuals having access to mailing lists during pickup, transport, processing, assembly, delivery, etc., must be properly notified by the contractor regarding the sensitivity of the information and cautioned to preclude loss, theft, destruction, or unauthorized access.

SECURITY: The information provided for this contract is considered sensitive. The processing, production, and storage of this information require the greatest possible care in handling to ensure against any copies (or any information therein) from reaching unauthorized persons.

During the performance of this contract, controlled items/sensitive information will be produced. Appropriate safeguards must be proposed by the contractor and approved by the Contracting Officer for the safeguarding from actual, potential, or inadvertent release by the contractor, or subcontractor (if applicable), of these materials in any form. Such safeguards shall ensure that only Governmental and contractor parties, including subcontractors, that have an established need-to-know, have access in order to perform work under this contract and then only under conditions which ensure that the information is properly protected.

The GPO reserves the right to audit contractor facilities for compliance with the above restrictions. While in use, all working materials shall be maintained under surveillance and shall be kept secure so as to preclude access by any persons who do not have a legitimate need to view them. Whenever controlled/sensitive information is not under the personal control and observation of an authorized person, it shall be guarded or stored in a locked security cabinet, safe, or safe-type steel file container. When it is impractical to store working materials because of its nature, size, or unique characteristics, the material shall be secured in a restricted area capable of preventing unauthorized entry. The contractor is charged with designating an employee to perform all security checks to ensure compliance with these security requirements.

INTERCONNECTION SECURITY AGREEMENT (ISA): ISAs are written agreements between the information system owners that stipulate why and how information is to be shared, and how each party will provide adequate security of the information when it is under their control. One portion of the ISA describes the technical details of the data transmission link, including the devices used to encrypt the data. ISAs become an integral piece of the certification and accreditation documentation for each Federal information system. The contractor is required to sign an ISA with the VA before the connection may be established.

FEDERAL LAWS, POLICIES, REGULATIONS, AND GUIDANCE RELATED TO FEDERAL DATA MANAGEMENT: The contractor shall comply with all applicable laws, policies, regulations, and guidance, including, but not limited to those listed below:

- Privacy Act.
- Health Insurance Portability and Accountability Act (HIPAA).
- Federal Information Security Modernization Act (FISMA) (available at <https://www.cisa.gov/>).
- National Defense Authorization Act.
- OMB Circulars (related to Federal data management).
- NIST Federal Information Processing Standards (FIPS).
- NIST Special Publications (800 series).

- Trade Secrets Act (18 U.S. Code 1905).
- Unauthorized Access Act (18 U.S. Code 2701 and 2710).
- VA Directive 6500 (VA Cybersecurity Program) (available at <https://www.va.gov/vapubs/index.cfm>).
- VA Directive and Handbook Series 0710 (available at <https://www.va.gov/vapubs/index.cfm>).

CONTRACTOR PERSONNEL SECURITY: Contract personnel performing work under this contract shall satisfy all requirements for appropriate security eligibility in dealing with access to sensitive information and information systems belonging to or being used on behalf of the VA. To satisfy the requirements of the VA, a Moderate Risk Background Investigation shall be completed by VA prior to performing work under this contract. The level of access and the individual's capability to perform work under this contract will be the determining factor in deciding if a higher investigative requirement is needed. The contractor shall ensure their personnel complete all actions required for the level of investigation within 30 calendar days of initiation of such investigations. The contractor shall ensure personnel who change positions have the appropriate background investigation required for the position and shall contact the VA Contract Manager to initiate the required investigation before the individual assumes duties in the new position.

The VA Security Investigation Center (SIC) provides department-wide policy on the assignment of appropriate position sensitivity designations associated with positions involving national security and public trust responsibilities, and on the level of background investigations required for applicants and for incumbents of those positions. The contractor shall work with the VA Contract Manager in determining the position sensitivity level for the required services. Further, the contractor shall be responsible for the actions of all individuals provided to work for the VA under this contract. If damages arise from work performed by contractor personnel under the auspices of this contract, the contractor will be responsible for all resources necessary to remedy the incident.

In conjunction with contract award and prior to contract performance, the VA Contract Manager shall obtain from the contractor the following information to request the appropriate investigative action: list of full legal names of contractor personnel doing work on this contract, Social Security Numbers (SSN) of contractor personnel, and home addresses of contractor personnel.

PRODUCTION FACILITY: The contractor's facility must be a United States Postal Service (USPS) Detached Mailing Unit or Postal Substation to provide assurance of the contractor's expertise in mailing high volume of mailers via the USPS mail stream. Coding Accuracy Support System (CASS) certifications shall be present within the manufacturing facility. The CASS certifications shall be at all applicable USPS presort levels.

All processes entailed in the development and production of the billing statements and the distribution of the complete mailers must be housed within one facility. Production must begin and end within the same facility to enhance production efficiency, security, and control.

PHYSICAL SECURITY CONTROLS FOR CONTRACTOR'S FACILITY: The facility shall have an active security program, including but not limited to, access control, intrusion detection with 24-hour monitoring, surveillance cameras, physical intrusion barriers, and an access auditing method.

