

Response to Offeror Questions
for Solicitation - TIB-2006-R-001
November 22, 2005

Q1. Will the files supplied by FRTIB be print-ready files or data files that need to be formatted and processed by the contractor prior to printing?

Answer - Files will be in print ready (Postscript) format

Q2. On page 4, item 5, the turnaround time for quarterly statements is 10 days from receipt of the file while on page 32; attachment D item 4, there is a five day turnaround time for quarterly statements. Can you please confirm the turnaround time?

Answer - 10 Days

Q3. On page 5, item iii, please describe the role and responsibilities of the skilled DOC1 staff member.

Answer - This requirement is withdrawn.

Q4. Should bids include the price of envelopes and paper in our price excluding postcards?

Answer - Yes

Q5. On page 6, ii; Are correspondence and PIN mailer files going to sent daily or weekly?

Answer - Daily

Q6. On page 2 Section B.1, On the line labeled Total Base Year Costs and Fee: should this cost be for a single year during the 2-year base period?

Answer - 2 years

Q7. On page 2 Section B.1, On the Total line: should the total costs include 2 base years, all 4 option years and all fees?

Answer - Yes

Q8. Page 30: Are the bad zips and forwarding addresses included in the 522,755-statement total?

Answer - Yes

Q9. Who is responsible for providing mailing envelopes?

Answer: The contractor is responsible for providing envelopes. Final product is subject to Agency approval.

Q10. Will you consider use of government permits if proper reconciliation is provided?

Answer: Yes

Q11. Can an escrow account be established with pre-billing so small businesses will not be harmed by fronting the postage for unknown payment periods?

Answer: Yes

Q12. Can meters be used for low volumes?

Answer: Yes, but every effort must be made to obtain bulk mail discounts.

Q13. Does the offeror need a license for the DOC1 product at their facility? Will the offeror provide all DOC1 support?

Answer: No, the Offeror does not need DOC1. FRTIB will pass print files from DOC1 in printable Postscript format.

Q14. The numbers provided indicate a growth per quarter of 11,000 for the statements, or 44,000 per year. Is there a corresponding figure for closed accounts per quarter? Or per year?

Answer: No, there is no corresponding figure for closed accounts. The growth figure is an estimate only, as the FRTIB encourages TSP participants to obtain statements electronically to reduce Plan costs.

Q15. Do samples exist for the current insert products or can you provide descriptions for all pieces to be used as inserts and their weight in order to properly evaluate postage costs?

Answer: Due to the number of requests, this information will be available for inspection at the Board Offices at 1250 H Street, NW, Washington DC. Call 202-942-1440 to schedule an appointment.

Q16. Will the postcards provided already be printed upon receipt and waiting for name address information to be added?

Answer: The Agency intends to provide the change of address postcards. The Offeror will be required to imprint name and address information, and mail.

Q17. What type of print file will be provided? Does it vary by type of output (i.e. 1099, Quarterly vs. pin mailers)?

**Answer: We anticipate all print files will eventually be processed through DOC1 as Postscript files. Current file formats as follows:
Statements will be in Postscript format
PIN Mailers will be in a “flat” data file
1099 files will be in a “flat” data file**

Q18. Who provides the self-mailer to be used with pin requests?

Answer: The Offeror provides the self mailer, however final product is subject to Agency approval.

Q19. What, if anything, is done with rejects from the 1099 file?

Answer: A file of the rejects should be provided to the Agency. The Forms 1099-R are not sent to a forwarding address.

Q20. How are reprints requested? Do you anticipate the daily reprint requests will go through *FastForward*? Will a new print file be sent?

Answer: Participant statement reprints are requested through our call centers. The offeror will be provided a weekly file (see above) with the requested reprints. Requests for notice reprints will be incorporated in the daily files and will be transparent to the offeror.

Q21. How many foreign participants are there? Are the foreign participants referenced the Uniform Services participants at APO addresses? or should we be evaluating at foreign postage rates?

Answer: The majority of participants residing overseas have APO/FPO addresses. However, there is a relatively small population with foreign addresses that require use of overseas postage rates.

Q22. Section L. 1 states that "Cost/price data shall not be included in the technical proposal." Section L. 1 .a, states in the second paragraph that "Attachment D provides all the questions you are required to answer in your technical proposal."

Questions 28 through 32, however, directly relate to the cost/price proposal. Should the offeror's response to questions 28 through 32 be included in the cost/price proposal in lieu of the technical proposal?

Answer – Responses for Questions 28-32 should be addressed in the cost proposal only

Q23. Attachment D, question #17 refers to customer service representatives and how information is communicated to them. Are the customer service representatives provided by the Government or are they to be provided by the offeror?

