

**ARLINGTON COUNTY, VIRGINIA
OFFICE OF THE PURCHASING AGENT**

REQUEST FOR PROPOSALS NO. 23-TRS-RFP-286

ADDENDUM NO. 2

Arlington County Request for Proposals No. 23-TRS-RFP-286 for Treasurer's Office Print and Mail Services is amended as follows:

1. Attachment B Cost Proposal Form is **deleted** in its entirety and **replaced** with Attachment B Cost Proposal Rev.1 attached hereto.
2. Section 51. Insurance requirements is revised to add the following coverage:
 - Cyber Insurance with Technology Errors and Omissions – The Contractor shall maintain Cyber Risk and/or Technology Errors and Omissions Insurance coverage for itself and on behalf of its Personnel as set forth according to the following requirements. Cyber Risk Insurance with a minimum limit of liability of not less than Two Million Dollars (\$2,000,000) per occurrence. Such insurance shall cover Arlington County and its Agencies, and subsidiaries, and their respective Board members, officials, directors, managers, employees, agents and assigns as additional insureds for cyber-related incidents resulting in loss or damage arising out of Contractor's equipment, products, Services, or software under this RFP. In the event such policy is written on a claims-made basis then: (i) Contractor shall maintain such policy in effect for a period of not less than four (4) years after the last date that equipment, products, Services, or software are provided by Contractor under this RFP or the applicable warranty period, whichever is longer; and (ii) such policy shall include a retroactive coverage date preceding the first date that any equipment, products, Services or software are provided under this Agreement. At a minimum, such insurance shall extend the following coverages to the benefit of Arlington County and its Agencies: (a) privacy breaches (liability arising from the loss of, unauthorized access to or disclosure of confidential information); (b) network or system breach; (c) denial or loss of service; (d) introduction, implantation or spread of malicious software code, including specifically ransomware coverage; (e) unauthorized access to or use of computer systems, and no exclusion/restriction for unencrypted portable devices/media may be on the policy; (f) indirect and consequential damages arising out of a cyber-related event; and (g) the first party losses of Arlington to cover the cost of forensic and/or technical teams hired to investigate any security incident, attorney's fees, the cost of preparing and distributing a notification to affected individuals, the cost of running a centralized call center, the cost of two years of credit monitoring services for impacted individuals, and the cost of preparing and filing all required notices with governmental authorities, agencies, or interested parties globally.

The following are answers to the questions received in response to RFP:

1. **Question: What Company is currently providing these services? Please provide the current contract, or a recent invoice for printing and mailing services.**

Answer: SouthData/OSG/Everview is the current print contractor and DMPI provides IMB services. For current contract information, please visit

<https://vrapp.vendorregistry.com/Contract/View/Contract?contractId=1c35f96c-d55a-4866-bc31-d502eaf16816>.

2. **Question: Please provide sample input data or PDF file that will be received under this contract.**

Answer: Due to confidential information contained in the County's data file, this information is not available.

3. **Question: Remittance Envelopes. What is the annual usage volume for each of the envelopes. Single window annual envelope volume = XX. Closed face annual volume + XX. and**

Answer: The annual usage for single window remittance envelopes is 375,00-400,000, and 10,000 for pre-printed remittance envelopes.

4. **Question: Outer envelopes: I don't see a sample of the double window envelope. Please provide a sample.**

Answer: The RFP identified a double window envelope; however, the custom outer envelope has one window, as displayed in Attachment A Sample Documents. There are two versions of the outer envelope. The difference is in the printed return address. One remittance envelope has a window, and the other remittance style is pre-printed with the Treasurer's address.

5. **Question: Pricing worksheet line 17: Please describe "Professional Services".**

Answer: Graphic design is generally what our current vendor classifies as Professional Services. Other charges which could fall under this category include special programming for a new letter type or changing the file format that the Treasurer's system uses to create mail files.

6. **Question: Pricing pages lines 5 & 6 Simplex and Duplex pricing for Black/white and Full color printing: Can you break that out and add 3 additional lines so we may give pricing for the following: Full color duplex printing Full color simplex printing Black/white Duplex printing Black/white simplex printing. Full Color front/Black backer printing**

Answer: Please reference amendment number one above.

7. **Question: I don't see a few items on your pricing sheet that are required to print and mail your documents, Should the vendor add additional line items for things such as Implementation programming, preprocessing for CASS/NCOA/presort for postal discount, PDF returns, secure online viewing of documents for review/approval, Tracking delivery through the USPS, etc?**

Answer: Yes. Vendors should provide pricing for all items or services required to fulfill the requirements of the contract.

8. **Question: Pricing line 19 – please clarify: Graphics – what is the application here? Is that to apply graphics provided by the County? Create graphics? To be used on inserts, envelopes, or billing documents? Please describe.**

Answer: Currently bills and letters are presented as Adobe pdfs to the print vendor. The pdfs contain the County seal or the seal of the Commonwealth of Virginia.

Our envelopes bear the County Seal. The County will provide the image to the Contractor in a jpg format.

Inserts may include other graphics provided by our office, often in MS Publisher or pdf.

- 9. Question: As a current print and mail vendor for other services to the county, can we use our common components in place of the multiple custom components listed in the RFP?**

Answer: Offerors must respond to the requirements of the RFP and may provide additional solutions/recommendations.

- 10. Question: 1. What is the reason for going out to RFP at this time?**

Answer: The previous contract expired, so the County is conducting a competitive negotiation process to enter a new term contract.

