

# **RFB0519005308 – Mail Processing Services, Pre-Sort, and Other**

## **SECTION 1 - INTRODUCTION**

### **1.1 Bidder Instructions**

Bidder is to download this document and save to computer. Once saved, type in responses to the required sections and save again. Finally upload the document to VSS with your bid. As an option, the Bidder may print, write in responses, scan, and attach response. If this document is not attached to the bid response in VSS, the Bidder's bid may be disqualified.

### **1.2 Purpose**

The purpose of this Request for Bids (RFB) is to solicit bids from qualified providers to provide the goods and/or services described further in this RFB to the Lead Agency and any Participating Agencies. The Lead Agency intends to award a contract(s) beginning and ending on the dates listed in the VSS solicitation, and the Lead Agency may extend the contract(s) for up to the number of annual extensions identified in the VSS solicitation at the sole discretion of the Lead Agency. Any contract(s) resulting from the RFB shall not be an exclusive contract.

### **1.3 Request for Bid (RFB) Definitions**

**Definitions** – For the purposes of this RFB and the resulting contract, the following terms shall mean:

**"Agency"** means the agency identified in the VSS solicitation that is issuing the RFB and any other agency that purchases from the Contract.

**"Alternative Bid"** means a response to a bid that does not meet the exact requirements of the specification but offers an alternative for consideration. An alternative bid is submitted with an intentional variation to a provision, specification, term or condition of the solicitation. This alternative, in the opinion of the bidder, achieves the same end result. Alternative bids may be rejected as non-responsive.

**"Bid"** means the Bidder's bid submitted in response to the RFB.

**"Bidder"** means a vendor submitting a bid in response to this RFB.

**"Contract"** means the contract(s) entered into with the successful Bidder(s).

**"Lead Agency"** means the agency facilitating the procurement and establishing the Contract.

**"Participating Agency"** means the agency utilizing the established contract.

**"Political Subdivisions"** means cities, counties, and educational institutions.

**"Responsible Bidder"** means a Bidder that has the capability in all respects to perform the requirements of the Contract. In determining whether a Bidder is a Responsible Bidder, the Agency may consider various factors including, but not limited to, the Bidder's competence and qualifications to provide the goods or services requested, the Bidder's integrity and reliability,

the past performance of the Bidder relative to the quality of the goods or services offered by the Bidder and the best interest of the Agency and the State.

**"Responsive Bid"** means a Bid that complies with each of the provisions of this RFB, or is either an alternative bid or a bid with an exception, if accepted by the Agency.

**"RFB"** means this Request for Bids and any addenda hereto.

**"State"** means the State of Iowa, the Agency identified in the VSS solicitation, and all state agencies, boards, and commissions, and any political subdivisions making purchases from the Contract as permitted by this RFB.

#### **1.4 Contract Term**

The term of the contract will begin 08/01/2019 and end on 07/31/2020

The Agency shall have the sole option to renew the contract upon the same or more favorable terms and conditions for up to five annual extensions. The resulting contract will be available to all State Agencies.

#### **1.5 Background Information**

This RFB is designed to provide Bidders with the information necessary for the preparation of competitive Bids. The RFB process is for the Lead Agency's and Participating Agencies' benefit and is intended to provide the Lead Agency with competitive information to assist in the selection process. It is not intended to be comprehensive. Each Bidder is responsible for determining all factors necessary for submission of a comprehensive Bid.

Last year Pre-sort volumes for letters was 113,239. Values for the "related services" the past year was approximately \$113,239.

The above volumes/spend does not include spend by Political Subdivisions (Counties, Cities, and Schools) which may account for significant additional spend.

These figures are supplied to aid in the bidding process. All services shall be requested on an as needed basis. The State shall not guarantee any minimum dollar values for the resulting contract.

New systems/machines may be instituted by the State of Iowa, which could substantially alter this dollar value.

The State of Iowa reserves the right to purchase, from other than contract sources, those quantities or services which may be needed for special requirements when it is deemed to be in the best interest of the State of Iowa.

## **SECTION 2 – ADMINISTRATIVE INFORMATION**

### **2.1 Issuing Officer**

The Issuing Officer identified in the VSS solicitation is the sole point of contact regarding the RFB from the date of issuance until selection of the successful Bidder.

### **2.2 Restriction on Communication**

From the Issue date of this RFB until announcement of the successful Bidder, Bidders may contact only the Issuing Officer. The Issuing Officer will respond only to electronic questions regarding the procurement process. Questions related to the interpretation of this RFB must be submitted as provided in the VSS solicitation. Oral questions related to the interpretation of this RFB will not be accepted. Bidders may be disqualified if they contact any State employee other than the Issuing Officer about the RFB except that Bidders may contact the State Targeted Small Business Office on issues related to the preference for Targeted Small Businesses.