All visitors to the contractor's facility shall be required to present a valid Government-issued photo identification (such as a state-issued driver's license) and be logged in and out of the facility.

Surveillance Camera and Video Recording Requirements:

Camera Coverage Requirements: The Contractor shall install and maintain surveillance cameras to monitor all areas in which Federal information is processed. The cameras' field of view shall provide continuous coverage of 100 percent of the designated processing area.

At least one (1) surveillance camera must be installed to monitor the area where Federal information is processed. For analog video recording, images shall be recorded at not greater than 120-hour mode; videotapes shall be changed out promptly (within five (5) minutes) upon reaching the end of the tape (not recorded over); and, videotapes shall

be retained for six (6) months or upon completion or termination of the contract. If digital video recording is used, images shall be recorded at a frame rate of at least four (4) images per second and retained for a period of at least six (6) months or until the completion or termination of the contract, whichever. The contractor shall make such video recordings available for review on site by VA security personnel when requested.

All fire/security/environmental-monitoring systems shall be provided with an uninterruptible power supply (UPS) backup power source and be periodically checked for proper operation by trained technicians. UPS shall provide power to these systems for a minimum of 24 hours.

The contractor may not move VA's materials to another location without specific authorization by an authorized VA representative and the Contracting Officer, except in an emergency, in which case the contractor shall notify the VA and the Contracting Officer of the alternate location within four (4) hours.

All personnel who have physical or electronic access to Federal information systems shall obtain the applicable VA security clearance before being granted access (or after submitting the necessary information to initiate a background investigation, when permitted).

To ensure individual accountability, contractor-issued, physical access cards shall not be shared, loaned, or given to any other person. Persons authorized to access the area where Federal information is processed shall not allow another person to enter the area during the time they have the door open (also known as "tailgating"), except for authorized and escorted visitors. The contractor shall escort visitors authorized by the contractor to enter the area where VA's information is processed with an access badge, and each visitor's name shall be logged on a separate log sheet. The person escorting the visitor(s) shall maintain constant observation of the visitor(s) to ensure they do not access the VA's information. The physical access control system shall generate reports listing each person who entered the area during any specified time period. The contractor shall provide these reports to VA security personnel when requested.

INFORMATION SYSTEM: The contractor must provide a computer network (also known as an "information system") to process, store, and transmit data that is in compliance with all applicable policies governing the transmission and use of the data transmitted by the VA including the Privacy Act, the Health Insurance Portability and Accountability Act (HIPAA), and applicable Department of Veterans Affairs policies and procedures. The contractor shall ensure their information system is configured and managed to meet the minimum recommendations described in NIST Special Publication (SP) 800-53, Rev. 5 - "Security and Privacy Controls for Information Systems and Organizations," (<http://csrc.nist.gov/publications/PubsSPs.html>) and VA Handbook 6500.2 - "Management of Breaches Involving Sensitive Personal Information" (https://www.va.gov/vapubs/Search_action.cfm).

It has been determined that the VA information processed is defined in the following categories – Sensitive Personal Information (SPI) and Regulatory/Program Specific Information – therefore the levels of security must be set for a moderate impact information system.

NIST SP 800-53, Rev. 5 will be used as a tool to review the awarded contractor's compliance with the requirements above. Further information is available at <http://www.nist.gov>. Only compensating controls that have been approved by the VA in writing may be used in lieu of the recommended controls in NIST SP 800-53, Rev. 5. The contractor shall coordinate with VA to establish a Secure Shell (SSH) over the internet using a NIST FIPS 140-3 compliant cryptographic module capable of interchanging data with the VA's network.

The contractor will be required to sign an Interconnection Security Agreement (ISA) and Memorandum of Understanding (MOU) with VA and complete a Contractor Security Control Assessment (CSCA) and System Security Plan (SSP) correcting any non-compliant items before the connection may be established. Additionally, the contractor shall support and assist VA staff and/or auditors in periodically assessing their information system's compliance with these requirements or in conducting investigations into security incidents.

Federal information systems (40 USC 11331) are information systems used or operated by an executive agency, by a contractor of an executive agency, or by another organization on behalf of an executive agency. Information systems may include servers, workstations, operating systems, databases, and applications, as well as any information/data stored, processed, or transmitted by the system. Federal information systems may contain information that is subject to the Privacy Act, HIPAA, or other regulations. Every Federal information system at the VA processes information that is categorized as “sensitive but unclassified” (SBU).

All contractor and subcontractor personnel must read and abide by the security requirements in place at the contractor’s facility. Failure to comply with these security requirements may result in revocation of physical and/or electronic access privileges and/or termination of the contract for default. Failure to complete the work in a timely manner, or by any required completion date, caused by delays in requesting security clearances, or due to revocation of access privileges resulting solely from the actions of the contractor or their personnel, is not sufficient reason to warrant an extension in contract time or cost.

TRAINING: All contractor personnel requiring access to VA information and VA information systems shall complete the following before being granted access to VA information and networks.

