

**SAN FRANCISCO
HEALTH SERVICE SYSTEM**

Affordable, Quality Benefits & Well-Being

**REQUEST FOR PROPOSALS FOR
Printing and Mail Services for
Open Enrollment Communications
(RFPQ#HSS2018.06)**

ADDENDUM NO. 1

June 8, 2018

This Addendum is being issued to modify the requirements in the above-referenced Request for Proposals (RFP) and to respond to questions and comments received by or before 2:00 PM (PT) on June 6, 2018. Please review the terms of the RFP and this Addendum carefully. If there are any inconsistencies between the RFP and the terms of this Addendum, then the terms of this Addendum shall prevail. Section references below are to the RFP and are provided for convenience of reference only.

A. Modifications to Request for Proposals:

1. Section 2.2.2.1. “Retiree Benefit Guide”:

Any reference to a 9”x11” envelope is hereby removed and replaced with a reference designating a 9”x12” envelope.

2. Section 2.2.3. “Open Enrollment Confirmation Letter and Envelope”:

The heading and table for “Confirmation Letter Quantity” currently reads as follows:

Confirmation Letter Quantity:

Contractor will provide pricing and be prepared to deliver one or more of the following projected quantities

<u>Letter</u>	<u>Estimated Quantity A</u>	<u>Estimated Quantity B</u>	<u>Estimated Quantity C</u>
Confirmation	50,000	55,000	40,000

The heading and table for “Confirmation Letter Quantity” is hereby replaced in its entirety as follows:

Confirmation Letter Quantity:

Contractor will provide pricing and be prepared to deliver one or more of the following projected quantities

<u>Letter</u>	<u>Estimated Quantity A</u>	<u>Estimated Quantity B</u>	<u>Estimated Quantity C</u>
Confirmation	80,000	75,000	70,000

3. Section 2.2.5. “Self-service e-Benefits Letter”:

The heading and table for “Self-service e-Benefits Letter Quantity” currently reads as follows:

Self-service e-Benefits Letter Quantity:

Contractor will provide pricing and be prepared to deliver one or more of the following projected quantities

<u>Letter</u>	<u>Estimated Quantity A</u>	<u>Estimated Quantity B</u>	<u>Estimated Quantity C</u>
e-Benefits	10,000	15,000	20,000

The heading and table for “Self-service e-Benefits Letter Quantity” is hereby replaced in its entirety as follows:

Self-service e-Benefits Letter Quantity:

Contractor will provide pricing and be prepared to deliver one or more of the following projected quantities

<u>Letter</u>	<u>Estimated Quantity A</u>	<u>Estimated Quantity B</u>	<u>Estimated Quantity C</u>
e-Benefits	20,000	15,000	10,000

B. Questions & Answers

1. **Q:** Should the estimate include postage?

A: No. Do not include postage or postage estimates in the proposal estimates. Pursuant to RFP Sec. 2.1.4. (Mailing), all postage will be pre-paid by SFHSS prior to each mailing or staggered mailing based on an estimate provided by the selected Contractor. Following the completion of each mailing or staggered mailing, the pre-paid postage payment will be reconciled with the actual incurred postage.

2. **Q:** Must the paper for the ‘Application Form-plus-Letter (the Integrated Booklet cover)’ be the same paper type and quality as the Booklet itself?

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- A:** No. So long as all paper meets or exceeds the requirements of the San Francisco Resource Conservation Ordinance (San Francisco Environmental Code, Chapter 5, available at [http://library.amlegal.com/nxt/gateway.dll/California/environment/chapter5resourceconservationordinance?f=templates\\$fn=default.htm\\$3.0\\$vid=amlegal:sanfrancisco_ca\\$anc=JD Chapter5](http://library.amlegal.com/nxt/gateway.dll/California/environment/chapter5resourceconservationordinance?f=templates$fn=default.htm$3.0$vid=amlegal:sanfrancisco_ca$anc=JD Chapter5) the paper for the Application Form-plus-Letter (the Integrated Booklet cover) does not need to match the quality of paper used for the booklet itself. See RFP Sec. 2.2.1. Open Enrollment (OE) Application Form-plus-Letter and Booklet.
3. **Q:** Should the estimate include printing and mail for each element be included together for each quantity and for each deliverable?
- A:** Yes, please include printing and mailing costs (excluding postage, per the response to Question 1 above) for each deliverable at each requested quantity in the RFP.
4. **Q:** In sections 2.2.1 through 2.2.6, the envelopes are included in both the sections (booklets) as well as the segregated items. Should prospective vendors bid the envelopes as a combined cost item per task item or under the separate line items based on the volumes proposed for the booklets and letters?
- A:** Vendors may bid the envelopes as *either* a combined cost item per deliverable or as separate line items based on the volumes proposed so long as the pricing breakdown it is clearly marked in the proposal and estimate.
5. **Q:** Can the prospective vendors view a PDF copy of the approximately sixteen (16) page booklet from 2017?
- A:** Yes. It has been added to the RFP page on the SFHSS website.