

**Invitation for Bids (IFB)  
No. 2024-02**

**RFx Number: 3160006612  
Smart Number: 1671-24-R-IFBD-00003**

**Questions**

**Vendor A**

1. Regarding Section 4.5 Printing, which specifies same day mailing, what time of day are approved production files provided to the vendor for processing?

5 Correspondence batches run in the evening. Checks are generated in the morning. 1099s, Annual rate letters, charge and billing statements are uploaded at different times as needed for their correspondence type.

2. What vendor is currently providing MDES with the services described in the IFB?

MPX

3. What is the current unit pricing MDES is paying for the services, materials and postage related to the IFB?

\$19,320.82 excluding postage

4. Does the MDES pay the USPS postage or require the vendor to pay the USPS postage?

MDES pays postage costs passed through by the vendor. There is no markup on the postage. The vendor passes through a discounted postage price.

5. Does the current vendor providing these services provide a pass-through of actual USPS postage rates realized or a fixed postage rate?

The vendor passes through postage rates at a discounted price.

6. The Attachment B Bid Form appears to require the proposer to provide a total monthly price on the "MONTHLY AMOUNTS \$" line, while Sections 4 and 5 suggests more detailed pricing is expected ("prices", "cost or pricing data"). What specifically does MDES require the proposer to provide in response to the MONTHLY AMOUNTS\$ line of Attachment B? Does MDES require the proposer to provide USPS postage in its pricing?

MDES would like an overall combined, monthly cost for printing and mailing services excluding postage.

7. Regarding Section 5 Basis for Award, will MDES confirm that the award will be made to the lowest priced vendor deemed “responsive, responsible, and/or acceptable”?

The award will be made to the lowest, responsive, and responsible bidder.

8. Is USPS postage cost a consideration MDES will include in determining the “lowest responsive and responsible bid”?

No, Only the printing and mailing services will be used to determine the award. However, any upcharges on pass-through postage expense could impact the determination of a responsible vendor.

9. Given postage is the most expensive component in providing the services related to the IFB, the USPS will typically increase postage rates four times during the initial term of the contract and award is based on lowest cost, will the MDES exclude USPS postage in determining a proposer’s cost if the MDES requires the vendor to pay postage and a proposer provides a pass-through of actual USPS postage rates realized to the MDES rather than a specific postage charge?

Postage is excluded from the award determination. Please submit a monthly price that excludes postage.

10. Will the MDES please provide color scanned samples of the documents and envelopes it requires the proposer to price?

N/A

11. Will the MDES provide the frequency (i.e. daily, weekly, monthly) it provides files for processing for each document type it will have the vendor produce and an estimated volume for each file (i.e. if Evening Run files are provided monthly how many records are estimated in the monthly file)?

Most correspondence is run daily. Checks are run daily. 1099s and Annual rate letters are an annual run. Charge and billing statements are quarterly runs. Most Correspondence batches merge files have a volume of approximately 5,000 documents or 10,000 pages.

12. Section 4.11 Relevant Data includes a MDES Historical Volumes chart from 2023 which appears to list costs but not the volume of documents. Can the MDES please provide a monthly mail piece count related to the Correspondence, Checks, Tax and Job Fair Correspondence categories listed in the chart?

MONTH	COUNT OF CORRESPONDENCE (All Runs except 1099G, Rate Letters, and checks)	COUNT OF CHECKS	COUNTS OF 1099G	RATE LETTERS
JANUARY	39,141	743	7,459	
FEBRUARY	39,445	205	20	
MARCH	45,366	4,282	12	
APRIL	40,351	1,224	10	10,101
MAY	48,888	3,067		
JUNE	74,154	394	8	
JULY	41,781	535		
AUGUST	45,102	416		
SEPTEMBER	37,659	734	13	
OCTOBER	38,866	526		
NOVEMBER	35,151	226	15	
DECEMBER	60,083	641		
Totals	545,987	12,993	7,537	10,101

13. Regarding Section 4.9 Other Services related to inbound mail services, will the MDES accept proposals from vendors that do not include inbound mail services?

**No. Vendors must meet the specifications to be determined responsive.**

## **Vendor B**

1. Can you confirm the file format per document type?  
PDF
2. What time of day are files generally available for production per application?  
5:45 PM to 8:00 PM Central Time (Tax Application, mostly by 6 pm and Benefits mostly by 8:00 PM)
3. Can you confirm the run frequency by application type?  
Most correspondence is run daily. Checks are run daily. 1099s and Annual rate letters are an annual run. Charge and billing statements are quarterly runs.
4. What are the service level requirements per document type?  
All document types are to be mailed on the next business day.
5. Can samples of each document types be provided for review?  
N/A
6. Can samples of all envelopes and inserts be supplied for review?  
N/A
7. Are there any special handling requirements (Pulls, Bulk shipments)?  
Yes, MDES occasionally needs an item pulled. In addition, we are unsure of what you mean by Bulk Shipments. If you are referring to large quantities, yes, MDES has those types of requirements periodically.
8. What percentage of the overall volume is Canadian and foreign mail services?  
Canadian Correspondence on Average is 35-40 pieces. Outside USA/Canada Correspondences needs to be handled manually, approximately 7 affected parties.
9. Are custom reports required?  
Perhaps, MDES would need to review the standard reports and invoice samples available.
10. Are there any householding requirements?  
No
11. Data is showing a steady decline in volume, is this due to e-delivery?

E-delivery has reduced the number of mailers. In addition, the nature of Unemployment Insurance is cyclical. Currently, we currently at high employment rates which results in lower unemployment applicants and fewer items of mail.

12. Is the projected data due to electronic delivery?

See 11 above

13. Are any “e” services required (electronic archive, e-delivery, etc.)?

No

14. Who performs the composition of the documents? i.e. is raw data provided and RRD is expected to compose the documents or are PDFs (or equivalent) of composed documents provided to RRD? If RRD does the composition,

- a. what is the format of the data (e.g. .csv, xml, flat file)?
- b. How many file layouts?

Our software vendor performs the composition. All files are in PDF format.

15. If PDFs are being supplied,

1. Are they bulk PDFs - i.e one PDF for all recipients?
2. One PDF per recipient?
3. Can/is a companion data file available that can be used for quality/reconciliation purposes?

All PDFs are bulk PDFs with one PDF for all recipients. The companion data file is a batch that provides a summary report for the user's reconciliation.