



June 28, 2016

The following (Q&A) will serve as Amendment #3 to NYSIF's Invitation for Bids (IFB) for Transactional Printing Services, bid number 2016-23-IT. Material in this Amendment supersedes any contradictory material in the IFB.

Please note that the due date for the submission of bids **remains unchanged**.

**All bids are due 7/6/16, by 2:00 p.m. (eastern).**

Sincerely,

A handwritten signature in black ink that reads 'Alexandria Romano'.

Alexandria Romano  
Contract Management Specialist

**Name: Transactional Printing  
IFB # 2016-23-IT  
Amendment 3**

#	Question	NYSIF Response
1	Would you consider a proposal that included the inserting and mailing function, directly from our production facility, as opposed to only providing the daily transactional print work?	NYSIF is not seeking proposals that include a mailing service at this time.
2	In the interest of providing the very best service at the lowest cost, would the NYSIF consider a proposal that includes mailing service?	NYSIF is not seeking proposals that include a mailing service at this time.
3	Is all print delivered to Albany- Mail Center? (ie. <i>Business name redacted</i> also provides mailing services)	Per the IFB, finished printing documents must be delivered to NYSIF's mailing center located at 63 Karner Road, Albany NY 12205.
4	If all print is being delivered to Albany- is it possible to only quote on certain SLA requirements? Since Albany is approx. 2.5 hours away from Wilmington we cannot quote on the High Priority. We can quote on Checks, Medium, and Low	Bidder must provide a quote for all items listed in the IFB and Appendix Z Fee Schedule. Failure to fully complete Appendix Z in the format provided may result in your bid being deemed non-responsive and disqualified.
5	Can I review historical pricing?	Not material to the IFB.
6	Section 3 Page 17, Internal Controls Item 9B: The IFB states to provide SSAE 16, SAS 70 Type II Audit. Would type I (SOC1) be sufficient or a disqualifier?	Type 1 (SOC1) would be sufficient.
7	Section 3 Page 17, Internal Controls Item 9B: The IFB also mentions you are looking for ISO 9001-2000 certification 'when applicable'. When is this applicable? If we do not carry this certification is this means for disqualification?	Please see Amendment 2 (posted on <a href="http://www.nysif.com/procurement">www.nysif.com/procurement</a> ). ISO 9001-2000 certification is no longer applicable in this solicitation.
8	We are an official USPS DMU (detached mail unit). Would you be open to mailing all pieces from our facility located in Rome, New York? If not, is this something that you would consider as an additional phase with the awarded vendor in the future?	Per the IFB, finished printing documents must be delivered to NYSIF's mailing center located at 63 Karner Road, Albany NY 12205. NYSIF is not seeking proposals that include a mailing service at this time.
9	Exhibit 2 Stock Schedule: Is the NYSIF open to utilizing 24lb/60lb paper rather than 20lb?	No, NYSIF requires 20lb paper.
10	Exhibit 1, Page 1 SLA priorities: Can you clarify the SLA requirements below? Daily Jobs - When are files sent each day? - For the High priority jobs, when are data files typically received? - Are you expecting samples of the output prior to printing? If so, how long after file receipt are these required and when will they be approved? - If the vendor is allowed to drop the mail at our location, does that follow the same SLA as when we would have to deliver to the NYSIF mail unit in Albany? (i.e. if output was due back to you Wednesday does that mean we have to mail Wednesday)?	1. Jobs may be sent at any time, but the majority will be sent between 21:00 and 09:00. 2. High priority jobs are typically sent between 21:00 and 08:00. 3. We do not require samples printed once past testing and implementation. We may require, at our option, a NYSIF staff person to be onsite at any time to do quality control. 4. We will be sending electronic files to be printed to the awarded vendor. The awarded vendor would then print the items and deliver them to our mailing center noted in the IFB. The awarded vendor would not be responsible for mailing any printed material. NYSIF is not seeking proposals that include a mailing service at this time.
11	Can you please provide the specifications for the envelopes to be used? Please include paper weight, security tint information, ink specifications, window size and placement.	Awarded vendor would not be responsible for stuffing envelopes, all mailing aspects would be done at NYSIF's mailing center located at 63 Karner Road, Albany NY 12205. No envelopes will be needed for Transactional Printing.
12	Section 3 – Specifications; Item 1A Image Information: Can you please clarify the Image Information stated on page 15 regarding the PMS color required. The word "toner" is used – is a laser approximation of that PMS color acceptable, especially in cases where application types and volumes seem to lend themselves to that type of approach? Or, is an offset, preprinted sheet required? How are these produced today?	Per the IFB, Bidder must be able to produce Pantone 1807 toner for NYSIF's copyrighted logo. Currently NYSIF uses powdered ink and Xerox HLC 155 printers. NYSIF does not currently do any offset printing. For black and white printing NYSIF uses black powdered ink, on the HLC 155 and a Nuvera 200 and MICR for checks.
13	Appendix Z Fee Schedule: It appears that some forms are 'rep' copies. How are those distributed to the reps? Are they collected and sent out in large packages, per rep?	All mailings are done by our Mail Center. All printed materials are to be sent to the Mail Center, regardless of eventual destination.
14	On accounts that have the possibility of having multiple pages, can you provide an idea of the average of number of pages in an account?	Please refer to the Appendix Z Fee Schedule regarding average daily file size volume (in pages) and Exhibit 1 for samples of printed documents.
15	On duplex printed pieces, is there variable information on the back and is the back printed in color or black ink only? Some samples state "page 1 of 2" on the front, and "page 2 of 2" printed on the next page appears to be the information that is to be printed on the back. Please clarify. (For example, please reference page 8 of Exhibit 1-C samples DB Bills)	There is variable information on some printed documents. On duplex printed pieces, some are printed in both color and black and white on both sides. Each printed item varies. Duplex refers to pages printed on front and back. Example: Exhibit 1-C DB Bills, page one is printed on the front, and page two is on the back of page one. Exhibit 1-C DB Bills has printed material in black and white as well as the Pantone 1807.