- (a) Sign and acknowledge understanding of and responsibilities for compliance with the National Rules of Behavior related to access to VA information and information systems.
- (b) Successfully complete VA Cybersecurity Awareness training and annual refresher training which will be due within one (1) month of the beginning of any contract option year.
- (c) Successfully complete VA General Privacy training and annual refresher training which will be due within one (1) month of the beginning of any contract option year.
- (d) Successfully complete any additional cybersecurity or privacy training as required for VA personnel with equivalent information system access.

The contractor will provide the VA Contract Manager with a copy of the training certificates for each applicable employee within 30 calendar days of beginning work on the contract. Certificates for refresher training will be due within one (1) month of the beginning of any contract option year. Courses are available through the online VA Learning Management System. Access to the website will be coordinated with the VA Contract Manager.

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

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

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

Additionally, the preaward survey will include a review of all subcontractors involved, along with their specific functions; and the contractor's/subcontractor's business continuity, security control, quality control, and disposal of waste material plans, as required by this specification.

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

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

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.

Business Continuity Plan – The contractor will maintain either separately or within their business continuity program a plan of action that will allow for continued provision of services to the VA within 72 hours of an event that disrupts or destroys the ability of the contractor to operate at the primary location used to provide services. In addition, the plan of action must demonstrate how materials and information provided to the contractor by the VA will be protected and recovered such that continued services will be provided within the timeframe specified.

NOTE: All terms and conditions of this contract will apply to any alternate/backup location.

Security Control Plan – The contractor must have a detailed Security Control Plan. The integrity of any furnished data included in an electronic submission must be given the highest priority. Therefore, the contractor must guarantee that the furnished data will be used only to complete this contract.

The Security Control Plan shall provide in detail, at a minimum:

- How all accountable materials containing PII will be handled throughout all phases of production.
- How the disposal of waste materials containing PII will be handled (see “*Disposal of Waste Materials*” specified herein).
- How all applicable Government-mandated security/privacy/rules and regulations, as cited in this contract, shall be adhered to by the contractor and/or subcontractor(s).

Quality Control Plan – The contractor must implement quality control systems for all billing statements produced under this contract to reduce the number of double stuffs (two different statements in the same envelope) to the maximum extent possible.

The contractor must maintain the highest quality during the production and mailing of all mailers to include accounting for all mailers to ensure that the number of pieces of mail is equal to the number on the automatically generated postal mailing reports.

Due to the sensitive nature of the billing statements, the contractor must achieve as near to 100% accuracy as possible in the mailing of the billing statements.

The quality control plan must show the quality control measures that will govern the production and mailing of all billing statements, and how they will ensure an accuracy rate for all orders of 99% or higher (which includes printing on the correct paper, using the correct billing statement), inserting the correct insert(s) (either contractor-produced or Government-furnished), and inserting into the correct outgoing envelope.

Disposal of Waste Materials – All waste materials used in the production of sensitive records containing PII must be destroyed in accordance with NIST Special Publication 800-88 Revision 1, “Guidelines for Media Sanitization.” The contractor is required to demonstrate how all waste materials will be definitively destroyed. Contractor required to show proof of disposal.

NOTE: Disposal of waste materials is a predominant production function and cannot be subcontracted.

SHREDDING: Any billing statements that are damaged or otherwise rendered unfit for insertion into envelopes during the printing or inserting process must be destroyed (see “Disposal of Waste Materials” specified herein).

PREAWARD INSPECTION OF SECURITY CONTROLS: Prior to award, the VA reserves the right to perform an on-site inspection of the prospective contractor’s security controls to ensure that they are in compliance with all of the items listed in this document. To facilitate this inspection, the contractor shall supply the following items at least three (3) workdays prior to the scheduled site visit:

- (a) All policies, regulations, standard operating procedures, etc., related to physical, personnel, and technical/network security controls.
- (b) Building/site drawings and diagrams depicting, at a minimum, fences, walls, parking areas, physical security controls (cameras, door locks, motion sensors, etc.) and rooms. The drawings/diagrams shall label all controls related to the physical security of the VA data (that is, if there is a section of the facility that is altogether unrelated to the services contracted for, it is not necessary to label the controls in that area).
- (c) Network diagram depicting the major components and security controls in place. This must include network segments, servers, external connections, routers, firewalls, intrusion detection devices, etc. It should specify operating systems (by name and version) for routers, VPN appliances, servers, and workstations.
- (d) The award is dependent on the VA approving all security controls.

ANNUAL SITE INSPECTIONS: The VA may perform an annual site visit at the contractor’s facility to ensure that all compliance standards specified herein are strictly adhered to.

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

ORDERING: Items to be furnished under the contract shall be ordered by the issuance of print orders by the Government. Orders may be issued under the contract from October 1, 2026, to September 30, 2027, plus for such additional period(s) as the contract is extended. All print orders issued hereunder are subject to the terms and conditions of the contract. The contract shall control in the event of conflict with any print order. A print order shall be “issued” for purposes of the contract, when it is electronically transmitted or otherwise physically furnished to the contractor in conformance with the schedule.

