

This procurement is being solicited as a Small Purchase Request for Quotation (RFQ). The sealed bidding terminology as used throughout these specifications is synonymous with their negotiated procurement counterparts unless specifically stated otherwise. Negotiated pursuant to 41 U.S.C. 5(1).

U.S. GOVERNMENT PUBLISHING OFFICE
Northcentral Region

GENERAL TERMS, CONDITIONS, AND SPECIFICATIONS

For the Procurement of **Customer Service Cards**

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

Single Award

TERM OF CONTRACT: The term of this contract is for the period beginning March 1, 2026 and ending February 28, 2027, 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.

QUOTE OPENING: Quotes shall be opened at 11:00 a.m., prevailing Eastern Time (EST), on February 13, 2026 for the U.S. Government Publishing Office, Northcentral Team. This will NOT be a public bid opening.

QUOTE SUBMISSION: Bidders must email quotes to bids@gpo.gov for this solicitation. No other method of bid submission will be accepted at this time. The program number 3531-S and quote opening date must be specified in the subject line of the emailed quote submission. Quotes received after the opening date and time will not be considered for award. See also “ADDITIONAL EMAILED QUOTE SUBMISSION PROVISIONS”.

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

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 Thomas Ferguson at (312) 353-5783 or email tferguson@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. 1-18) and GPO Contract Terms, Quality Assurance Through Attributes Program for Printing and Binding (GPO Publication 310.1, effective May 1979 (revised September 2019).

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 predominant production function is printing. Any bidder who cannot perform the predominant production function will be declared non-responsible.

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 Attributes - Level IV.
- (b) Finishing Attributes - Level IV.

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:

Attribute	Specified Standard
P-7. Type Quality and Uniformity	Approved proofs / Average type dimension in publication.

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 March 1, 2026 to February 28, 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 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 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.

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

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.

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, 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.

WARRANTY: The provisions of article 15, "Warranty," of Contract Clauses in GPO Contract Terms (Pub. 310.2, effective December 1, 1987 (Rev. 01-18)) is amended for the solicitation to the effect that the warranty period is EXTENDED from 120 days to one calendar year from the date the check is tendered as final payment.

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 March 1, 2026 to February 28, 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" upon notification by the Government for purposes of the contract when it is electronically transmitted or otherwise physically furnished to the contractor in conformance with the schedule.

RIGHTS ON DATA: Any fonts provided are the property of the ordering agency and are provided for use on this contract only. Using the furnished fonts on any job other than the one for which the fonts were submitted violates copyright law. All fonts should be eliminated from the contractor's archive immediately after completion of the production run.

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 emailed 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>.

After payment:

Contractor's billing invoice must be itemized in accordance with the items in the "SCHEDULE OF PRICES" and issued to GPO finance within 10 workdays of completion of each individual print order. Failure to itemize in accordance with the SCHEDULE OF PRICES" or issued to GPO within 10 workdays of order completion may result in delayed payment.

Additionally, contractor is required to email delivery receipts and final invoice in PDF format to the originator of each print order. All documents should be in one PDF file. Originator's email address will be found at the bottom of each print order. Subject line of the email will be the print order number.

SECTION 2.- SPECIFICATIONS

SCOPE: These specifications cover the production of customer service cards requiring such operations as composition, printing, packing, and delivery.

TITLE: Customer Service cards.

Although this is an option year contract, all the estimates, averages, etc, are based upon one year's production.

FREQUENCY OF ORDERS: Approximately 15 orders per year for a total of approximately 653 different Customer Service Card Sets. Some orders may have up to approximately 45 different service cards per order.

QUANTITY: 250, 500, 1000 or 2000 copies for each different service card set.

TRIM SIZE: 3-1/2 x 2".

SAMPLE: On pages 13 – 14 are samples considered to be typical of the product(s) which will be ordered under these specifications. However, it cannot be guaranteed that future orders will correspond exactly to these samples for the face, type information could change. The back will print identical for the life of the contract. Up to approximately 490 cards will print face and back.

GOVERNMENT TO FURNISH: Typewritten manuscript copy. Previously printed to size copy for seals at onset of contract.

Print order (GPO Form 2511).

Email PDFs for shipping container labels.

Identification markings such as register marks, ring folios, rubber stamped jacket numbers, commercial identification marks of any kind, etc.,

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 furnish printed layout sheets at no additional cost to the Government.

COMPOSITION: The entirety of each category of composition (text and display) must be identical throughout the product(s) ordered under these specifications.

Composition must be photocomposition or laser imaging. Photocomposition includes all typesetting produced by photographically creating the characters on sensitized film or paper. If laser imaging is used, the images must not be conspicuously different in quality from images produced by photocomposition, and must have a minimum density of 600 dpi.

Approximately 4 to 8 lines per card.

Typefaces and Sizes: The contractor is required to furnish the following:

While the sample typefaces are preferred, suitable alternates of comparable weight, face, and size will be considered. If an alternate typeface is proposed, each bidder shall list in the bid the name of the alternate typeface(s) and composing machine to be used.

The bidder must list the name of the typefaces to be used with the bid.

The Government reserves the right to require samples and to judge the suitability of an alternate typeface offered in order to make an award which is deemed to be in the best interest of the Government. In addition, the successful bidder must provide the ordering agency with specimens or a complete listing of typefaces and sizes which are available for use under this contract.

PROOFS: E-mail proofs to sandra.roy@va.gov and tferguson@gpo.gov will be withheld not more than 1 **workday** from receipt in agency until contractor is notified of an "OK to proceed to printing". Contractor must not print prior to receipt of an "OK to proceed to print".

Contractor to submit one "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.

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

JCP Code* K10, Bright White, Index Paper, basis weight: 110 lbs. per 500 sheets, 25-1/2 x 30", All paper used in each copy must be of a uniform shade.

