

**STATEMENT OF WORK
EMERGENCY AND BACK-UP
CENTRALIZED AUTOMATED MAIL PROCESSING SERVICES
IFB 6100035428**

CONTRACT OVERVIEW: The Department of General Services, Bureau of Procurement (BOP) is issuing an Invitation for Bid (IFB) for Emergency and Back-up Centralized Automated Mail Processing Services. The services to be performed under this Contract include the processing of Commonwealth agencies' First Class Letter, First Class Flats and Standard Presort Mail requirements on an as needed basis. The Department of General Services, Bureau of Publications, herein identified as the Agency, will be responsible for notifying the awarded Contractor when services are needed. The intention of this contract is to provide services to the Commonwealth of Pennsylvania (hereafter, COPA) during and after an emergency or disaster or should the Agency require back-up assistance. The awarded Contractor will be required to process the mail for delivery to the United States Postal Service (USPS).

METHOD OF AWARD: The Contract will be awarded to the lowest, responsive and responsible bidder per line item. Bidders are not required to bid on all line items.

COST: Bidders must enter their bid prices on the **Attachment A, Cost Spreadsheet**. There are ten (10) line items, describing each mail type, and a bid price is required for each line item. Bidders shall provide a per piece processing cost for each mail type (i.e. First Class Letter With Transportation, First Class Flat Without Transportation, etc.) on Attachment A.

These bid prices represent the fees the awarded Contractor will charge the COPA to process each piece of mail should services be used. Bidders should not include postage costs in their bid price.

DEFINITIONS:

With Transportation: Contractor picks up the mail at the Agency designated location(s) and takes it to their facility for processing, after the mail has been processed, delivers the mail to the USPS.

Without Transportation: The Agency delivers the mail to the Contractor's location; the Contractor processes the mail and delivers it to the USPS.

COMMONWEALTH MAIL VOLUME: For information purposes only **Attachment B, 2014 Commonwealth Mail Volumes**, provides a list by agency of mail volumes for the year 2014.

SERVICE REQUIREMENTS: Under this contract the Contractor(s) will be required to perform the following centralized automated mail processing and related services. All services must be performed in accordance with the COPA standards of service and expectations identified in these requirements. Failure to meet the standards of expectation regarding timeliness, quality, quantity or other may deem you non-responsible and could lead to cancellation of your contract.

- A. Contractor must pick up COPA mail at the locations indicated under Mail Pickup Locations upon request. This mail must then be taken to Contractor's facility for processing and delivery to the USPS.

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- B. Contractor must transport COPA mail in vehicles owned or controlled by the Contractor. Contractor shall be totally responsible for the delivery of COPA mail to the USPS.
- C. Contractor must have a facility with a loading dock (which is protected from the elements of weather) and the capacity and ability, including staff to unload the truck(s), to receive and process COPA mail under this Contract.
- D. Contractor must have in place a system for determining chain of custody for all COPA mail which is picked or received by the Contractor. Contractor must provide an explanation of that system of chain of custody with their bid.
- E. Contractor must use software that meets the USPS standards when any mail piece address updates are made or required.
- F. Contractor agrees to use a system which meets all USPS requirements and bills the Agency for each job individually and accurately for the mail which is processed.
- G. Contractor must deliver mail to the Harrisburg Post Office within the Same Day or Next Day schedule as required by the Agency.
- H. Contractor must have the equipment and the ability to administer the Intelligent Mail Barcode (IMB) to COPA mail in order to adhere to USPS standards. This would include any other systems or mail certification requirements the USPS may have.
- I. Contractor must maintain control mechanisms to monitor and provide security for checks and other sensitive mail.
- J. Contractor must ensure mail security. Procedures must be in place to maintain the highest level of security within the Contractor's (and any subcontractor's) mail processing facilities and vehicles that transport COPA mail.
- K. The Contractor must also have knowledge and experience in mail piece design, address hygiene, mail readability and zip+ conversion in order to maximize USPS automation discounts. The Contractor must have detailed specific safeguards and checks which will be instituted to address relevant personnel, operational procedures, bonding requirements, etc. The Contractor must have a level of security that guarantees that mail handled is held in a secure environment until it is delivered to the USPS.
- L. Next Day Service is defined as mail that is picked up by the Contractor or delivered to the Contractor and is processed and delivered to the USPS no more than 24 hours later.
- M. Same Day Service is defined as mail that is picked up by the Contractor or delivered to the Contractor and is processed and delivered to the USPS the same day.
- N. It is the intent of the Agency to notify the Contractor no later than 12:00 P.M. e.s.t., when services are needed. However, this may not always be possible due to the nature of this Contract. Contractor must be prepared to pick up or receive COPA mail upon notification of need of service.

