

Printing and Mailing RFP - Questions and Answers

Deliverables & timelines

1. What is the expected proof approval turnaround from SVCE once vendor submits proofs -- and is electronic approval sufficient or are physical samples required for any deliverable?
 - a. Electronic proofs are acceptable. We generally expect proofs within two business day though this does adjust based on the project.
 - b. SVCE may request physical samples for more complex marketing mailers.

2. What type of booklet are you looking for? What is the page count?
 - a. SVCE booklets are typically a simple fold and staple, no more than 50 pages (25 leaves) max, so far our largest has been 32 pages. You can find examples on our website at [Key Documents - Plans, Policies & Reports - SVCE](#).

3. For the non-mailing booklet, would you like to see estimates at a few page counts e.g., 16-page, 24-page, 32-page self cover books?
 - a. Yes, that approach works.

4. For the Letter/Window Envelope is this one page or multiple pages?
 - a. Some mailers are one page, some are multiple. It depends on the purpose of the communication to customers.

5. What is the timeline/schedule for the mailing postcard #1 and folded postcard #2?
 - a. Required mailing #1 goes out in late-June, the second required notice goes out in September (this timing may change slightly year to year).

6. For required notice #1 and #2: Is the request to Bulk Print every quantity and simultaneously mail them? Example – RN #1 – Postcard Qty 100,000. Print 1 Version of 100k Postcards and then mail the entire 100k Postcards (variable addresses). No weekly mailings.
 - a. Yes, required notice #1 and #2 are once a year mailers that go out at the same. We often request that we spread out the drop over two to three days to spread out any customer inquiries that come in from the mailer.

7. For the weekly Enrollment Postcards and the Letter/Window Envelope mailings:
 - a. What is the timeline/schedule and are these the same each week?
 - The types of mailers are the same each week (there are a few types including: enrollment mailer postcards, late payment notice letters, opt-up letters), the quantity varies week by week. Once the mail house receives the weekly list, we expect drops within 5 business days, unless otherwise noted (such as the need for a rush).



- b. Will the mailing list be supplied at the same time as the print file?
 - The mailing list is sent over on a weekly basis from SVCE billing service vendor, Calpine. The print files rarely change, and it is expected that the vendor has these on hand and available at all times.
- 8. Is the request for the quarterly printing of a Master Document (+/- 30K to match the envelopes) and then weekly mailings (variable addresses) of that master document? Example – Print 30k Postcard Masters and then receive and process a weekly Mail List, ink-jetting the variable addresses and dropping at USPS.
 - a. Yes, this is how this currently works to maximize savings per mailer.
- 9. Flyers, Brochures, Booklets and Postcards: Can we quote to print all these Task B items digitally and not apply the Satin AQ?
 - a. For the proposals we are asking that all quotes include satin, AQ. However, if a proposer has a cost-saving, equivalent option that is of high quality and sustainable, we are interested in seeing what kind of recommendations and innovations are available.
- 10. Brochures: Assuming this will print 4/4 color?
 - a. Yes.
- 11. Do retractable banners pricing need to include hardware? Are sizes flexible as there is no width specified?
 - a. Yes.
 - b. Yes, sizes vary based on project and availability. Please use a size close to 78" x 33" for the proposal.
- 12. Banners: Is the ask for 2 versions of Banners? Or just 1.
 - a. Two – one quote for a vertical pop-up banner, one for a horizontal banner with grommets.
- 13. ?? x 72" h retractable banner (need the width) Is this single-sided? Width options are 24", 32", 34", 36"
 - a. For the purpose of the proposal, please use 32" (or closest size based on material availability). This is single-sided.
- 14. 72" w x ??" h horizontal vinyl banner with (8) grommets (need the height) Is this single-sided?
 - a. For the purpose of the proposal, please use 32" (or closest size based on material availability). This is single-sided.

Data & file transfer

- 15. How is the mailing list transferred to the vendor?
 - a. SVCE uses an SFTP to get the lists to the vendor.
- 16. How does SVCE share the letter templates, artwork, etc. with the vendor?
 - a. SVCE sends all artwork and print requests via email.



17. Can SVCE provide a sample set of data for review?
 - a. No, but we can provide the column fields that are included.
 - b. SAMPLE: Name, PremAddress1, PremAddress2, Prem City, Prem State, Prem Postal, Mail Address1, Mail Address2, Mail City, Mail State, Mail Postal, Bill Type, CCA Rate, Utility Rate, Customer Class

18. In regards to data prep, with the data clean up processes, are you expecting results back and does your current vendor perform them and then move forward without a response?
 - a. Yes, unless there is a major discrepancy, the vendor can perform the clean up and move forward without sending back to SVCE. We do expect this vendor to flag large discrepancies.

Misc.

19. Is it required to be a union print shop?
 - a. No, that is optional.

20. What is the term of this contract, how do you handle re-upping the contract?
 - a. We typically start with a 2-3 year contract with the option to extend through a contract amendment up to five years per solicitation per our policies.

21. Does postage get drawn from existing SVCE account? Do you require any special accounting that needs to be provided from the vendor?
 - a. SVCE pays postage directly through USPS.
 - b. Either job-by-job or monthly invoices is okay; the info needs to include the costs of the job (how many went out, cost of set up). We do send mailings with cost-sharing, so we do ask vendors to provide an estimate as-needed.

22. Is your current contract for the mailing and non-mailing with one printing company or multiple companies?
 - a. Multiple – one vendor manages our print needs associated with mailing, the other manages our local print needs.

23. Who is your creative design firm?
 - a. CreativeF5

- What is the required turnaround from file-in to mail-entry for the weekly enrollment postcards and weekly letters? (e.g., same-day, next-day, within 48 hours?).
 - a. See answer to question 7a.

- Is there a fixed day of week that files and data will be submitted for weekly mailings?
 - a. Lists are normally sent on Tuesday.



- Is the SOC Type II annual audit requirement firm for a print, mail, and fulfillment vendor at the vendor's scale, or would SVCE consider equivalent evidence such as ISO 9001:2015 certification, HIPAA-oriented data controls, and client audit documentation?
 - a. No, a current and completed SOC Type II audit report is required for the vendor providing services outline in task A.
 - b. Services outlined in task B do not require that exhibit in the contract. If a vendor is only supporting task B services, the contract will not require SOC Type II audit.