PRINTING: Print face and back in black ink. After printing, cards are to be thermographically treated on the face only.

The GPO imprint is waved and must not print on the finished product.

Note: All cards will print identical back for the life of the contract. However, up to approximately 60 cards may print face only.

MARGINS: Maintain margins as indicated.

PACKING: Box in units of 250 or 500 copies per set depending on the quantity of each card. Include on outside of each card box the name and title of card contained therein. Do not mix titles or names in a card box. Pack suitable for safe delivery to destination.

PACKAGING, LABELING, AND MARKING: Noncompliance with the packing and marking instructions will be cause for the Government to take corrective action in accordance with GPO Pub. 310.2. Label in accordance with GPO Contract Terms

Pack each item separate and identify.

No loose items in cartons are permitted. Include sufficient inner packaging in submitted price. Ensure sufficient inner packaging to ensure no damage occurs during shipping
Pack suitable per shipping container, not to exceed 45 lbs.

DISTRIBUTION: Deliver f.o.b. destination (at vendor's cost) to Warehouse (90D), VA Medical Center, Bldg. 70 (For: Medical Media), One Veterans Drive, Minneapolis, MN 55417.

The contractor is to email delivery verification information on each order. This information must be furnished to GPO – Northcentral. Enter Program number in the subject line, the method of shipment and delivery date in the body of the email. Email: compliance@gpo.gov

Upon completion of each order all furnished materials must be returned to the address shown under "Distribution". All expenses incidental to the pickup and delivery of all furnished material must be borne by the contractor.

NOTIFICATION OF SHIPMENT: Immediately after the order has been shipped, the contractor MUST furnish shipping information to Agency. Include the order title, GPO jacket number, requisition number, date of shipment, quantity, and tracking information for deliveries. Email sandra.roy@va.gov and tferguson@gpo.gov

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).

Manuscript copy, at the Government's option, will be picked up or sent email to the contractor along with the Print Order. Majority of the orders will be faxed to the contractor. No definite schedule for pickup or email of material 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.

Complete production and delivery at destination must be made within 5 workdays.

Contractor must provide proofs to Agency in time to meet 5 workday schedule for production and delivery with Agency not holding proofs more than 1 workday. See page 8 under PROOFS.

Additional Time to Schedule: An additional one workday will be allowed to the schedule when the number of customer service cards ordered in one day exceeds 50 different cards.

The ship/deliver date indicated on the print order is the date products ordered MUST be delivered to the destination(s) specified.

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.

Contractor MUST email delivery verification information to compliance@gpo.gov within 24 hours of delivery. Enter the Program/Print Order number in the subject line and place method of shipment and the delivery date in the body of the message. Failure to follow this procedure may result in delayed payment after invoicing.

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 year's orders 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".

	(1)	(2)	(3)	(4)
I. (a)	15	11	29	4
(b)	14	3	2	10
(c)	67	23	14	2
(d)	79	72	51	5
(e)	2	2	2	2
(f)	75	17	162	2

SECTION 4.- SCHEDULE OF PRICES

Bids offered are f.o.b. destination.

SUBMISSION OF OFFERS AND EVALUATION: 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.

The contractor is cautioned not to perform any operation (s) or produce any product(s) for which a price has not been offered under the contract. Further, the contractor is not to accept print orders which are outside the scope of the contract. Any changes made to the print order MUST be confirmed in writing by the Contracting Officer, GPO Northcentral. If such orders are placed by the agency, and no Modification is received from the GPO Northcentral, the contractor is to notify GPO Northcentral immediately. Failure to do so may result in nonpayment.

All billings submitted to the GPO per e-mail shall be based on the most economical method of production.

CONTRACTOR'S INVOICE FOR PAYMENT MUST BE ITEMIZED IN ACCORDANCE WITH THE SCHEULE OF PRICES. FAILURE TO ITEMIZE IN ACCORDANCE WITH THE SCHEULE OF PRICES MAY RESULT IN DELAYED PAYMENT.

I. COMPLETE PRODUCT: Prices offered shall include the cost of all required materials and operations necessary including proof for the complete printing and binding production and distribution of the product listed in accordance with these specifications.

<u>Quantity per Card</u>			
<u>250 Copies</u>	<u>500 Copies</u>	<u>1000 Copies</u>	<u>2000 Copies</u>
(1)	(2)	(3)	(4)

When Print Order contains 1 to 4 different Service

Card Set(s):

Each individual Service Card Set:

(a) Cards printing face only.....\$ _____ \$ _____ \$ _____ \$ _____

(b) Cards printing face and back.....\$ _____ \$ _____ \$ _____ \$ _____

(Initials)

(COMPLETE AND SUBMIT THIS PAGE WITH YOUR BID)

Quantity per Card

250 Copies 500 Copies 1000 Copies 2000 Copies
(1) (2) (3) (4)

**When Print Order contains 5 to 16 different Service
Card Set(s):**

Each individual Service Card Set:

(c) Cards printing face only \$ _____ \$ _____ \$ _____ \$ _____

(d) Cards printing face and back.....\$ _____ \$ _____ \$ _____ \$ _____

**When Print Order contains over 16 different Service
Card Sets:**

Each individual Service Card Set:

(e) Cards printing face only.....\$ _____ \$ _____ \$ _____ \$ _____

(f) Cards printing face and back.....\$ _____ \$ _____ \$ _____ \$ _____

(Initials)

(COMPLETE AND SUBMIT THIS PAGE WITH YOUR BID)

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 point(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's 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 Address) _____ (Fax Number)

THIS SECTION FOR GPO USE ONLY

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



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MEDICAL MEDIA

→ GPO

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Minneapolis VA HCS (111)
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Physician name
RN name
LP1' name
MSAname
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