The Agency assumes no responsibility for oral representations made by its officers or employees unless such representations are confirmed in writing and incorporated into the RFB through an addendum.

### **2.3 Amendment to the RFB**

The Agency reserves the right to amend the RFB at any time using an addendum. The Bidder shall acknowledge receipt of all addenda in its Bid.

It is the Bidder's sole responsibility to check daily for addenda to posted documents.

### **2.4 Bid Amendment and/or Withdrawal**

The Bidder may amend or withdraw and resubmit its Bid at any time before the Bids are due. The amendment must be submitted on Iowa VSS by the Bidder to the bid and received by the time set for the receipt of Bids.

### **2.5 Submission of Bids**

The Agency must receive the electronic Bid on: Iowa VSS before the "Bids Due" date and time. **This is a mandatory requirement and will not be waived by the Agency. Any Bid received after this deadline will not be accepted.** It is the Bidder's responsibility to ensure the bid is received prior to the deadline. Email and faxed Bids will not be accepted.

Bidders must furnish all information necessary to enable the Agency to evaluate the Bid. Bids that fail to meet the mandatory requirements of the RFB may be rejected. Oral information provided by the Bidder shall not be considered part of the Bidder's Bid unless it is in writing.

### **2.6 Bid Opening**

The Agency will open Bids after the deadline for submission of Bids has passed. However, the names of Bidders who submitted timely Bids will be publicly available after the Bid opening. See Iowa Code Section 72.3. The announcement of Bidders who timely submitted Bids does not mean that an individual Bid has been deemed technically compliant or accepted for evaluation.

### **2.7 Costs of Preparing the Bid**

The costs of preparation and delivery of the Bid are solely the responsibility of the Bidder.

## **2.8 Rejection of Bids**

The Agency reserves the right to reject any or all Bids, in whole and in part, received in response to this RFB at any time prior to the execution of a written Contract. Issuance of this RFB in no way constitutes a commitment by the Agency to award a Contract. This RFB is designed to provide Bidders with the information necessary to prepare a competitive Bid. This RFB process is for the Agency's benefit and is intended to provide the Agency with competitive information to assist in the selection of a Bidder to provide goods and/or services. It is not intended to be comprehensive and each Bidder is responsible for determining all factors necessary for submission of a comprehensive Bid.

## **2.9 Disqualification**

The Agency will reject outright and will not evaluate Bids if the Bidder fails to deliver the Bid by the due date and time. The Agency may reject outright and may not evaluate Bids for any one of the following reasons:

- The Bidder acknowledges that a requirement of the RFB cannot be met.
- The Bidder's Bid materially changes a requirement of the RFB or the Bid is not compliant with the requirements of the RFB.
- The Bidder's Bid limits the rights of the Agency.
- The Bidder fails to include information necessary to substantiate that it will be able to meet a requirement of the RFB.
- The Bidder fails to timely respond to the Agency's request for information, documents, or references.
- The Bidder fails to include bid security, if required.
- The Bidder fails to include any signature, certification, authorization, stipulation, disclosure or guarantee requested.
- The Bidder presents the information requested by this RFB in a format inconsistent with the instructions of the RFB or otherwise fails to comply with the requirements of the RFB.
- The Bidder initiates unauthorized contact regarding the RFB with state employees.
- The Bidder provides misleading or inaccurate responses.
- The Bidder's Bid is materially unbalanced.
- There is insufficient evidence (including evidence submitted by the Bidder and evidence obtained by the Agency from other sources) to satisfy the Agency that the Bidder is properly responsive and responsible to satisfy the requirements of the RFB.
- The Bidder alters the language in Certification Letter or Authorization to Release Information Letter.
- The Respondent is a "scrutinized company" included on a "scrutinized company list" created by a public fund pursuant to Iowa Code section 12J.3.

## **2.10 Nonmaterial Variances**

The Agency reserves the right to waive or permit cure of nonmaterial variances in the Bid if, in the judgment of the Agency, it is in the Agency's best interest to do so. Nonmaterial variances include minor informalities that do not affect responsiveness, that are merely a matter of form or format, that do not change the relative standing or otherwise prejudice other Bidders, that do not change the meaning or scope of the RFB, or that do not reflect a material change in the requirements of the RFB. In the event the Agency waives or permits cure of nonmaterial variances, such waiver or cure will not modify the RFB requirements or excuse the Bidder from

full compliance with RFB specifications or other contract requirements if the Bidder is awarded the contract. The determination of materiality is in the sole discretion of the Agency.

