

U.S. GOVERNMENT PUBLISHING OFFICE
Northwest Region

GENERAL TERMS, CONDITIONS, AND SPECIFICATIONS

For the Procurement of

VA 8-Point Denial Letter Mailers

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

U.S. Department of Veterans Affairs (VA)

Single Award

TERM OF CONTRACT: The term of this contract is for the period beginning Date of Award and ending March 31, 2025, plus up to four (4) optional 12-month extension periods that may be added in accordance with the “OPTION TO EXTEND THE TERM OF THE CONTRACT” clause in SECTION 1 of this contract.

BID OPENING: Bids shall be publicly opened virtually at 1:00 P.M., prevailing Washington, D.C. time, on March 27, 2024, at the Government Publishing Office. All parties interested in attending the bid opening shall email bids@gpo.gov prior to bid opening date to request a Microsoft Teams live stream link. The link will be emailed on the day of 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 1:00 P.M., prevailing Washington, D.C. time, on the bid opening date specified above will not be considered for award.

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.

THIS IS A NEW PROGRAM. THERE IS NO ABSTRACT AVAILABLE.

For information of a technical nature, contact infonorthwest@gpo.gov and fbuchko@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: Subcontracting is allowed for the printing and manufacturing of the envelope only. The contractor is responsible for enforcing all contract requirements outsourced to a subcontractor.

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	O.K. Proofs/Average type dimension/ Electronic media/Furnished sample

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 Date of Award to March 31, 2025, 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 December 31, 2023, called the base index. The percentage change (plus or minus) of the variable index from the base index will be the economic price adjustment for the period being considered for adjustment.

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

WARNING: Proper control and handling must be maintained at all times to prevent any information or materials required to produce the products ordered under these specifications from falling into unauthorized hands. The contractor shall not retain or distribute, in any form, any part of the materials furnished by the Government which are not consumed in the preparation of the work, or which are generated as a result of this contract.

Unless otherwise indicated herein, all extra copies, materials, waste, etc., must be destroyed. (See “SECURITY CONTROL PLANS” and “DISPOSAL OF WASTE MATERIALS” for additional information.)

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
- 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.

SECURITY CONTROL PLANS: The contractor shall maintain, in operation, an effective security system where items by these specifications are produced and/or stored (awaiting distribution or disposal) to assure against theft and/or the product falling into unauthorized hands.

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

Within five (5) workdays of notification, the contractor shall present, in writing to the Contracting Officer, detailed plans for the following activities. The workday after notification to submit will be the first day of the schedule.

The following 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.

The security control plans must address in detail, at a minimum, the following –

- How all accountable materials will be handled throughout all phases of production.
- How the disposal of waste materials will be handled. (See “DISPOSAL OF WASTE MATERIALS.”)
- If applicable, list of subcontractor(s) and their specific function.
- 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), as applicable.

DISPOSAL OF WASTE MATERIALS: The contractor is required to demonstrate how all waste materials used in the production of sensitive VA 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.

POSTAWARD CONFERENCE: Unless waived by the Contracting Officer, the total requirements of the job as indicated in these specifications will be reviewed by Government representatives with the contractor’s representatives at the U.S. Government Publishing Office, Northwest Region, immediately after award. The postaward conference will be held via teleconference.

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

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

ORDERING: Items to be furnished under the contract shall be ordered by the issuance of print orders by the Government. Orders may be issued under the contract from Date of Award through March 31, 2025 plus for such additional period(s) as the contract is extended. All print orders issued hereunder are subject to the terms and conditions of the contract. The contract shall control in the event of conflict with any print order. A print order shall be “issued” upon notification by the Government for purposes of the contract when it is electronically transmitted or otherwise physically furnished to contractor in conformance with the schedule.

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

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

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

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

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

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

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

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

PRIVACY ACT

(a) The contractor agrees:

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

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

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

- (1) "Operation of a system of records" means performance of any of the activities associated with maintaining the system of records including the collection, use, and dissemination of records.

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

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

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

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

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

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

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

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

SECTION 2. - SPECIFICATIONS

SCOPE: These specifications cover the production of mailers consisting of a letter and mail-out envelope requiring such operations as electronic prepress, printing, binding, construction, gathering and inserting, and distribution.

