

ADDENDUM 1 - APPENDIX A – TECHNICAL SPECIFICATIONS
ITN 96127 PRINT AND DIRECT MAILING SERVICES

1. SCOPE OF WORK

The purpose of this Invitation to Negotiate (the "ITN") is to evaluate and select a vendor to provide correspondence services at the best value to JEA (the "Work"). "Best Value" means the highest overall value to JEA with regards to pricing, quality, timeliness, and workmanship.

The Work will include, but is not limited to, sorting, mail merging, printing, folding, inserting, sealing, metering and mailing. The Work shall be performed entirely off-site from JEA headquarters with USPS delivery to JEA customers.

2. GENERAL REQUIREMENTS

- 2.1. The Company must commit to accomplishing timely services that may require subcontracting work at no additional cost to JEA and no loss of quality to meet timelines specified herein. In the event that the respondent's primary location becomes inoperable, respondent must have the ability to provide the same services from a secondary location.
- 2.2. JEA shall have the right to discontinue purchase of certain items or to add mutually negotiated items throughout the duration of the contract; pricing shall be negotiated and consistent with bid pricing and procurement requirements.
- 2.3. Within seven (7) days of contract award, the Company shall furnish a single phone number and email address where order personnel can be contacted by the JEA Contract Administrator (or his/her designee). The Company shall provide the JEA Contract Administrator any revised phone number at least five (5) days prior to any change.
- 2.4. The Company must respond by phone to the JEA Contract Administrator's call within one (1) hour, Monday thru Friday, 8:00 AM – 5:00 PM, excepting only JEA Holidays.
- 2.5. The Company shall prevent access by the public to products, supplies, and JEA buildings during delivery.
- 2.6. The majority of work will be sent electronically to the Company for processing and, therefore, the Company must accept files electronically.
- 2.7. The Company must have an FTP (file transfer protocol) or similar website to allow for the transfer of large electronic files.
- 2.8. JEA may submit some work in paper format, therefore the Company must accept paper format.
- 2.9. When specifically requested, proofs will be e-mailed by the Company or delivered in hard copy to the requestor, who will verify and reply.
- 2.10. Creation of design work is not normally required. However, modifications such as sizing, adding or removing images on files, inserting documents, text files or images may be required. If any modifications are made, proofs must be submitted to and approved by the requestor.

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- 2.11. The Company must have the ability to edit, merge, and work with electronic files in the following formats:
- All versions of PDF,
 - PowerPoint,
 - Visio,
 - Publisher,
 - Excel,
 - Word
 - Adobe Graphics Creative Suite, including InDesign.
- 2.12. The Company shall send confirmation to the requestor and contract administrator upon delivery of job to the USPS for mailing, to confirm completion of order.
- 2.13. If an item is submitted to the Company for reproduction and it appears to have copyright protection, the Company is asked to contact the Contract Administrator prior to commencing work to ensure compliance with copyright laws.
- 2.14. Whenever reproduced, the JEA logo must be in dimensions, scale, and colors as specified by JEA Brand Guidelines (not by each person submitting). The official logo colors are PMS 280, black or white. When the logo is printed in four-color process and a PMS color is not available, the screen breakdown of the color is CYAN 100%; MAGENTA 72%; YELLOW 0%; BLACK 18%.
- 2.15. The Company image library must support archival of JEA jobs and reprints of existing jobs through the term of the contract.
- 2.16. Company shall have the ability to store JEA specific stock, custom JEA Envelopes and Letterheads.

3. COMPANY PERSONNEL

- 3.1 Deliveries shall be made by employees wearing company identified shirts or possessing a Company identification badge.
- 3.2 Shirts with offensive logos or messages are not acceptable.
- 3.3 Parking is the responsibility of the Company. Parking on JEA property may be approved at the sole discretion of the JEA Contract Administrator.
- 3.4 Unless otherwise designated herein, delivery services to JEA will be performed Monday through Friday starting at 8:00 AM and ending at approximately 5:00 PM, fifty-two (52) weeks per year, excluding only JEA Holidays.