REQUIREMENTS: This is a requirements contract for the items and for the period specified herein. Shipment/delivery of items or performance of work shall be made only as authorized by orders issued in accordance with the clause entitled “ORDERING.” The quantities of items specified herein are estimates only and are not purchased hereby. Except as may be otherwise provided in this contract, if the Government’s requirements for the

items set forth herein do not result in orders in the amounts or quantities described as “estimated,” it shall not constitute the basis for an equitable price adjustment under this contract.

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

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

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

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

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

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

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

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

PAYMENT: Immediately upon completion of each print order, the contractor shall submit an itemized statement of billing to the ordering agency for verification, approval, and signature. The contractor must email their invoice along with all supporting documentation to the agency contact as specified on the print order.

After agency verification and approval, the contractor must submit the approved, signed billing invoice to the U.S. Government Publishing Office.

Submitting invoices for payment via the GPO fax gateway (if no samples are required) utilizing the GPO barcode coversheet program application is the most efficient method of receiving payment. Instruction for using this method can be found at the following web address:

<http://winapps.access.gpo.gov/fms/vouchers/barcode/instructions.html>.

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

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

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

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.

SECTION 2. – SPECIFICATIONS

SCOPE: These specifications cover the production of various mailers consisting of billing statements, inserts, return envelopes, and outgoing envelopes requiring such operations as printing, imaging, binding, construction, gathering/inserting, packing, and distribution.

TITLE: Various VA Mailers (Billing Statements).

FREQUENCY OF ORDERS, QUANTITY, AND NUMBER OF PAGES:

Approximately 300 orders per year (25 orders per month):

Billing Statements: Approximately 20,000 to 156,000 billing statements per order mailers per order. Approximately 80% of billing statements are one or two leaves. The remaining 20% may consist of up to 11 leaves.

Inserts: Approximately 20,000 to 100,000 inserts per order. On average, inserts are produced every other month (six orders). Inserts are one leaf. NOTE: Inserts may be produced separately and require only inserting. Follow print order.

Outgoing Envelopes: Approximately 20,000 to 150,000 envelopes per order.

Return Envelopes: Approximately 20,000 to 150,000 envelopes per order.

Two (2) Different Sized Large Outgoing Envelopes: Approximately 500-1,000 envelopes per month.

Exact quantities will not be known until each run is electronically transmitted to the contractor. NO SHORTAGES WILL BE ALLOWED.

Files will be transmitted electronically, as required for each application and as specified under “GOVERNMENT TO FURNISH.” Files may be transmitted on a daily basis. When each electronic transmission is received, the contractor processes the files and completes production and distribution. Upon completion, contractor must provide a report with the breakdown of the counts for each print order to VA (see “REPORTS” specified herein). Upon receipt of this report, VA certify the contractor numbers and issue the print order with the final counts and any other pertinent information.

Typically, the final VA certified print order for each application is furnished approximately three (3) to five (5) workdays after the files have been transmitted to the contractor.

The Government reserves the right to increase or decrease the quantity by up to 25% of the total mailers ordered annually.

TRIM SIZES:

- a) Billing Statements and inserts: 8-1/2 x 11”
- b) Outgoing Envelopes (VA E-1): No. 10 (4-1/8 x 9-1/2”), plus flap, with two (2) custom windows.
- c) Return Envelopes (VA E-9): No. 9 (3-7/8 x 8-7/8”), plus flap, with one (1) custom window.
- d) Large Outgoing Envelopes (VA E23): 6-1/8 x 9-1/2”, plus flap, with two (2) custom windows.
- e) Large Outgoing Envelopes (VA E27): 9 x 12”, plus flap, with two (2) custom windows.

GOVERNMENT TO FURNISH:

Electronic Media: Adobe Acrobat PDF (current or near current version) files consisting of textual matter and line art to be reproduced same size will be furnished via SFTP and/or via REST API capable (<https://restfulapi.net/>) All

printer and screen fonts will be embedded.

The data for the billing statements is compressed using secure compression and then sent to the contractor via electronic data transfer using an SSH Secure File Transfer Protocol (SFTP) over the Internet or via REST API (<https://restfulapi.net/>) using a NIST FIPS 140-3 compliant cryptographic module capable of interchanging data with the VA Infrastructure Operations (IO) Network.

All files electronically transmitted contain a complete record for each billing statement with the variable data included with each billing statement. Any programming or other format changes that are needed due to the contractor's method of production will be the full responsibility of the contractor and must be completed prior to the start of live production. Any alteration of the content of the billing statement in the file is not permitted. The contractor must not merge file dates and mailers (if applicable) during processing, printing, and mailing.

NOTE: Live data will not be provided to the contractor until the necessary on-site security checks are completed. The interval between contract award and actual production will be used to satisfy the security requirements contained in the specifications (including any necessary site visits), to establish the secure SSH connection between the VA and the contractor, and to transmit test data to ensure that all requirements can be met by the contractor. (NOTE: Testing will consist of the contractor confirming receipt of the transmitted file, ability to open and process the file, and ability to output the files.

Inserts: These will be provided by the VA or printed by the contractor as needed.