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- O. Authorization of Use: When services are needed, the Department of General Services, Bureau of Publications, Director, or Designee will notify the Contractor by phone or email and provide details and authorization to perform the required services.
- P. Purchaser Orders: The Department of General Services, Bureau of Publications, Director, or Designee, will a purchase order after it is known how much mail is to be processed or how long of a period of time emergency services will be needed and may be issued after-the-fact. All services must be performed at contract rates or less.
- Q. Undeliverable mail: Mail that is processed by the Contractor which is deemed undeliverable and can't be delivered to the USPS for mailing shall be returned to the appropriate location identified below in the Section titled **MAIL PICKUP LOCATIONS**.

MAIL PICKUP LOCATIONS: If the Agency is unable to deliver the mail to the Contractor's location the Contractor must be able to pick up the mail at the locations identified below or at a temporary emergency site, should the situation require these actions.

Primary Pickup Location
Bureau of Publications
1650 Bobali Drive
Harrisburg, PA 17104

Secondary Pickup Location
DGS Central Mail Room
North Office Building
Harrisburg, PA

PERFORMANCE LEVELS: If the performance level of Same Day or 24-Hour Delivery to the Post Office is not being met, the Bidder will receive an email or written letter communication from the DGS Contract Manager to correct the problem within Three (3) business days. If the problem continues beyond three (3) business days, the Bidder will be given a second written warning. At the time of second warning, and assuming corrective action has not been instituted, a 2% deduction to the Bidder's handling fee will be retained by each agency that provided mail to the Bidder for the days the Bidder did not deliver the mail to the Post Office in the required timeframes.

EMERGENCY/DISASTER RECOVERY: The Contractor(s) must have an Emergency Preparedness/Disaster Plan in place in case of emergency, including a pandemic or natural disaster to ensure continued service for the COPA. A copy of this plan must be submitted with your bid. This plan should detail the following:

- How would you ensure continued operations?
- What type of employee training is done for these emergencies?
- Who would the key employees be that should be contacted?
- How is staffing handled when a key number of employees are incapacitated due to illness?
- How will employees in your organization carry out the essential functions if contagion control measures prevent them from coming to the primary workplace?
- How will your organization communicate with staff and suppliers when primary communications systems are overloaded or otherwise fail?

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- How and when will your emergency plan be tested, and will the plan be tested by a third party?

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POST AWARD ADMINISTRATION: The awarded Contractor's performance shall be monitored and evaluated in accordance with the requirements outlined in the Contract. At a minimum, the awarded Contractor's performance shall be evaluated on an annual basis. Contractor may be required to attend Contract Performance Review meetings. These meetings will be for the purpose of providing Contractor performance reviews, discussion of issues either party may have concerning the Contract or to evaluate the overall progress of the Contract. The meetings will be held quarterly, semi-annually or annually at the discretion of the Department of General Services, or upon special request of Agency.

QUESTIONS: Please refer all inquiries regarding this IFB and any resulting Contracts to the Contracting Officer at the address below:

Wanda Bowers, Contracting Officer
Department of General Services
Bureau of Procurement
555 Walnut Street 6th Floor
Forum Place Building
Harrisburg, PA 17101
Phone: 717-346-3840
Fax: 717-783-6241
Email: wbowers@pa.gov