- 11. Question: 2. Are there any service related issues with the current vendor or vendors?**

Answer: Information regarding the current contractor's level of performance is not required to provide a proposal in response to this RFP.

- 12. Question: Are you looking for something specific the current vendor(s) does not provide?**

Answer: The County seeks the services outlined in the RFP and welcome additional solutions from potential offerors if they meet the requirements described in the scope of work.

- 13. Question: 4. The RFP states that jobs are to be printed and mailed daily. It requests same day service. It also requests 24 hours (next day) service. Can you please provide clarity of what the City's requirements are – same day or next day? Additionally, can we please get a definition of what constitutes a "large job" – is that 25,000 and over or what parameters or metrics the City is using. With regards to "same week" language – if a file is received on a Wednesday for a large job, does that mean it must mail that same week on Friday or the following Wednesday? From the RFP: "Meet the Treasurer's designated turnaround times as follows: Except for large annual or biannual billing jobs, deliver mail to the post office the same day the file is received from the Treasurer. Deliver large annual or biannual billing jobs to the post office within the same week the file is received from the Treasurer" and "Complete processing of the print job and deliver to the USPS within 24 business hours from when the Contractor receives the order, unless otherwise noted by the Treasurer on a specific job."**

Answer: The Treasurer's Office generates mail and FTPs batches to the print vendor every day by 9:00 am. Daily mail volume ranges from 50-3,000 letters, outside of our larger billing periods. It is the Treasurer's expectation that quantities less than 5,000 pieces would be printed and delivered to the U.S. Post Office the same day the file is retrieved from the FTP site, or the next business day. We have three primary large mailings; two are composed of 25,000-30,000 pieces (May and July) and the third contains approximately 95,000 pieces and is mailed in mid-August. The Treasurer's expectation is that these three jobs would be produced and delivered to the U.S. Post Office by the 5th business day after being retrieved from the FTP site.

- 14. Question: With regards to the evaluation forms, do we send these to our customers to fill out and complete and return to us to submit with the response or would our customer reference send these directly back to the City of Arlington?**

Answer: Offerors are required to provide their customer's information for evaluation criteria E. Experience and Qualifications only. The County will use the Contractor Performance Evaluation

Criteria Form to monitor the contractor's performance during the contract term and does not require the contractor's customer feedback outside of County staff.

15. Question: 6. May we recommend standard double window envelopes for this project which will help reduce cost and improve production efficiency?

Answer: No, a customer's envelope is important to distinguish our bills and legal notices from any other type of mail.

16. Question: 7. What time of day are files typically transmitted for jobs that require "same day" service?

Answer: Our system typically delivers files to the FTP site by 9:00 am.

17. Question: 8. What day of the week are files typically transmitted for jobs that require "same week" service?

Answer: It could be any day of the week based on a pre-determined billing schedule. The Treasurer's Office generally notifies the print vendor of the three major mailings that occur each year within two weeks prior to the mailing

18. Question: 9. What is the desired implementation schedule for this project or when would the City like to "Go Live"?

Answer: The contract execution date is to be determined. However, the County intends to have a contract fully executed and the Contractor operating within 90 days or sooner of the contract execution date.

19. Question: 10. What is the current cost per unit for printing and mailing of the bills and letters?

Answer: For current contract information, please visit <https://vrapp.vendorregistry.com/Contract/View/Contract?contractId=1c35f96c-d55a-4866-bc31-d502eaf16816>.

20. Question: 11. What is the length of contract for this project – annual or multi-year?

Answer: The contract period is for one base year and four optional renewal periods.

21. Question: 12. Does the City require that documents be stored in an online archive and if so for how long?

Answer: The Treasurer requires that a copy of the documents be provided for storage in the Treasurer's system of record. No online storage is needed from the Contractor.

22. Question: 13. What is the anticipated award date for this project?

Answer: Please reference the answer to question number 18 above.

23. Question: 14. Given the sensitive nature of the data being provides, does the City require or prefer the selected vendor be SOC I & II certified and audited plus carry Cyber Liability Insurance?

Answer: The County prefers that the Contractor is SOC II certified and audited but not required. Please see amendment number 2 to the RFP above regarding Cyber insurance requirements.

24. Question: Does the City require or prefer a vendor with multiple disaster recovery sites located throughout the United States in a regionally diverse manner?

Answer: The Treasurer prefers a Contractor with multiple disaster recovery locations but not required. Offerors must describe their Disaster and Recovery Policy/Procedure in their proposal as a requirement of section V., 7. D.

25. Question: 16. Does the City require or prefer a vendor with same day disaster recovery capability in the event of power interruption, weather related event or other emergency?

Answer: The Treasurer prefers a Contractor with same day recovery capability. Offerors must describe their Disaster and Recovery Policy/Procedure in their proposal as a requirement of section V., 7. D.

26. Question: 17. Does the City require sample approval on all project prior to mailing?

Answer: The Treasurer requires approval on all insert and envelope designs as well as samples from the three major mail jobs each year.

27. Question: Who are the current vendors?

Answer: SouthData/OSG/Everview is the current print vendor and DMPI provides IMB services.

28. Question: What is the current pricing structure?

Answer: Please reference the link to the current contract information in the answer to question number one above.

The balance of the solicitation remains unchanged.

Arlington County, Virginia

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RETURN THIS PAGE, FULLY COMPLETED AND SIGNED, WITH YOUR PROPOSAL:

OFFEROR ACKNOWLEDGES RECEIPT OF ADDENDUM NUMBER 2.

FIRM NAME: _____

AUTHORIZED SIGNATURE: _____ **DATE:** _____