NOTE: VA will supply preprinted inserts in addition to inserts produced by the contractor. The contractor will need to maintain an inventory list with an updated list sent back to VA weekly. The contractor will notify VA when supplies are received and the condition of the shipment. Any damage to the shipment must be reported as soon as possible so corrective action can be taken by VA. The contractor must establish an automated preset order limit for each print job to avoid running out of VA-furnished supplies. When the level is reached, the contractor must notify VA so that additional supplies can be provided to the contractor.

Envelopes: Previously printed sample of each envelope.

Postage and Fees Paid mailing indicia will be furnished via provided VA permit.

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

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.

The contractor must be able to accept VA files electronically via a contractor-hosted SFTP server. Appropriate log-on instructions and protocol must be provided at time of award. The contractor must provide necessary security for the SFTP and/or via REST API capable (<https://restfulapi.net/>), which at a minimum, must have a unique security key exchange with VA. VA will provide appropriate key.

PROGRAMMING TIME/SUPPORT: Contractor may include 40 hours of programming time to set up all mail programs. During the life of the contract, new or modified billing statement requirements may occur. The contractor will be required to provide programming support to implement these new or modified requirements.

ELECTRONIC PREPRESS:

Prior to image processing, the contractor shall perform a basic check (preflight) of the furnished media and publishing files to assure correct output of the required reproduction image. Any errors, media damage, or data corruption that might interfere with proper file image processing must be reported to contract administrator (jhunt@gpo.gov) and agency.

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

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

STOCK/PAPER: The specifications of all paper furnished must be in accordance with those listed herein or listed for the corresponding JCP Code numbers in the "Government Paper Specification Standards No. 13" dated September 2019.

Government Paper Specification Standards No. 13 - https://www.gpo.gov/docs/default-source/forms-and-standards-files-for-vendors/vol_13.pdf.

All paper used in each copy must be of a uniform shade. The paper to be used will be indicated on each print order.

Billing Statements/Inserts: White Uncoated Text, basis weight: 50 or 60 lbs. per 500 sheets, 25 x 38", equal to JCP Code A60. NOTE: Basis weight at contractor's option.

Outgoing and Return Envelopes: White Writing Envelope, basis weight: 24 lbs. per 500 sheets, 17 x 22", equal to JCP Code V20.

Return and Large Outgoing Envelopes: White Kraft Envelope, basis weight: 24 lbs. per 500 sheets, 17 x 22", equal to JCP Code V15.

PRINTING: At contractor's option, the product may be produced via conventional offset or digital printing provided Quality Level III standards are maintained. Final output must be a minimum of 150-line screen and at a minimum resolution of 1200 x 1200 dpi x 1 bit or 600 x 600 dpi x 4-bit depth technology. Digital device must have a RIP that provides an option for high-quality color matching such as Device Links Technology and/or ICC Profiles. NOTE: Contractor must produce the entire job either conventional offset or digital printing; split production methods are not acceptable without prior approval.

Billing Statements: Print face only, face and back, or head-to-head in black only. All printing required in performance of this contract includes both static and variable data from furnished transmitted files. Imaging of variable data will be on the face of the first leaf only. Printing and imaging consist of text and line matter.

Inserts print face only or face and back, head-to-head, in black only or black and Pantone 280 (Blue).

Outgoing envelopes print face and back (before construction) in Pantone 280 (Blue) including security tint.

Return envelopes print face and back (before construction) in black and Pantone 280 (Blue) including security tint.

Large outgoing envelopes print face and back (before construction) in black and Pantone 280 (Blue) including security tint.

For the return envelopes, contractor is responsible for creating the Facing Identification Marks (FIM) and for placing the FIM on the mailing piece according to the current U.S. Postal Service Mail Manuals.

For all envelopes (return and outgoing), the contractor must print the contractor-created Intelligent Mail Barcodes (IMb) and is responsible for placing the IMb on the mailing piece according to the current U.S. Postal Service Mail Manuals.

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

All envelopes require a security tint (lining is not acceptable) printed on the inside (back – before manufacture) in Pantone 280 (Blue). Contractor may use their own design but must guarantee that the product will ensure complete opacity and prevent show through of any material contained therein.

NOTE: GPO imprint is waived and must not print on any of the final products.

MARGINS: Unless otherwise specified, margins will be indicated on print order or furnished electronic file.

BARCODING: The contractor is required to add a 2D barcode to the face of each leaf of each billing statement. The barcode will allow the VA and/or contractor to query by barcode the names, addresses, and times that different pieces were inserted and will allow a redundant check on the contents of each mailing. Additionally, the contractor must maintain the barcodes as part of their assurance to reduce/eliminate double insertion. If there is a privacy incident, the contractor will use this as part of their research to identify what happened and provide corrective actions.

NUMBERING: Each billing statement must be assigned a unique, sequential number for accounting purposes and to allow the contractor to reproduce any documents destroyed in processing. Contractor to create the numbering sequence to be used in conjunction with the 2D barcode specified above.

BINDING:

Billing Statements: Trim each leaf four (4) sides.

Micro-perforate across the entire 8-1/2" dimension of the first leaf of each billing statement to form a tear-off return stub. The perforation is located 3" from the bottom of the form. Edges must be clean after removal of the return stub.

Inserts: Trim four (4) sides. NOTE: The inserts will not contain a micro-perforation.