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4. OVERVIEW OF SERVICES

- 4.1. Variable data merging will be required from previously merged or unmerged files for producing letters with names and addresses. Addresses may be provided in a separate data set.
- 4.2. The majority of imaging services requests will be submitted in digital format (both black and white and color).
- 4.3. Company shall maintain a minimum of 10,000 JEA approved #10 windowed envelopes and letterhead on site.
- 4.4. In addition to mail merging, printing, folding, and stuffing services, the Company may also be asked to mail merge, print, trim to size with bleed, and mail post cards of varying sizes. Some of these cards may include a pre-paid postage permit and some may require metering. The Company may be asked to pre-sort by zip codes before merging for optimal postage savings.

5. MEDIA TYPES

- 5.1. The most common sizes of paper to be used for letters will be from 8.5x11 to 11x17. Weights range from 20 lb. to 24 lb. Coated stock is generally not needed.
- 5.2. Some jobs will be printed on preprinted letterhead, some on plain paper.
- 5.3. Double-sided jobs are to be printed on appropriate weight so images do not show through.
- 5.4. The following items may require large volume printing and/or finishing:
 - 5.4.1. Letterhead stationery printed two (2) colors (280 blue/warm gray #10) on 24 lb. Strathmore Script.
 - 5.4.2. Letterhead envelopes printed two (2) colors (280 blue/warm gray #10) on 24 lb. Strathmore Script.
 - 5.4.3. Envelopes printed two (2) colors (280 blue/warm gray #10) with a special position window on 24 lb. 8 7/8" x 4" 20/60 lb. bond.
 - 5.4.4. Post Cards, eighty (80) lb. cover, four (4) color on side one, two (2) color on side two, 8.5 x 5.5 final size with bleed.
 - 5.4.5. Post Cards, eighty (80) lb. cover, four (4) color on side one, two (2) color on side two, 4.25 x 5.5 final size with and without bleed.
- 5.5. Vendor shall use recycled paper when at all possible in accordance with City Ordinance 89-1334-663 Section 2 and 4. A non-recycled sheet can be used if the product is unavailable, cost prohibitive (10% more than a non-recycled sheet) or incompatible with imaging equipment.
- 5.6. JEA has approximately 180,000 windowed envelopes and 146,000 sheets of JEA letterhead on hand that can be provided to vendor until supply is consumed. At current use rate, these should last 18 months.

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6. SERVICE LEVEL AGREEMENTS

6.1. The products must be completed and delivered to the USPS within the times listed below. However, the Company is encouraged to complete and deliver the products to the USPS as soon as possible for delivery to JEA customers.

6.1.1. All basic work for correspondence – Sort, Merge, Print, Trim, Fold, Insert, Seal, Meter, and Mail

- 24 Hours for all jobs less than 2,500 envelopes/post cards, unless otherwise stated
- 24 - 48 Hours for all jobs over 2,500 and less than 7,500 envelopes/postcards, unless otherwise stated
- Less than 24 hours for rush jobs over 1,000 and up to 7,500 envelopes/postcards.

7. UNIT PRICING DESCRIPTIONS

7.1. The submitted pricing below shall be utilized to calculate job pricing.

7.2. Basic tasks for correspondence shall include Sorting, Merging, Printing, Trimming, Folding, Inserting, Sealing, Metering, and Mailing as indicated. Unless specified as a Rush Job, all jobs shall be completed within 24- 48 Hours. Rush jobs shall be completed in less than 24 hours. Company shall have the ability to insert ancillary inserts or buck slips into envelope along with up to three (3) pages.

7.2.1. Sort, Merge, Print, Fold, Insert, Meter, and Mail Merged Letters with no inserts

- Printed on preprinted 8.5 x 11 letterhead or Blank Stock.

7.2.2. Sort, Merge, Print, Fold, Insert, Meter, and Mail Merged Letters with Multiple Inserts per Envelope

- Sheet One printed on special preprinted 8.5 x 11 letterhead or Blank Stock (Contains Customer's Address).
- Sheet (Two – Three) printed on 8.5 x 11 plain white stock. (see items 7.2.4, 7.2.5, 7.2.6 & 7.2.7)

7.2.3. Sort, Merge, Print, Fold, Insert, Meter, and Mail Merged Letters with Ancillary Inserts and Multiple sheets per envelope

