

Instructions

This Response Template must be used for submission of written questions. All questions should provide the requested information. Those that do not, may not be answered by DHS. The Vendor may add as many lines as needed. DHS would strongly prefer the Vendor to ask multi-part questions as individual questions on separate lines.

Instructions: Complete all cells of each question asked in the Table below. Clearly identify the referenced section or text.

Question ID	Reference (page number, section number, paragraph)	Specific Language	Question	Answers
Example	Page 7, section 1.15, C	J. Vendors may submit multiple bid	May vendors submit more than one bid?	yes See section 1.15, J
1	Page 10, Section 2.4 E	The Contractor must also provide all printing and mailing services by a facility physically located in the state of Arkansas.	Can Arkansas Human Services detail the business requirements/rationale around the requirement for an Arkansas based facility?	DHS mail is time sensitive and must follow timelines set by federal or state regulations. DHS wants to avoid potential delays in its clients receiving mail that originates out of state.
2	Page 10, Section 2.4 E	The Contractor must also provide all printing and mailing services by a facility physically located in the state of Arkansas.	Does the contractor also have to procure envelopes and paper that are produced in the State of Arkansas?	No, but the contractor should always have sufficient supply on hand and outgoing mail should not be delayed due to a shortage of these supplies.
3	Page 10, Section 2.4 E	The Contractor must also provide all printing and mailing services by a facility physically located in the state of Arkansas.	Since there is only one Contractor in the State of Arkansas that is large enough to handle this large volumes of work, shouldn't this IFB been a sole-source bid rather than an open public bid?	No. See Section 1.3.A of the solicitation.
4	Page 10, Section 2.4 E	The Contractor must also provide all printing and mailing services by a facility physically located in the state of Arkansas.	<div>Did the question below from the incumbent Contractor on the previous IFB # 710-23-0009 in any way prejudice the State to add this change to the re-issued RFP?</div> <div><div>9</div><div>Past Bids</div><div>Language stated contractor facility must not be greater than a 45 miles driving distance of the DHS central office.</div><div>did not see this language in the current bid and wanted to know why it was removed or did I miss it?</div></div>	No
5	Page 11, Section 2.5, Scope of Work, Metering	metering	Can the provider utilize indicia envelopes opposed to physically metering the mail?	Yes. See Section 2.5 of Addendum 2
6	Page 11, Section 2.5, Scope of Work, Binding	binding	Can you provide detailed documentation on the binding requirements? Pages, sizes, envelope, method of mailing, etc.	Binding details may vary by job. No additional details are known at this time beyond what is currently stated in the solicitation.
7	Page 11, Section 2.5, Scope of Work, Address and return address printing on envelopes and/or labels	The Contractor must print, sort, fold, insert, and mail documents as requested by DHS. Items to be digitally printed may include, address and return address printing on envelopes and/or labels.	Can the provider utilize windowed envelopes with a mailing page opposed to variable ink jetting a closed faced envelope?	The QR code must be visible so that they can be read by our scanners. See also Attachment H - Envelopes and Section 2.14 of the solicitation.
8	Page 12, Section 2.9, Printing, Ad Hoc Mail	DHS/DCO requires print and mail processing of a variety of mail on a daily, monthly, annual, and ad hoc basis.	How many ad hoc jobs streams exist today?	DCO usually fields 1-2 requests per month from other divisions to assist with various mailing projects
9	Page 12, Section 2.9, Printing, Ad Hoc Mail	DHS/DCO requires print and mail processing of a variety of mail on a daily, monthly, annual, and ad hoc basis.	What is the average annual number of new job streams created for ad hoc mailings?	Twelve to twenty-four (12 - 24) new job streams per year is normal. Many of them are one time requests.