**2.11 Reference Checks**

The Agency reserves the right to contact any reference to assist in the evaluation of the Bid, to verify information contained in the Bid and to discuss the Bidder's qualifications and the qualifications of any subcontractor identified in the Bid.

**2.12 Information from Other Sources**

The Agency reserves the right to obtain and consider information from other sources concerning a Bidder, such as the Bidder's capability and performance under other contracts, the qualifications of any subcontractor identified in the Bid, the Bidder's financial stability, past or pending litigation, and other publicly available information.

**2.13 Verification of Bid Contents**

The content of a Bid submitted by a Bidder is subject to verification. If the Agency in its sole discretion determines that the content is in any way misleading or inaccurate, the Bidder may be disqualified.

**2.14 Bid Clarification Process**

The Agency reserves the right to contact a Bidder after the submission of Bids for the purpose of clarifying a Bid to ensure mutual understanding. This contact may include written questions, interviews, site visits, a review of past performance if the Bidder has provided goods and/or services to the State or any other political subdivision wherever located, or requests for corrective pages in the Bidder's Bid. The Agency will not consider information received if the information materially alters the content of the Bid or alters the type of goods and/or services the Bidder is offering to the Agency. An individual authorized to legally bind the Bidder shall sign responses to any request for clarification. Responses shall be submitted to the Agency within the time specified in the Agency's request. Failure to comply with requests for additional information may result in rejection of the Bid as non-compliant.

**2.15 Disposition of Bids**

All Bids become the property of the Agency and shall not be returned to the Bidder at the conclusion of the selection process, the contents of all Bids will be in the public domain and be available for inspection by interested parties except for information for which Bidder properly requests confidential treatment according to exceptions provided in *Iowa Code Chapter 22* or other applicable law.

**2.16 Public Records and Requests for Confidential Treatment**

The Agency's release of public records is governed by *Iowa Code Chapter 22*. Contractors are encouraged to familiarize themselves with Chapter 22 before submitting a Bid. The Agency will copy and produce public records upon request as required to comply with Chapter 22 and will treat all information submitted by a Contractor as non-confidential records unless Contractor requests specific parts of the Bid be treated as confidential at the time of the submission as set forth herein **AND the information is confidential under Iowa or other applicable law.**

**2.17 Form 22 Request for Confidentiality**

***FORM 22 MUST BE COMPLETED AND INCLUDED WITH CONTRACTOR'S BID. COMPLETION AND SUBMITTAL OF FORM 22 IS REQUIRED WHETHER THE BID DOES OR DOES NOT CONTAIN INFORMATION FOR WHICH CONFIDENTIAL TREATMENT WILL BE REQUESTED. FAILURE TO SUBMIT A COMPLETED FORM 22 WILL RESULT IN THE BID CONSIDERED NON-RESPONSIVE AND NOT EVALUATED.***

**2.18 Copyrights**

By submitting a Bid, the Bidder agrees that the Agency may copy the Bid for purposes of facilitating the evaluation of the Bid or to respond to requests for public records. The Bidder consents to such copying by submitting a Bid and warrants that such copying will not violate the rights of any third party. The Agency shall have the right to use ideas or adaptations of ideas that are presented in the Bids.

**2.19 Release of Claims**

By submitting a Bid, the Bidder agrees that it will not bring any claim or cause of action against the Agency based on any misunderstanding concerning the information provided herein or concerning the Agency's failure, negligent or otherwise, to provide the Bidder with pertinent information in this RFB.

**2.20 Bidder Presentations**

At the sole discretion of the State, Bidders may be required to make a presentation of the Bid. The presentation may occur at the Agency's offices or at the offices of the Bidder. The determination as to need for presentations, the location, order, and schedule of the presentations is at the sole discretion of the Agency. The presentation may include slides, graphics and other media selected by the Bidder to illustrate the Bidder's Bid. The presentation shall not materially change the information contained in the Bid.

**2.21 Evaluation of Bids Submitted**

Bids that are timely submitted and are not subject to disqualification will be reviewed in accordance with the RFB.

**2.22 Preference**

By virtue of statutory authority, a preference will be given to products and provisions grown and coal produced within the state of Iowa. Preference application: Tied responses to solicitations, regardless of the type of solicitation, are decided in favor of Iowa products and Iowa-based businesses per 11 IAC 117.