TITLE: VA 8-Point Denial Letter Mailers.

FREQUENCY OF ORDERS: Approximately 2 to 4 orders per week.

NOTE: In the first three (3) months of the first (base) year only, there may be no orders issued.

QUANTITY: Approximately 4,000 to 8,000 letters per order.

NUMBER OF PAGES:

Letters: Approximately 3 or 4 printed pages (2 leaves) per letter.

Envelopes: Face only (after manufacturing).

TRIM SIZES:

Letters: 8-1/2 x 11".

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

GOVERNMENT TO FURNISH:

Letters: For each order, electronic media for the letters will be furnished via a Government-hosted SFTP server. Each letter (containing both the static and variable information for the recipient) will be an Adobe Acrobat (current or near current version) PDF file with all printer and screen fonts embedded. (The contractor is cautioned that 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.) (See Exhibit A.)

Envelopes: Sample envelope to be used as copy. Sample envelope to be furnished once at beginning of contract and held for reuse throughout the term of the contract. (See Exhibit B.)

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

EXHIBITS: The facsimiles of samples pages shown as Exhibits A and B are representative of the requirements which will be ordered under this contract. However, it cannot be guaranteed that future orders will correspond exactly to these exhibits.

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

The contractor must be able to download files electronically from a Government-hosted SFTP server. Appropriate log-on instructions and protocol will be provided by the Government at time of award.

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 production image. Any errors, media damage, or data corruption that might interfere with proper file image processing must be reported to ordering agency contact as specified on the print order.

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.

PROOFS:

- *Letters:* When ordered, one (1) set of digital color content proofs of each page. 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.
- *Envelopes:* When ordered, one (1) press quality PDF soft proof (for content only) using the same Raster Image Processor (RIP) that will be used to produce the final printed product. PDF proof will be evaluated for text flow, image position, and color breaks. Proof will not be used for color match. NOTE: Proof must show all margins, dimensions, and envelope flap, and indicate trim marks.

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

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

STOCK/PAPER: The specifications of all paper furnished must be in accordance with those listed herein or listed for the corresponding JCP Code numbers in the "Government Paper Specification Standards No. 13" dated September 2019. Government Paper Specification Standards No. 13 - https://www.gpo.gov/docs/default-source/forms-and-standards-files-for-vendors/vol_13.pdf.

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

Letters: White Uncoated Text, basis weight: 50 lbs. per 500 sheets, 25 x 38", equal to JCP Code A60.

Envelopes: White Writing Envelope, basis weight: 20 lbs. per 500 sheets, 17 x 22", equal to JCP Code V20.

PRINTING: The Government reserves the right to make changes to the envelope 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 60-calendar day inventory of the envelope required on this contract. The Government will not be required to purchase from the contractor the inventory of any stocked envelopes remaining on hand in excess of what was authorized when an envelope format/text change is implemented. However, if a revision occurs which requires destruction of outdated envelope stock, all costs incurred are to be in accordance with the "SCHEDULE OF PRICES," as applicable. No additional charge may be incurred.

Letters: Print leaves face and back in black ink only. Printing consists of text and line matter and agency seal/logo. Variable image in black. Variable imaging consists of text and line matter. (See Exhibit A.)

Envelopes: Print face only (after manufacturing) in black ink only. Printing consists of text and line matter (return address) and agency seal/logo. (See Exhibit B.)

Printing on envelopes 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.

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

MARGINS: Margins will be as indicated on the print order or furnished electronic media.

BINDING (Letters): Trim four sides.

CONSTRUCTION (Envelopes): Envelope must be open side, with gummed, fold-over flap for sealing and contain high-cut diagonal or side seams, at contractor's option. 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 (1) die-cut window (for mailing address) with slightly rounded corners. Size and location of window is at the contractor's discretion providing the visibility of the mailing address on the letter is not obscured, and other extraneous information is not visible when material is inserted into the envelope.

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.