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#	Question	NYSIF Response
16	Can you provide any breakdown of the number and sizes of packages that are mailed each day that are not using a #10? (9x12, 10x13, 6x9, etc.)	Bidder is not responsible for mailing documents. Envelopes will not be used by the printing vendor. Per the IFB, finished printing documents must be delivered to NYSIF's mailing center located at 63 Karner Road, Albany NY 12205. NYSIF is not seeking proposals that include a mailing service at this time.
17	Section 3 Page 16, Item 4C Data Processing: Inserts are mentioned here. Can you please provide more information on these inserts? Will NYSIF be supplying them or will they need to be printed by the vendor and included in the mailings? Do you want this cost to be included in the Fee Schedule unit cost?	Inserts are not printed by the bidder, they are supplied by NYSIF and will go directly to our mailing center. Bidder should not include costs for inserts in their fee schedule unit cost.
18	Section 3 Page 18, Item 11C: Please clarify this item that is being requested to be submitted by the vendor in the bid response. What reference information are you looking for in a sample?	Bidders are not required to provide a sample with their bid response. Upon the time of implementation, vendor will be required to provide a reconciling of the days file transactions.
19	Section V Bid Format – Item D Technical Experience, Page 22: It states to submit information that is described in the Technical Requirements section of the IFB. Are these “technical requirements” the same as those listed in Section 3 of the IFB on pages 12-20 and we are to include responses to all Items A through E?	Per Section V.D Technical Experience, bidder must respond to all items (a-c) listed under Section D. This is in addition to all requirements listed under Section V- Bid Format and any additional requirements stated throughout the IFB.
20	Please see below for the following questions regarding Electronic Presentment and Payment: o Do you have a solution in place today, and if so what are you doing today? - Is it externally hosted/managed or does NYSIF internally host/manage? - How many users are on the system today, both external and internal. - Do you require the new vendor to onboard a backfile of prior history? What format is it in? And how many years? o Do you have a payment solution in place today? - How many customers are enrolled in e-payments and how many payments do they process each month? - How many payment methods do they allow? (e-check, ACH, credit card [which ones], etc.) o Are you requesting that electronic presentment and payment costs be included in the bid pricing; or just provide a proposed approach at this time?	Please be advised, Exhibit 3 of this solicitation has been updated to remove any mention of Electronic Presentment and Payment (please see Amendment 1 posted on <a href="http://www.nysif.com/procurement">www.nysif.com/procurement</a> ). Electronic Presentment and Payment is no longer applicable in this solicitation.
21	Would the NYSIF consider a solution that includes inserting and mailing? If yes, how would that change the SLA's? The SLA's as described may be difficult for any vendors outside of the Albany area.	NYSIF is not seeking proposals that includes a mailing/inserting service at this time.
22	Do you have a detailed history of the print orders from the previous 12 months?	Yes, please refer to Appendix Z Fee Schedule for the estimated print history for the last 12 months. The information and volumes provided are based on historical data.
23	Are there times during the year that you experience heavy print volumes?	Yes, NYSIF tends to experience heavier print volumes during the beginning of each month and in the month of November. In addition there are Ad-hoc annual printing done approximately 6 times a year. See Appendix Z Fee Schedule for daily estimated volume sizes.
24	Are the certified mailers pressure sealed documents?	No.
25	Is the vendor responsible for developing a portal for NYSIF's customers to gain access to their archived documents? How long are archived records to be maintained?	No, bidder is not responsible for developing a portal. Per the IFB, bidder will distribute/produce archived documents in a batch or interactive manner via various electronic means compatible with existing NYSIF archiving procedures, which will be detailed during contract negotiations with vendor.
26	The marketing inserts that are described in Exhibit 3 – are these priced as needed?	Please be advised, Exhibit 3 of this solicitation has been updated to remove any mention of marketing inserts please see Amendment 1 (posted on <a href="http://www.nysif.com/procurement">www.nysif.com/procurement</a> ). <b>Note:</b> Inserts are not printed by the bidder, they are supplied by NYSIF and will go directly to our mailing center.
27	Will NYSIF utilize 2 factor authentication for all data transfers that have personal information?	Yes.
28	Will transfer of physical documents require a "chain of custody" for each product/job or only by day?	Each job needs it's own chain of custody.