CONSTRUCTION (All Envelopes):

Stockpiling of Envelopes: The Government reserves the right to make changes to the format/text of the envelopes at any time during the term of the contract. Notification of a proposed change will be given with sufficient time to the contractor to allow for the change. Therefore, the contractor should not preprint or maintain more than a 60-calendar day surplus/inventory of any of the envelopes required on this contract not to exceed 250,000 copies of each envelope type. The Government shall not be required to purchase from the contractor the surplus/inventory of any envelope remaining on hand in excess of what was authorized when an envelope format/text change is implemented.

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

Envelopes shall be sufficiently high cut so as to prevent the flap adhesive from coming in contact with the envelope's contents. The sealed seam shall not adhere to the inside of the envelope. Envelopes shall be free from cuts, folds, tears, machine marks, foreign matter, dirt, ink smears, and adhesive stains.

Windows: All windows are to be covered with a suitable transparent material that must be clear of smudges, lines, and distortions. Material must be securely affixed to the inside of the envelope so as not to interfere with insertion of contents. Window material must meet the current U.S. Postal Service's readability standard/requirements.

VA E1 (No. 10) - Face of envelope to contain two (2) die-cut windows as follows:

- Window No. 1 (Mailing Address) – Die-cut window (1-3/8 x 4" in size) with rounded corners, to be located 5/8" from the left edge of envelope and 13/16" from bottom edge of envelope.
- Window No. 2 (Return Address) – Die-cut window (1/2 x 3-1/4" in size) with rounded corners, to be located 5/8" from left edge of envelope and 4-3/4" from bottom edge of envelope.

VA E9 (Return No. 9 Envelope): Face of envelope to contain one (1) die-cut window (mailing address). Die-cut window (1-5/8 x 3-1/2" in size) with rounded corners, to be located 4-3/4" from left edge of envelope and 7/8" from bottom edge of envelope.

VA E23 - (6-1/8 x 9-1/2"): Face of envelope to contain two (2) die-cut windows as follows:

- Window No. 1 (Mailing Address) – Die-cut window (1-3/8 x 4") with rounded corners, to be located 5/8" from the left edge of envelope and 2-7/8" from bottom edge of envelope.
- Window No. 2 (Return Address) – Die-cut window (1/2 x 3-1/4" in size) with rounded corners, to be located 5/8" from left edge of envelope and 4-3/4" from bottom edge of envelope.

VA E27 (9 x 12"): Face of envelope to contain two (2) die-cut windows as follows:

- Window No. 1 (Mailing Address) – Die-cut window (1-3/4 x 4" in size) with rounded corners, to be located 1" from left edge of envelope and 8-1/4" from bottom edge of envelope.
- Window No. 2 (Return Address) – Die-cut window (1-3/4 x 4" in size) with rounded corners, to be located 2-1/2" from left edge of envelope and 5-1/2" from bottom edge of envelope.

GATHERING AND INSERTING: If applicable, gather all leaves of the billing statement in proper sequence; leaves are to be nested together with all faces forward. This includes return envelopes as required.

Outgoing Envelopes (No. 10), up to seven (7) leaves: Gather all required pages of the billing statement in proper sequence, letter-fold (with a "C" or "Z" fold) from 8-1/2 x 11" to 8-1/2 x 3-2/3" with addressee's name and address facing out for visibility through mailing address envelope window and insert into the outgoing envelope.

Outgoing Envelopes (6-1/8 x 9-1/2"), over seven (7) up to 11 leaves: Gather all required pages of the billing statement in proper sequence and fold in half from 8-1/2 x 11" to 8-1/2 x 5-1/2" with the addressee's name and address facing out for visibility through the mailing address envelope window and insert into the outgoing envelope.

Outgoing Envelopes (9 x 12"): Over 11 leaves: Gather all required pages of the billing statement in proper sequence and hand insert flat with the addressee's name and address facing out for visibility through the mailing address envelope window and insert into the outgoing envelope.

It is the contractor's responsibility to assure that only the return address and mailing address and IMb barcode on the billing statement will be visible through the window in the outgoing envelope and that only one copy of the billing statement and only one copy of all required inserts/return envelope are inserted into each outgoing envelope.

After inserting, seal outgoing envelopes.

PACKING: Pack suitable for delivery to USPS.

DISTRIBUTION: Mail f.o.b. contractor's city to both domestic (nationwide, including Alaska, Hawaii, American Territories, and APO/FPO) and foreign destinations. (Contractor is responsible for all costs associated with transporting mailer packages to the USPS.)

All applicable mailers using the VA provided indicia must delivery first class. Mailers that do not qualify to be mailed using the VA provided mailers may be mailed at the lowest cost to the government and are reimbursable.

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

Orders which result in mailings of less than 200 pieces or less than 50 pounds will require the contractor to apply the appropriate postage to each mailing. Contractor will be reimbursed for postage by submitting a properly completed Postal Service Certificate of Mailing with their invoice for billing.