- Sheet One printed on special preprinted 8.5 x 11 letterhead (Contains Customers Address) or Blank Stock.
- Sheet (Two – Three) printed on 8.5 x 11 plain white stock. (see items 7.2.4, 7.2.5, 7.2.6 & 7.2.7)
- With additional bill inserts, example Buck slip or JEA brochures (variable sizes). Approximately 20,000 annually (see 7.2.8)

7.2.4. Print Single-sided, in color, fold and insert with merged letter

- 8.5x11 plain white stock
- (as support for items 7.2.2 and 7.2.3 above)

7.2.5. Print Double-sided in color, fold and insert with merged letter

- 8.5x11 plain white stock

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7. **UNIT PRICING DESCRIPTIONS (Continued)**

- (as support for items 7.2.2 and 7.2.3 above)
- 7.2.6. Print Single-sided in Black and White, fold and insert with merged letters
 - 8.5x11 plain white stock
 - (as support for items 7.2.2 and 7.2.3 above)
- 7.2.7. Print Double-sided in Black and White, fold and insert with merged letters
 - 8.5x11 plain white stock
 - (as support for items 7.2.2 and 7.2.3 above)
- 7.2.8. Insert Ancillary pre-printed sheets or brochures
 - (as support for items 7.2.3 above)
- 7.2.9. Printing of JEA Specific Envelopes for Mail Purposes
 - Required Logo and return address printed top left
 - 5,000 envelopes or less – process time is thirty six (36) business hours
 - 5,001 - 30,000 envelopes – process time is fifteen (15) business days
 - Outer Envelope form #10OUTER
 - Description 4.1280 x 9.50 OSS
 - Paper Grade 11 WWW 24#
 - Others – Banker Flap with Window
- 7.2.10. Printing JEA Letterhead stationery, two (2) colors (280 blue/warm gray #10) on 24 lb. Strathmore Script.
- 7.2.11. Sort, Merge, Print, Trim, and Meter (if necessary) Post Cards on eighty (80) lb. cover, four (4) color on side one, two (2) color on side two, 8.5 x 5.5 final size with bleed.
- 7.2.12. Sort, Merge, Print, Trim, and Meter (if necessary) Post Cards on eighty (80) lb. cover, four (4) color on side one, two (2) color on side two, 4.25 x 5.5 final size with bleed
- 7.2.13. Folding and inserting 8.5 x 11 items provided by JEA. (This item is for pricing purposes only, above referenced items include folding & inserting.)
- 7.2.14. Postage - Envelopes
 - Company must identify and use the lowest cost postage alternative for each item mailed based on size, weight, zip code, and other pertinent considerations.
 - This item shall be based on metered or permit rates and provided at cost, with no additional mark-up to JEA. Reference <https://www.usps.com/business/prices.htm>
 - Postage shall be invoiced as a separate line item for each job.
- 7.2.15. Postage - Postcards
 - Company must identify and use the lowest cost postage alternative for each item mailed based on size, weight, zip code, and other pertinent considerations.
 - This item shall be based on metered rates and provided at cost, with no additional mark-up to JEA. Reference <https://www.usps.com/business/prices.htm>

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- Postage shall be invoiced as a separate line item for each job.

8. **CONFIDENTIALITY OF DOCUMENTS**

During the preparation and processing stages, and prior to public presentation, some documents of JEA are considered confidential in nature and must be undisclosed to others until officially finalized and released by JEA for public information.

The Company, and its subcontractors will have to sign a Non-Disclosure Agreement (NDA) attached as Appendix B. For data transfers, the information must be protected in motion, secure file transfer and secure web transfer. Any sensitive data will additionally need to be protected at rest. The secure web upload will likely be the method used for transferring and needs to be protected. JEA does have a SFTP client available in Citrix for use if needed. The Company needs to have a data disposal procedure documenting how data is removed from their systems after use. The Company needs to have an incident (breach) response procedure stating how long until the Company will contact JEA.

9. **AD HOC REPORTING**

- 9.1. The Company shall provide a monthly report (Excel format) by email to the Contract Administrator within seven (7) calendar days that shall also be attached to the invoice.
- 9.2. Ad hoc reports shall include, but are not be limited to the following: Service provided, Job Name/Description, Unit Price, Quantities of each product, Requester Name, Cost Center, Date/Time request was sent to the Company, Delivery Date/Time to USPS, and postage expense.