Answer – Question 17 should read “Describe how you plan to use these operational performance reports to help manage this contract. What other reports will you utilize internally (other than those mentioned in the attachments) to maximize performance results? Who typically looks at performance reports in your organization, and how are results communicated to the customer?”

Q24. What is the contemplated performance period for this contract (Start and end dates of the performance period)?

Answer – Start date should begin 60 days from contract award.

Q25. What is the contemplated implementation/transition period from contract award to the start of operations?

Answer – 60 days

Q26. It appears that the data received from the Agency for the account statements and IRS forms are already formatted for print. Please confirm whether this is correct.

Answer – Correct. All files are sent in print ready format. With the exception of statements, some file formats may be modified (at the discretion of the Agency) to accommodate the Offeror's input requirements.

Q27. Is the data that the contractor would receive for the notices pre-formatted for printing or does the contractor need to create forms as well as the functionality needed to format these notices and populate them with name, address and other relevant data?

Answer – Data will be in print ready format.

Q28. For Marketing and Communications notices, will the contractor be responsible for creating electronic forms and the print stream data or will it be pre-formatted allowing the contractor to simply print it?

Answer – Data will be in print ready format.

Q29. The means for transmission of print files from the Agency to the contractor.

Answer – Secure VPN via connect:direct is preferred.

Q30. Assuming the Agency contemplates transmission of print data to the contractor, what type(s) of secure connection will be required? Will encryption be required?

Answer – Secure VPN via connect:direct is preferred.

Q31. What is the contractor's required retention period for the print files?

Answer – 30 calendar days from USPS drop of mailing

Q32. For individual print runs requiring enclosures, will all enclosures be identical? If enclosures will vary by individual printed document, how will a particular enclosure meant for insertion be identified via the individual mailing piece? Is there something in the printed data that indicates we need a particular enclosure?

Answer – Not all enclosures are identical; they vary according to the notice. FRTIB will provide guidance on which enclosures are to be included with the various notices. The Offeror will determine the method for insertion.

Q33. The RFP states the agency will provide the change of address postcards. Will the agency also provide the forms to print the other documents or should the offerer include the cost of the forms in bid prices? Are forms to be printed on "stock form" or is there a requirement for special forms to be designed?

Answer – Any special forms (PIN Mailers, IRS Forms 1099-R) shall be provided by the Offeror subject to approval by the FRTIB. Due to the number of requests, this information will be available for inspection at the Board Offices at 1250 H Street, NW, Washington DC. Call 202-942-1440 to schedule an appointment.

Q34. Is it correct to assume that all TSP calculations will be performed by the Agency, with results reflected in the print streams?

Answer – Correct

Q35. How are the printing and mailing functions covered by this RFP currently produced? What organization is currently performing this work?

Answer – Moore-Wallace in Thurmont, MD currently produces PIN mailers. Mailers are printed using a secure, pressure seal self-mailer with the participant name and address on both outside and inside of mailer, and PIN number printed and concealed on the inside of mailer only. Data Integrators, Inc. of Woodbridge, VA, produce statements and notices. Both statements and notices are printed in a duplex format at 600dpi on 20lb paper (portrait). Most statements and notices are mailed in a standard #10 window envelope although very occasionally a statement may require a larger envelope. The packing slip for requested publications and forms is printed landscape and may require a large 9 1/2" x 12 1/2" window envelope.

Q36. Can you please provide the name of your current (statements) vendor & the current pricing?

Answer - The current provider is Data Integrators, in Woodbridge, VA. The value of the 6-month term (2 statement cycles) is approximately \$460,000 including paper, envelopes, printing, handling, post office drop and postage.

Q37. Was the RFP mailed to any vendors?

Answer: No, the RFP was not mailed to vendors.

Q38. Would any amendments be emailed out or will I need to check the Web site?

Answer: Your best bet is to periodically check the web site.

Q39. I am looking through the RFP and have not seen any mention of a pre-bid conference. Will there be one or has it already occurred?

Answer: We are not planning a pre-bid conference

Q40. To be able to produce an accurate bid I would like to get samples of the statement (Multi page if possible) as well as the inserted newsletter and marketing materials that were mentioned?

Due to the number of requests, this information will be available for inspection at the Board Offices at 1250 H Street, NW, Washington DC. Call 202-942-1440 to schedule an appointment.

Q41. I have not come across a time for vendors to present their proposals or for a site visit before the proposal is due. Is there a time line of events that will take place before a final decision is made including a Q&A and site visits?

Answer: The work will be done at the contractor's site, so no site visit should be required. We do not anticipate a need for vendor presentations, as the proposals should be clear enough.