10	Page 11, Section 2.5, Scope of Work, Receipt of files	Receipt of files via secure method as approved by DCO	What format is the data being provided in?	<i>PDF, currently</i>
11	Page 12, Section 2.9, Printing, A.	The Contractor must print, sort, fold, insert, and mail documents as requested by DHS. Items to be digitally printed may include, without limitation: Aries Notices, basic client notices, fliers, multi-part mailers, and ad hoc requests.	What percentage of printing is 8.5" x 11" and what percentage is 8.5" x 14"?	<i>DHS does not typically have mail jobs larger than 8.5x11, but special requests may include mail larger than 8.5x11</i>
12	Page 12, Section 2.9, Printing, B.	Aries Notices Monthly (5,000,000) Contractor must complete DHS ARIES Notices requests within the same business day, unless otherwise specified by DHS.	What frequency is the monthly volume for Aries provided? Is it daily, weekly, monthly.....	<i>Renewals are typically generated the second weekend of the month, SNAP recertification reminders are sent around the 8th of each month, and everything else is daily</i>
13	Page 12, Section 2.9, Printing, B.	Aries Notices Daily (200,000)	Are there any peak mailing periods (days of the week; weeks of the month; months of the year) where volumes spike or is it fairly static volumes on a daily basis?	<i>The second week of any month will have a volume spike due to the renewals and SNAP reminders</i>
14	Page 12, Section 2.9, Printing, C. Ad hoc and Annual request mailings	The Contractor shall complete ad hoc and annual requests that may include eligibility system and related notices. Ad Hoc and Annual Requests must be printed and mailed within twenty-four (24) hours of receipt of request:	What is their expected implementation timeframe if additional ad hoc forms/products are added?	<i>Refer to Section 2.9 of Addendum 2</i>
15	Page 12, Section 2.9, Printing, D. Ad hoc mailings	Any other special request that must be printed and mailed at the request of DHS.	What is their expected implementation timeframe if other products are added?	<i>Refer to Section 2.9 of Addendum 2</i>
16	Page 12, Section 2.9, Printing	N/A	Can samples be provided for the Aries Notices and all current Ad Hoc mailings?	<i>Refer to Exhibit 1 - Samples and Addendum 2.</i>
17	Page 13, Section 2.11, Mailing: Outbound and Inbound, E.	The Contractor must have the ability to accept postage warrants from DHS to apply postage to mailings either using the DHS Postal Permit number or by applying postage directly.	Will the State Department of Human Services be providing a postage deposit?	<i>Yes</i>
18	Page 13, Section 2.12, General Requirements	The Contractor must absorb all one-time costs associated with accepting this contract, including but not limited to, moving forms stored at the current Vendor's location to the successful Contractor's location prior to the beginning of the contract.	How much inventory is expected to be shipped from incumbent provider to new provider?	<i>Remaining envelope inventory will have to be obtained by the new contractor. The number is fluid but could be up to two (2) million envelopes.</i>
19	Page 13, Section 2.13, Equipment and Supplies, F.	The Contractor must accept deliveries of DCO mail processing supplies at the Contractor's location. DCO will notify the Contractor of items to be delivered, the approximate quantity, and the approximate delivery time.	How much inventory is expected to be shipped to provider on an ongoing basis, what will the delivery frequency be, and where will it be coming from geographically?	<i>DCO may provide inventory on a quarterly basis estimated at 500,000 (#10 envelopes) and 5,000 (9 x 12 envelopes).</i>
20	Page 13, Section 2.14, Envelopes, A.	DHS will provide printed envelopes for mailing.	What are the physical construction specifications of all possible envelopes being supplied to the provider?	<i>Refer to Section 2.14 of the solicitation for envelope specifications.</i>
21	Page 13, Section 2.14, Envelopes	DHS will provide printed envelopes for mailing.	What is the page count in an envelope per product?	<i>small - 14 pages or less; Large envelopes greater than 14 pages (7 pages front and back)</i>

22	Page 14, section 2.14, C	delivers must be made within 20 business days after receipt of order	Have you checked this against the current state of the paper and envelope industry? Short turn times are not viable of recent.	<i>The requirement also states "unless otherwise arranged and coordinated with DHS and stated on the Official Bid Price Sheet." Refer to Section 2.14.C</i>
23	Page 14, Section 2.17, A. & B., Timeliness Requirements	ARIES notices must be processed on the same business day of receipt of the file unless otherwise specified by DHS. AD Hoc and annual requests must be processed within twenty-four (24) hours of receipt of the request unless otherwise specified by DHS.	What is the <u>daily</u> deadline data file receipt time for all files to require same day/next day mailing?	<i>Mail should be delivered to the USPS last pick up for that date</i>
24	Page 15, Section 2.21, File Transfers	DHS will generally be responsible for delivery of materials and electronic files to the Contractor for processing. Occasionally, an outside vendor may deliver materials or electronic files for processing.	How many separate data files will be transmitted daily?	<i>Generally, 15 - 17 daily though volume can be much higher. Renewal processing was about 80 files.</i>
25	Page 17, Section 3.1, Payment and Invoice Provisions	This contract must allow DHS to take advantage of postal discounts. The Contractor shall credit fifty percent (50%) of the amount discounted by the USPS. Reimbursement payments shall be paid to the DHS/DCO.	Regarding the postage refund for discounts, what is the baseline to be used to calculate the discount?	<i>Unknown. See also Section 3.1 of Addendum 2</i>
26	IFB 710-23-0071 Document	N/A	Who is the incumbent vendor(s)?	<i>Not Applicable</i>
27	IFB 710-23-0071 Document	N/A	How many facilities are processing and producing the Aries notices today?	<i>Not Applicable</i>
28	IFB 710-23-0071 Document	N/A	What is the current pricing for the Aries Notices?	<i>Not Applicable</i>
29	IFB 710-23-0071 Document	N/A	What is the current average postage rate DHS is paying to the USPS today?	<i>Not Applicable</i>
30	Attachment C, Pages 2 - 17 Service Criteria	Penalties	Are all of the service criteria penalties additive to each other?	<i>See section 2.23 of the solicitation and Attachment C. Penalties are calculated based upon performance at the discretion of DHS. Should a vendor not meet multiple Service Criteria that DHS concludes requires an imposition of damages, the damages may be calculated for each Service Criteria not met.</i>