**2.23 Determination of Responsible Bidder & Responsive Bid**

All Bids will be first evaluated to determine if they comply with the bid requirements (i.e. to determine if the Bidder is a Responsible Bidder submitting a Responsive Bid). To be deemed a Responsible Bidder and a Responsive Bid, the Bid must comply with the bid format instructions and answer "Yes" to all parts and include information demonstrating the Bidder will be able to comply with the bid requirements.

**2.24 Evaluation Criteria**

The Agency will evaluate the Responsive Bids submitted by Responsible Bidders to determine the lowest responsible bidder(s) and will award the Contract(s) to the Bidder(s) submitting the lowest responsible bid(s) based on price.

**2.25 Award Notice and Acceptance Period**

Notice of Intent to Award the Contract(s) will be sent to all Bidders submitting a timely Bid and will be posted on Iowa VSS. Negotiation and execution of the Contract(s) shall be completed no later than thirty (30) days from the date of the Notice of Intent to Award. If the apparent successful Bidder fails to negotiate and deliver an executed contract by that date, the Agency, in its sole discretion, may cancel the award and award the Contract to the remaining Bidder the Agency believes will provide the best value to the State.

**2.26 Definition of Contract**

The full execution of a written contract shall constitute the making of a contract for the goods and/or services requested by the RFB and no Bidder shall acquire any legal or equitable rights relative to the contract for goods and/or services until the contract has been fully executed by the successful Bidder and the Agency.

**2.27 Choice of Law and Forum**

This RFB and the Contract are to be governed by the laws of the state of Iowa. Changes in applicable laws and rules may affect the award process or the Contract. Bidders are responsible for ascertaining pertinent legal requirements and restrictions. Any and all litigation or actions commenced in connection with this RFB shall be brought in the appropriate Iowa forum.

**2.28 Restrictions on Gifts and Activities**

Iowa Code Chapter 68B restricts gifts which may be given or received by State employees and requires certain individuals to disclose information concerning their activities with State government. Bidders are responsible to determine the applicability of Chapter 68B to their activities and to comply with its requirements. In addition, pursuant to Iowa Code Section 722.1, it is a felony offense to bribe or attempt to bribe a public official.

**2.29 Appeals**

A Respondent whose proposal has been timely filed and who is aggrieved by the award of the department may appeal the decision by filing a written notice of appeal (In accordance with 11—Chapter 117.20, Iowa Administrative Code) to: The Director of the Department of Administrative Services, Hoover State Office Building, Des Moines, Iowa 50319-0104 and a copy to the Issuing Officer. The notice must be filed within five days of the date of the Intent to Award notice issued by the Department, exclusive of Saturdays, Sundays, and legal state holidays. The written notice may be filed by fax transmission to 515.725.2064. The notice of appeal must clearly and fully identify all issues being contested by reference to the page, section and line number(s) of the RFP and/or the notice of Intent to Award. A notice of appeal may not stay negotiations with the apparent successful Contractor.

**2.30 Unit Price**

If a discrepancy between the unit price and the item total exists, the unit price prevails.

**2.31 Price Adjustments to Term Contract(s)**

Bid prices shall remain firm the first year of the contract. Price adjustments may be taken into consideration during the contract renewal process. The State reserves the right to accept or reject any proposed price(s) changes. Requested price changes should be submitted to the Iowa Department of Administrative Services – Central Procurement, sixty (60) days prior to the contract anniversary date.

**2.32 Registration**

The successful Bidder will be required to register to do business in Iowa before payment can be made. For Bidder registration documents, go to:

[https://vss.iowa.gov/webapp/VSS\\_ON/AltSelfService](https://vss.iowa.gov/webapp/VSS_ON/AltSelfService)



### **SECTION 3 – SPECIFICATIONS**

**All items listed in this Section are Bid Specifications. A successful Bidder must be able to satisfy all these specifications to be deemed a Responsible Bidder.**