GATHERING AND INSERTING: Gather leaves of each letter in proper sequence. Leaves are to be nested together with all faces forward. Letter-fold and insert into No. 10 envelope with recipient's name and address on first page facing out for visibility through envelope window. Either wraparound or accordion fold is acceptable. Address on first page of notice must be visible through envelope window.

Seal envelopes.

DISTRIBUTION: Mail f.o.b. contractor's city to domestic (nationwide, including Alaska, Hawaii, APO/FPO, and American Territories) and foreign destinations.

Complete quantities will be furnished with the print orders.

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

The contractor will be required to apply the appropriate postage to each mailer. Contractor will be reimbursed for all mailing costs upon submission of complete mailing receipts with billing invoice for payment.

Contractor is responsible for sorting/processing the mailers in order to receive the maximum postal discounts allowable in accordance with the USPS mailing regulations in effect at time of mailing.

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

Upon completion of each order, contractor must notify the ordering agency (on the same day the order mails) via email to the address indicated on the print order. The subject line of the email shall be "Distribution Notice for Program 3029-S, Print Order XXXXX, Jacket Number XXX-XXX." The notice must provide all applicable tracking numbers, mailing methods, and title of product. Contractor must be able to provide copies of all mailing receipts upon agency request.

For Each Print Order - On the same day as submitting the invoice to GPO for payment (see "PAYMENT" specified herein), contractor must email a copy of their billing invoice and all postal receipts to the ordering agency contact as specified on the print order.

All expenses incidental to submitting and picking up proofs must be borne by the contractor.

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

Print order and furnished materials will be furnished via Government-hosted SFTP site.

When ordered, hard copy proofs are to be delivered to and picked up from one (1) address in Denver, CO.

When ordered, PDF soft proofs are to be emailed to the ordering agency contact as specified on the print order.

No definite schedule for placement of orders can be predetermined.

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

Schedule For Orders With Proofs:

- Contractor must complete production and distribution within eight (8) workdays.
- If required, no specific date is set for submission of proofs. Proofs must be submitted as soon as possible to allow for revised proofs if contractor's errors are judged serious enough to require them.
- If required, proofs will be withheld no more than two (2) workdays from their receipt at the ordering agency until they are made available for pickup (hard copy proofs) or until changes/corrections/"O.K. to Print" are provided via email (PDF soft proofs). (NOTE: The first workday after receipt of proofs at the ordering agency is day one (1) of the hold time.)
- All proof and transit time are included in the 8-workday schedule.

Schedule For Orders Without Proofs:

- Contractor must complete production and distribution within three (3) workdays of receipt of notification of availability of print order and furnished material.

The ship/deliver date indicated on the print order is the date products ordered for 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, labels, etc., will be furnished with the order or shortly thereafter. In the event such information is not received in due time, the contractor will not be relieved of any responsibility in meeting the shipping schedule because of failure to request such information.

For compliance reporting purposes, the contractor must notify the U.S. Government Publishing Office of the date of shipment or delivery, as applicable. Upon completion of each order, contractor must contact the GPO Northwest Region via email at infonorthwest@gpo.gov or via telephone at 206-764-3726.

REPORTING: On same day as mailing for each print order, the contractor shall provide a production report. At a minimum, the report is to include, but is not limited to, the following:

- Print order number
- Date of report
- Number of PDF files received
- Number of letters mailed
- Date letters were mailed
- List of letters not mailed, including the Claim number for Episode of Care affected.
- Reason for not mailing

Contractor must provide these reports as a Microsoft Excel file. Reports are to be provided via email to the ordering agency personnel as specified after award.

SECTION 3. - DETERMINATION OF AWARD

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

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

I. 75

II. (a) 156
 (b) 2,808
 (c) 936

III. 936

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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 non-responsive.

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

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

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

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

I. PROOFS:

Digital color content proofs per trim/page-size unit.....\$ _____

II. PRINTING, BINDING, AND CONSTRUCTION: Prices offered shall include the cost of all required materials and operations (including paper and reports) for the printing, binding, and construction of the product listed in accordance with these specifications.