For all mailers that do not qualify for mailing under the furnished mailing indicia and for international mail, contractor is to meter those mail pieces against the contractor's postage meter. The contractor is required to prepare all metered mail in accordance with the rules and regulations in USPS's Domestic Mail Manual and International Mail Manual, in effect at the time of mailing. The meter and all meter equipment/supplies must be borne by the contractor. Quantity and cost of metered mail will be provided to VA for each production job and included on the contractor's billing invoice submitted to GPO for payment.

Contractor is required to sort/process the mail pieces as necessary in order to obtain the maximum postage discount(s) allowed by the USPS, in accordance with the appropriate USPS rules and regulations, in effect at time of mailing.

Intelligent Mail Barcode (IMb) – Contractor will be required to create and use a USPS Intelligent Mail Barcode on all mail pieces produced under this contract. Contractor is responsible for presorting and mailing against VA permit to include USPS IMb markings.

Coding Accuracy Support System (CASS) – Contractor is required to process the address files through CASS for address accuracy. If an address fails CASS, the contractor is required to correct the address prior to printing (see "PRODUCTION FACILITY" in SECTION 1).

Contractor to provide the pre-CASS addresses (furnished files) along with their post-CASS addresses and the contractor-created IMb associated with each address. This information is to be provided in an Excel file via the contractor-hosted SFTP site. (See "REPORTS" for more information.)

National Change of Address (NCOA) – The contractor shall run all addresses through NCOA for address accuracy. If an address fails NCOA or requires an NCOA update, contractor must make the necessary changes.

Contractor to provide the pre-NCOA addresses (furnished files) along with their post-NCOA addresses and the contractor-created IMb associated with each address. This information is to be provided in an Excel file via the contractor-hosted SFTP site. (See “REPORTS” for more information.)

Presort Accuracy Validation and Evaluation (PAVE) – Contractor’s software must be PAVE certified.

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

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

NOTE: Mail quantities that are not the exact count as the quantity on the print order shall be investigated by the contractor to determine the cause for this variance, and the contractor must advise the VA before the mailing can be released to the Postal Service for distribution.

Each print order’s mailings shall have quantity documentation generated by CodeOne and Mailstream software programs (or similar). The Postal Service Form 3600-R will have the number of mailers, trays, and total cost, along with the breakdown of the billing statements provided to the contractor. The contractor will also produce Postal Service Form 3553, CASS certificate.

When the contractor delivers these individual print order shipments to the post office, VA requires that the contractor’s internal job number or work order number be entered into the remarks section of the postal transaction(s) as viewable via the USPS Business Customer Gateway.

Within 30 calendar days of completion of all distribution for each print order, contractor must delete/scrub all furnished data from their system.

Upon completion of the contract, the balance of any furnished materials (i.e., Government furnished inserts) must be shipped (either via VA’s UPS account or Government Bills of Lading (GBL)) to the awarded contractor on the next contract. Contractor will be provided with shipping instructions at that time.

Upon completion of the contract, the contractor may be required to ship any remaining envelope inventory (see “CONSTRUCTION, STOCKPILING”) to the awarded contractor on the next contract, at the Government’s expense (either via VA’s UPS account or Government Bills of Lading (GBL)). Contractor will be provided with shipping instructions at that time.

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

Print order and furnished electronic files will be provided via SFTP and/or REST API. The Government will ship all Government-furnished inserts to the contractor’s facility.

The contractor’s software shall be operational for the receipt of data files 24 hours a day, seven (7) days a week, unless otherwise specified by the Government.

Complete production and distribution must be completed within two (2) workdays of receipt of furnished materials.

NOTE: The production schedule stated above will require the contractor to perform on Saturdays, Sundays, and Federal holidays.

The ship/deliver date indicated on the print order is the date products ordered for mailing f.o.b. contractor's city must be delivered to United States Post Office.

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

For compliance reporting purposes, 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. Personnel receiving the email or call will be unable to respond to questions of a technical nature or to transfer any inquiries.

REPORTS: The contractor shall provide the Government with production, mail, and invoice reports as needed. The contractor shall submit the reports via email and at a date in the future agreed upon by both the Government and the contractor and place the reports on the contractor's SFTP server via REST API. The Government will retrieve the reports.

The contractor shall provide the reports as follows:

- 1) Production Report for Each File Received. Contractor shall provide the reports no later than one (1) workday after receiving the production file. The report should be either in Microsoft Excel or CSV format. The Government will provide the format of the report upon or shortly after award. At a minimum, the report shall contain:
 - a) File name of ZIP file received
 - b) Contractor workorder number that the contractor uses to identify the job in the contractor's process.
NOTE: This number will be used on contractor invoices and USPS transactions where the customer uses the Government's permit
 - c) Number of statements in the file
 - d) Number of images in the file
 - e) Number of sheets of paper in the file
 - f) Number of statements broken out by types of mail pieces (i.e., 1-ounce, 2-ounce, 3-ounce, Flats, etc.)
 - g) List of individual files contained in the ZIP file
- 2) Invoice for Each Job. The contractor shall provide an invoice within seven (7) workdays of receiving the GPO print order. The Government will review the invoice and either provide comments on discrepancies or an email listing the print orders sent to GPO (NOTE: The Government sends print orders to GPO in multiples). The Government will provide the format of the report on or after award. The report should be either in Microsoft Excel or CSV format. At a minimum, the report shall contain:
 - a) Contract
 - b) Print order number
 - c) Purchase Order Date
 - d) Date on invoice
 - e) Contractor's production/work order number
 - f) Pricing broken out in accordance with the line items in the "SCHEDULE OF PRICES."
 - g) Total contractor cost for mail sent under Government mailing permit or contractor's meter
 - h) Total contractor cost for mail broken down by following classes:
 - i) First Class
 - ii) Foreign/International