- 3.1 All mail which requires processing must be securely transported by the bidder, at the bidder's expense, from any State Agency located in the Des Moines Metropolitan area, to the bidder's place of business. After processing, the mail must be transported to the Main Post Office (or other post offices required by the U.S. Postal System) at the bidder's expense. All mail must be transported in closed, securely locked vehicle(s) by a bonded employee. All mail must be postmarked and received at the U.S. Post Office the same day it's given to the bidder (early enough to maintain same day postmark), unless other arrangements have been mutually agreed upon by the State Agency and the bidder. All services provided in a resulting contract are expected to take place within the Des Moines greater metro area.**
- 3.2 All equipment shall be furnished by the bidder.**
- 3.3 Work will be performed as required to meet deadlines specified at the time services are requested.**
- 3.4 Bidders are required to handle/process/presort all mail in accordance with the current U.S. Postal Services rules and regulations.**
- 3.5 Bidder is required to advance to the U.S. Postal Service, the prevailing difference per price of non-qualifying (residual) mail. This will be done by means of a postage meter tape, from the bidder's meter, and will be attached to the back of the "Statement of Mailing".**
- 3.6 Bidders will provide notification in writing via email, to the requesting agency, if scheduled mailings or jobs are delayed.**
- 3.7 In the event, the agency supplies a form with the mail which must accompany the mail to the post office (for response by the post office), the bidder will retain the form with the specific job, and provide it to the post office with the mailing.**
- 3.8 The successful bidder will require all employees that will handle the State's mail to sign a statement that they will maintain the confidentiality and security of the mail. The statement will be kept up to date and must be on-file in the bidder's office and a copy shall be provided to the State. The confidentiality form will be provided by the Agency.**
- 3.9 The successful bidder will be required to have any personnel responsible for picking up mail within a secured state mail area obtain a contractor's access badge. If an access badge is not obtained then a phone call to 281-4283 (Hoover) or 281-5143 (Grimes) must be made when arriving to make a pickup.**
- 3.10 The Contractor(s) shall provide direct personal supervision or other experienced management supervision of all employees during each individual mail operation to insure all rules, regulations and procedures are followed at all times.**
- 3.11 Bidder return all un-mailable pieces of mail to the requesting State Agency at the next scheduled pick-up or to the DAS mail center supervisor. This includes, but not limited to, mail with no postage, empty envelopes with postage affixed, foreign and insufficient addressed mail.**
- 3.12 Contractor(s) shall make a final mail pick up each day, no earlier than 4:00 p.m. at the DAS Mail Centers in the Grimes and Hoover Buildings. This mail shall be processed and delivered to the U.S. Post Office the same day and early enough to maintain the same day postmark, unless other arrangements have been mutually agreed upon by the State Agency.**

## SECTION 4 - FORM OF BID

**Instructions** – Bidder is to complete the following. Fill out items with blanks. Indicate "yes" or "no" on items requesting agreement. If a "no" response is indicated, exception must be noted on Attachment 3.

### 4.1 Bidder Information

Business Name: Mail Services, LLC

Official Address: 4100 121<sup>st</sup> Street

Urbandale, IA 50323-2334

Firm's State or Foreign Country of Residence: State of Iowa

Sales contact: Patricia Fredrichs

Telephone Number: 515.727.7717

Fax Number: 515.246.1248

Email: pfredrichs@mailserviceslc.com

### 4.2 Ordering Information

Provide information for ordering products\services if different than information provided in section 4.1 Bidder Information.

Ordering contact: Patricia Fredrichs

Telephone Number: 515.727.7717

Website: www.mailserviceslc.com

Email: pfredrichs@mailserviceslc.com

Special instructions: \_\_\_\_\_

### 4.3 Billing Information

Provide information for billing products\services if different than information provided in section 4.1 Bidder Information

Billing contact: Sherry Harvey

Telephone Number: 515.727.7700

Website: www.mailserviceslc.com

Email: sharvey@mailserviceslc.com

Special instructions: \_\_\_\_\_

**4.4 Contract Terms and Conditions**

The Contract(s) that the Agency expects to award as a result of this solicitation will be based upon the final Bid submitted by the successful Bidder and the solicitation. The contract between the Agency and the successful Bidder shall be a combination of the specifications, terms and conditions of the solicitation, the contract terms and conditions in the VSS solicitation, the offer of the Bidder contained in the final Bid submitted by the Bidder, written clarifications or changes made in accordance with the provisions of the solicitation, and any other terms deemed necessary by the Agency, except that no objection or amendment by a Bidder to the provisions or terms and conditions of the solicitation shall be incorporated into the Contract unless the Agency has explicitly accepted the Bidder's objection or amendment in writing. The contract terms and conditions contained in the VSS solicitation will be incorporated into the Contract.

The contract terms and conditions may be supplemented at the time of Contract execution and are provided to enable Bidders to better evaluate the costs associated with the solicitation requirements and the Contract. Bidders should plan on the contract terms and conditions contained in the VSS solicitation being included in any contract awarded as a result of this solicitation. All costs associated with complying with these requirements should be included in any pricing quoted by the Bidder. By submitting a Bid, each Bidder acknowledges its acceptance of the solicitation terms and conditions without change except as otherwise expressly stated in Attachment 3. If a Bidder takes exception to a provision, it must state the reason for the exception and the specific contract language it proposes to include in place of the provision. Exceptions that materially change these terms or the requirements of the solicitation may be deemed non-responsive by the State, in its sole discretion, resulting in possible disqualification of the Bid. The Agency reserves the right to either award a Contract(s) without further negotiation with the successful Bidder or to negotiate contract terms with the selected Bidder if the best interests of the Agency would be served.