(a) *Makeready/setup charge per print order.....\$ _____

*Contractor will be allowed only one (1) makeready/setup charge per print order. This combined charge shall include all materials and operations necessary to makeready and/or setup the contractor's equipment for all files transmitted for each order. Invoices submitted with more than one (1) makeready/setup charge per print order will be disallowed.

(b) Letters: Printing face and back in black ink,
including binding.....per 1,000 printed pages.....\$ _____

(c) Envelopes: Printing face only in black ink,
including construction (including cost of PDF soft proof)..... per 1,000 envelopes.....\$ _____

III. GATHERING, INSERTING, AND MAILING: Prices offered must include the cost of all required materials and operations necessary for the mailing of the letters including cost of gathering leaves in proper sequence; folding to required size in accordance with these specifications; insertion into envelope; and, mailing in accordance with these specifications.

Mailer.....per 1,000 complete mailers.....\$ _____

(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. *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)



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Integrated Veteran CarePO Box 460948
Denver, CO 80246-0948
<https://www.va.gov/communityCARE/>**THIS IS NOT A BILL**

{DATE_TODAY}

Claim ID#: {CLAIM_NUMBER}

Program: {PROGRAM}

{ADDRESS_NAME}
{ADDRESS_1}
{ADDRESS_2}
{ADDRESS_CITY_STATE_ZIP}

Provider: {PROVIDER_NAME}

Patient: {BENEFICIARY_NAME}

Claim Date Range of Service: {CLAIM_DOS_RANGE}

You recently received an explanation of benefits for the above noted Claim ID number. This letter tells you what we decided. It lists the evidence used and reasons for our decision. We have also included information about what to do if you disagree with our decision, and who to contact if you have questions or need assistance.

WHAT WE DECIDED

Your claim is denied. {INTRO_SENTENCES}.

EVIDENCE WE RELIED ON

We based this decision on the following records:

- Medical billing form for the above noted date(s) of service
- Other health insurance Explanation of Benefits (EOB) for this claim (if applicable)
- CHAMPVA eligibility approval letter to the applicant, with enclosed VA Form 10-7959a *CHAMPVA Claim Form*, which indicates CHAMPVA's timely filing requirement
- CHAMPVA EOB for the above noted date(s) of service

WHAT LAWS APPLY

- 38 USC § 1781, Medical care for survivors and dependents of certain veterans
- 38 USC 5103, Notice to Claimant of Required Information and Evidence
- 38 USC 5103A, Duty to Assist Claimants
- 38 USC § 5104, Decisions and notices of decisions
- 38 USC 5107, Claimant Responsibility; Benefit of the Doubt
- 38 CFR § 17.270, General provisions
- {LAWS_APPLIED (if applicable, if not remove)}

Page 2 of 2

FAVORABLE FINDING(S)

In making our determination, we made the following favorable findings:

- Any services allowed for this episode of care is reflected on the explanation of benefits notification.

DENIAL REASONS

You do not meet the eligibility criteria for the benefit for the following reasons:

- {Eligibility criteria for specific benefit}

HOW TO OBTAIN OR ACCESS INFORMATION USED IN MAKING THIS DECISION

You may request a copy of the evidence we used to make our decision. If you would like to request a copy of the evidence used in making the decision or have any questions regarding this matter or the CHAMPVA review process, please contact our Customer Service Center at 1-800-733-8387 or mail your inquiry to:

VHA Office of Integrated Veteran Care
Veterans and Family Member Programs – Delivery Operations
ATTN: Appeals
PO Box 460948
Denver, CO 80246-0948

WHAT TO DO IF YOU DISAGREE WITH THE DECISION

If you disagree with this decision, you may seek further review. Your options for doing so are described in the attached *VA Form 10-0998, Your Rights to Seek Further Review of Our Healthcare Benefits Decision*.

ATTACHMENT:

VA Form 10-0998, *Your Right to Seek Further Review of Our Healthcare Benefits Decision*

Sincerely,

Veterans and Family Member Programs – Decision Review
VHA Office of Integrated Veteran Care
Department of Veterans Affairs

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Community Care

APPEALS
PO Box 460948
Denver CO 80246-0948

RETURN SERVICE REQUESTED