- 3) Daily Report. VA will provide a daily report, if applicable, that lists the print orders that the VA is carrying open past the required mail date as required. The contractor will provide status of each job, reasons why each job is late, and resolution for each job. The contractor will reply with the reports within 12 hours of receiving the initial Government report.
- 4) Mail Reports: Mail reports shall be provided to the VA in an Excel file segregated by VA Job ID # and at a minimum, shall contain:
 - a) IMb Data by VA Job ID#
 - b) Pre/post CASS Data by VA Job ID#
 - c) Pre/post NCOA data by VA Job ID#

SECTION 3. – DETERMINATION OF AWARD

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

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

- I. (a) (1) 300
 (2) 33,250
- (b) (1) 6
 (2) 150
- (c) (1) 300
 (2) 16,616
- (d) (1) 300
 (2) 17,079
- (e) (1) 15
 (2) 309
- (f) (1) 6
 (2) 154
- II. (a) 16,625
- (b) (1) 16,616
 (2) 17,079
 (3) a. 309
 b. 154
- III. (a) 32,350
 (b) 900
 (c) 50,000
 (d) 450
 (e) 300
 (f) 40

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SECTION 4. - SCHEDULE OF PRICES

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

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

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

Cost of all required paper must be charged under Item II., "PAPER."

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

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

NOTE: Contractor is not allowed to charge for the production of any inserts furnished by the Government.

	Make Ready And/or Setup (1)	Running per 1,000 leaves (2)
(a) Billing Statements: Printing/imaging in black (including micro-perforation, bar-coding, and numbering): per print order	\$ _____	\$ _____
(b) Inserts : Printing inserts face only or face and back, in black only per print order	\$ _____	\$ _____
(c) Outgoing Envelope (No. 10 – 4-1/8 x 9-1-2"): Printing in black and Pantone 280: per print order	\$ _____	\$ _____
(d) Return Envelope (No. 9 – 3-7/8 x 8-7/8") Printing in black and Pantone 280: per print order	\$ _____	\$ _____

(Initials)

	Make Ready And/or Setup (1)	Running per 1,000 leaves (2)
(e) Large Outgoing Envelope (6-1/8 x 9-1/2"):		
Printing in black and Pantone 280:per page.....	\$ _____	\$ _____
(f) Large Outgoing Envelope (9 x 12"):		
Printing in black and Pantone 280:per page.....	\$ _____	\$ _____

II. PAPER: Payment of all paper supplied by the contractor under the terms of these specifications, as ordered on the individual print orders, will be based on the net number of leaves furnished for the products 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:

Billing Statements – Each page-size leaf.
Contractor-Produced Inserts – Each page-size leaf.

(a) Billing Statements/Inserts:

White Uncoated Text (50 or 60-lb., at contractor's option).....per 1,000 leaves \$ _____

(b) Envelopes:

(1) Outgoing Envelopes (No. 10, 4-1/8 x 9-1/2"):

White Kraft Envelope (24-lb.).....per 1,000 envelopes \$ _____

(2) Return Envelopes (No. 9, 3-3/4 x 9-1/2"):

White Writing Envelope (24-lb.).....per 1,000 envelopes \$ _____

(3) Large Outgoing Envelopes: White Writing Envelope (24-lb.)

a. 6-1/8 x 9-1/2"per 1,000 envelopes \$ _____

b. 9 x 12"per 1,000 envelopes \$ _____

III. ADDITIONAL OPERATIONS:

(a) C or Z-folding from 8-1/2 x 11" to 8-1/2 x 3-2/3"..... per 1,000 leaves \$ _____

(b) Folding from 8-1/2 to 11" to 5-1/2 x 8-1/2".....per 1,000 leaves \$ _____

(c) Machine inserting, all items, up to and including 11 leavesper 1,000 leaves \$ _____

(d) Hand inserting, all items, over 11 leaves.....per 1,000 leaves \$ _____

(e) Preparing reports, NCOA/CASS verificationper print order \$ _____

(f) System programming per hour \$ _____

(Initials)

LOCATION OF POST OFFICE: All mailing will be made from the _____

Post Office located at Street Address _____,

City _____, State _____, Zip Code _____

(Initials)

SHIPMENT(S): Shipments will be made from: City _____, State _____

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

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

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

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

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

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

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

(Street Address)

(City – State – Zip Code)

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

(Person to be Contacted) (Telephone Number)

(Email) (Fax Number)

THIS SECTION FOR GPO USE ONLY

Certified by: _____ Date: _____ Contracting Officer: _____ Date: _____
(Initials) (Initials)