Bidder has read and agrees to this section:      Yes ☒ No ☐

**4.5 Terms and Conditions**

The parties agree to comply with the terms and conditions in the VSS solicitation which are by this reference made a part of the Agreement.

Bidder has read and agrees to this section:      Yes ☒ No ☐

**4.6 Terms of Pcard Acceptance**

The State of Iowa prefers to pay Bidders using its Purchasing Card Program (Pcard) whenever possible. Bidders accepting Pcard payments shall comply with the following security measures:

- Bidder shall comply with the most current Payment Card Industry Data Security Standards (PCI DSS) to assure confidential card information is not compromised;

- Bidder shall adhere to Fair and Accurate Credit Transactions Act requirements that limit the amount of consumer and account information shared for greater security protection;
- When accepting orders online, Bidder shall ensure Internet orders are processed via secure websites, featuring Verisign, TRUSTe, BBBOnline, or "https" in the web address;
- When accepting orders by phone, Bidder shall send itemized receipts (excluding card numbers) to the cardholder by fax, email, or mail (with delivery);
- Bidder shall process payment for items when an order is placed only for items currently in stock and available for shipment, and only for services already rendered;
- Bidder shall confirm that the name of purchaser matches the name on the card;
- Bidder shall shred any documentation with credit card numbers.

For additional information, see the State of Iowa Purchasing Card Policy and Procedures Manual, or visit the State Pcard website.

Bidder has read and agrees to this section:      Yes ☐ No ☒

#### 4.7 Specifications

Bidder is able to provide and performed as specified in Section 3. By indicating "yes", a Bidder agrees that it shall comply with that requirement throughout the full term of the resulting Contract, if the Bidder is successful. In addition, for specific requirements, the Bidder shall provide, if requested, specific references and/or supportive information to verify the Bidder's compliance with the requirement. Failure to provide this information may cause the Bid to be deemed non-responsive and therefore rejected. The Agency reserves the right to determine whether the supportive information submitted by the Bidder demonstrates the Bidder will be able to comply with the Bid Requirements. If the Agency determines the supportive information does not demonstrate the Bidder will be able to comply with the Bid Requirements, the Agency may disqualify the Bid. Please enter the required information on the attachment and upload the document.

Bidder has read and agrees to this section:      Yes ☒ No ☐

#### 4.8 Bidder Experience

The Bidder must provide the following information regarding its experience:

- Number of years in business
  - Mail Services, LLC, was established in 1987. We have been in business 32 years.
- Number of years of experience with providing the types of goods and/or services sought by the solicitation.
  - Mail Services, LLC, has 32 years of experience with the services and goods presented in this RFB.
  - Mail Services provides all services listed in this RFB response within our facility, under our control, and with our employees. We do not use contractors for any of the services provided on this contract.
  - All Mail Services employees have passed background and screening requirements.
  - All employees attend and confirm annual training on security, safety, and confidentiality of client information.
  - Work zones are controlled by badges employees are required to carry with them at all times. Employee access to work zones is dictated by job and access need.

- Mail Services drivers wear Mail Services logo wear, drive Mail Services logo'd vans, and are trained specifically on managing the security of mail in the van during mail pickup and delivery to our facility. All drivers are bonded.
  - Specific to this RFB, Mail Services has offered lettershop services (print / fold / insert / inkjet) to the State of Iowa for 5 years.
  - Mail Services provides the State with specific invoicing based on department numbers.
  - Mail Services provides the State with specific manual processes for various agencies, including Iowa Department of Revenue.
- Describe the level of technical experience in providing the types of goods and/or services sought by the solicitation.
- USPS Workshare Program. Mail Services is a top tier presort house. As a presort house, Mail Services is in a workshare program with the USPS, and participate in the USPS Seamless Induction program. This program requires a presort house to apply for it, meet specific requirements, and maintain a specific environment.
  - Presort. CEO G. Shayne Huston developed the first Standard Mail Presort Software for CDS Global over 30 years ago. With over 35 years in the print-to-mail industry, Mr. Huston has expanded his expertise and is now leading Mail Services. In addition:
    - Mail Services has been in the Des Moines community for its entire existence, helping clients to manage and budget for postage costs, and consulting on how this advantage can assist them in additional business outreach.
    - On staff technicians support the mail sorters. Our technicians are "leased" to competitors in the area due to their knowledge.
    - Mail Services has grown from its original presort focus on First Class mail, adding Standard Mail, First Class Flats, EZ Flats, Standard Flats (manual tie off), and Parcel Processing. Each area requires understanding of the mail type, USPS rules for each type, and specific equipment and handling. These are all growing areas for Mail Services.
  - Presort categories. Mail Services has built multiple sorting schemes. These proprietary sort schemes allow Mail Services to best qualify the mail. They are updated annually.
    - First Class letters and flats
    - Standard mail
      - National
      - Statewide
      - Local
    - EZ Flats to allow non-conforming, non-automated flats to still achieve postal discounts
  - Exception processing. There are many nuances to mail. Mail Services partners with our clients to share best practices in metering, presenting mail for presort, and other opportunities to achieve postage discounts with non-traditional mail, such as with our EZ Flats process.
    - Mail Services works with the State of Iowa to insure mail meets requirements. When State mail does not meet requirements, we work with the State to find a solution to insure mail gets out.
  - Metering. Mail Services provides metering services for our print-to-mail clients, as well as hundreds of area companies.
  - Daily induction for First Class mail.

