

## CPA Printing and Mailing Services RFP - Q&A Responses

### Addendum #2

Pursuant to Section VIII of the RFP, please be advised that failure to address any requirements or information in this addendum may result in the proposal being found non-responsive and not being considered, as determined in the sole discretion of CPA

#	Question	Answer
1	Will CPA accept the use of a vendor's indicia that does not list an area?	See RFP, Addendum #1, Section III
2	Can a web press be used or is this offset only? Typically a web press has different quality than an offset or digital press. Are you open to use any press we have available?	CPA is open to any printing method that meets the requirements in RFP, Addendum #1, Attachment A, Section I.
3	How are emails determined for customers?	CPA is responsible for determining emails for customers. As specified in RFP, Addendum #1, Section VII, there are four forms required to respond to this RFP. They are: <ol style="list-style-type: none"> <li>1. Completed Attachment I: affirmation of proposer's ability to meet the Qualifications and Experience and the Scope of Services.</li> <li>2. Completed Attachment J: pricing form.</li> <li>3. Completed Attachment B: Prospective Contractor References Form.</li> <li>4. Any changes to CPA's Sample Contract. See Attachment D.</li> </ol>
4	What efforts are made to ascertain correct emails for customer in order to transition them to the mail group?	This question is outside the parameters of the RFP. As specified in RFP, Addendum #1, Section VII, there are four forms required to respond to this RFP. They are: <ol style="list-style-type: none"> <li>1. Completed Attachment I: affirmation of proposer's ability to meet the Qualifications and Experience and the Scope of Services.</li> <li>2. Completed Attachment J: pricing form.</li> <li>3. Completed Attachment B: Prospective Contractor References Form.</li> <li>4. Any changes to CPA's Sample Contract. See Attachment D.</li> </ol>
5	What efforts are made to encourage email in place of mail?	See response to Q#4.
6	Is coordination of email and mail combination to enhance response a consideration?	See response to Q#4.
7	If an email is flagged as undeliverable explain process, if any, to move those records to the mail group.	See response to Q#4.
8	What is the plan for handling undeliverable mail?	CPA sends most mail third class so undeliverable items are not returned. For any first-class mailings, undeliverable mail would be returned to CPA's office.
9	What is the plan for handling forwarding expired mail?	CPA sends most mail third class so expired mail is not returned. For first-class mailings, expired mail would be returned to CPA's office.

10	Will, or can, the selected vendor manages the email outreach as well? a. Is so, please provide those details	See response to Q#4.
11	Please confirm usage of a USPS CAPS account for postage	CPA does not use USPS CAPS for postage.
12	Project 2 Example Net Energy Metering Letter mentions check issuance. Will that program be part the mailing program as well? Is so, please provide specifications.	The checks are mailed separately and are not part of this mailing program.
13	NCOA on J-1 #5 a. Will entire CPA database be provided for processing for done on a mail project basis on-demand b. If the former, please advise projected record count	CPA expects to request NCOA on a mail project basis.  For pricing table (RFP, Addendum #1, Attachment J, item 5), if the pricing varies by number, specify the different prices noting discounts for larger volumes, if available.
14	Please advise tasks and timelines for each mail service. Mainly interested in once vendor has final art and data how soon does it mail? For example:  <ul style="list-style-type: none"> <li>• Notice/Confirmation of upcoming project Day 1</li> <li>• Final art provided Day 2</li> <li>• Art proofs approved Day 3</li> <li>• Data posted Day 3</li> <li>• Data audit posted and approved Day 4</li> <li>• NCOA preformed Day 5</li> <li>• Variable data proofs provided Day 6</li> <li>• Variable data proofs approved Day 7</li> <li>• CAPS account funded Day 10</li> <li>• Mail drop Day 15</li> </ul>	This will vary depending on the size of the job. In the past, for jobs of approximately 500,000 pieces final art, specifications, and the mailing list have been provided to the printer and/or mailer eight weeks in advance of the final mail date, allowing approximately four weeks for printing and four weeks for mailing (printing and mailing have been done in batches). In the past, for small jobs of approximately 300 letters with variable data, final art, specifications, and mailing list have been provided to the mailer 3 days in advance of the final mail date. CPA does not expect a vendor to exceed these timelines. However, CPA can collaborate with the selected vendor to create a timeline with deliverable dates listed on the order form (RFP, Addendum #1, Attachment F).
15	Who is currently doing this project for you?	Currently CPA's Data Manager, Calpine Energy Solutions, manages most of the print and mail services listed in the RFP working with The Harman Press and West Coast Mailers. CPA also works directly with The Harman Press and West Coast Mailers for jobs not covered by our contract with Calpine Energy Solutions.