- **Lettershop.** Our lettershop offers print, inkjet, inserting (standard, intelligent and manual) services. The State is able to take advantage of the services needed.

## **Specific Technical Expertise:**

### **Quality Assurance Controls**

**Mail Services** has quality processes and procedures custom defined by operational departments. Many of our procedures are modified with client specific instructions to meet the client objectives and reporting needs. Our mail operations have modeled our quality process in alignment with the processes of the USPS Mail Preparation Total Quality Management (MPTQM) program to serve as our Total Quality Management program.

Every print and letter shop job begins with the creation of the specific client job within our production system and a job ticket assigned to that specific job. The job ticket follows the job from all stages of production: data prep through printing, to letter shop, and presort and mailing. The customer service representative (CSR) is responsible for initiating each job and job ticket.

The job ticket contains the following information pertaining to the job:

- Client name / Job # / Job Name
- Job count (mailing pieces) based on the data work and/or client provided
- Mail date, including if the job is a "must drop" date or general date
- Mail type, i.e. letter, flat, postcard, self-mailer
- Mail Class, First Class or Standard Mail
- Letter shop services required for this specific job
- All product item codes, including named pieces or stock codes
- Product mailing sample – exactly how mail piece should look when completed

The job ticket physically accompanies the job from each stage of production, and at each stage is the vehicle for quality control checks of the job to ensure it matches the description within the job ticket, as well as the sample provided.

**Data Prep Quality Control** – once the data has been submitted for processing, it is immediately summarized in terms of the mail count, bad addresses, move-updates, etc. and is presented to the print queue for printing.

**Print Quality Control** - During printing, the print operator will fan through the completed job to inspect the print quality. The print operator is looking for excessive toner, toner not fusing to the paper, or anything else that may stick out as "unusual". If a problem is identified, the print manager is notified to do another inspection of the printed material. At that point, the print manager will determine how to proceed based on customer service and client guidelines. The print operator is also verifying actual printer counts against those provided within the data prep and job ticket sheet to ensure there is an exact count before moving the print onto the letter shop production floor for folding and inserting.

## 2D Barcode Intelligence

**Inserting Quality Control** – Each page of a document set could have up to two (2) separate two-dimensional barcodes printed on your document. These barcodes are utilized by our digital cameras (mounted on both the input and the output ends of the inserter) which in turn control inserter functions. Embedded within this 2D barcode are such as a sequential control number.

The input barcode (see Figure 1) is the barcode that is printed on the front of every page. It is what controls the feeder/accumulator on the folding side of the inserter. It contains sheet level sequencing, conditional pocket pull information, as well as the start/end of set identifier. It is used to ensure that every sheet from the job run is seen to make sure no pages are missed or double-fed.

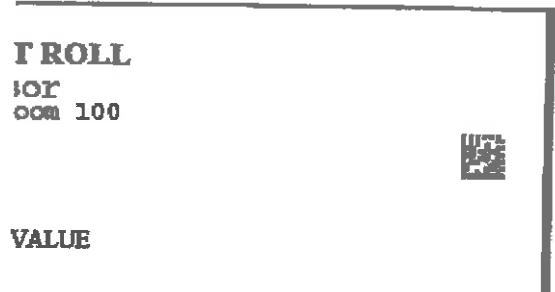
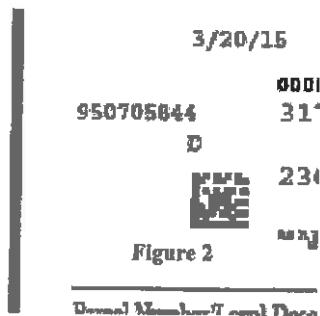


Figure 1

The output barcode (Figure 2) is printed on the first page of every document set so that it shows through the window of the envelope. It is used to verify that every document set from the job run is seen to ensure no missing documents.

This barcode also requires a human readable string of its contents to be printed next to it for quality control checks. This barcode must be printed to the left of the address block, showing through the window of the envelope after inserting. The barcode cannot tap out of the window, and must be at least 1/8 inch away from any printing in the address block.



Along each stage of production, an operator is signing off on the job to ensure its accuracy, and if ever a discrepancy, a manager is pulled into the process to correct the problem and have final sign off before mailing.

- List all goods and/or services similar to those sought by this solicitation that the Bidder has provided to other businesses or governmental entities.

Mail Services is a full service print-to-mail facility. Mail Services began business in 1987, and more than 32 years later, we own our facility in Urbandale, Iowa and have expanded our business to include three sister organizations in Sioux Falls, South Dakota; Bismarck, North

Dakota; and Springfield, Missouri. We provide a full spectrum of print-to-mail services including the following services and products:

- Statement laser printing – print, fold, insert, meter, and mailing
- Electronic bill presentment and payment services
- Address cleansing with NCOA, CASS and presort services
- Letter shop services including
  - intelligent and non-intelligent inserting
  - cutting and folding
  - match and mail capabilities
  - ink jetting
  - manual fulfillment
- Presort services for first class letters and flats
- Standard mail commingling and drop shipping
- Standard flats manual tie offs
- Parcel processing and mailing
- Metering services – full service, back-up and emergency
- MCG Digital Suite of Services including:
  - E-Communicator
  - E-Viewer
  - E-Archive/Retrieval
  - E-Payment Processing
  - MCG PowerPDF
  - MCG Insight Mail Tracking
  - MCG Certified
  - MCG IMB
  - MCG Geolocator
  - MCG Informed
- IT Development and Client support including:
  - PDF acceptance, formatting, and print-to-mail
  - IT development in the areas of print programming, online presentment/web integration, mobile technology integration, data formatting and data archival
  - QR-code and augmented reality integration into mail pieces

The major markets served by Mail Services include state and local government, banking, insurance, healthcare, and agriculture. Mail Services manages over 300+ client contracts.

### **Printing Services**

There is no better choice than Mail Services to handle your critical document printing and mailing for the duration of your front-to-finish process. No matter the size of job, we make it simple, easy and affordable. Although our process does focus on digital and variable laser



printing, we handle the complete pre-print and conventional printing process as well. Our team of professionals includes graphic designers who will work with you from start to finish.

#### **A List of Printing Equipment:**

Mail Services utilizes the following printing equipment within our Des Moines, Iowa facility:

- (4) Xerox NuVera 200
- (1) Xerox NuVera 288
  - Micr Printer
- (1) Xerox NuVera 144
- (1) Xerox DocuPrint 135
  - 3-Micr Printers
  - 3-Standard Toner
- (1) Xerox Versant 180 Color Printer
- (1) Xerox Versant 3100 Color Printer

#### **Automated Inserting**

Mail Services is a full-service mailing center. Once printed, our automated inserting equipment provides you with the highest level of speed and accuracy in the industry today. We offer multiple pocket inserters with inline folding, collating, metering, sealing and sorting. Whether you are mailing First Class or Standard, Mail Services will prepare your statements, letters, advertising flyers, invoices or any other mail piece to receive the greatest postage discount possible. We utilize the most advanced technology in the industry including: 2-D barcode technology; variable page accumulation; selective inserting; and audit controls.

**A list of our Inserting equipment with number of pockets and maximum envelope sizes:**

- (16) inserters
  - (6) 6x9 inserters
  - (8) with 2D, OMR, and page set capabilities – 4 to 6 pockets each
  - (12) with in-line metering – 4 to 10 pockets
  - (1) 4 pocket match inserter (read & print) with a meter
- (1) 9 x 12 inserter – 10 pockets

In addition to the above inserting equipment, I have also listed some additional letter shop equipment that provides additional features and functionality beyond inserting.

- (2) high-speed inkjet printers with dryers
  - (1) is a UV inkjet printer
  - (2) with in-line tabbing, two tabs in one pass
  - (2) with dual heads and 4" to 6" of print
  - (1) with booklet tabbing capabilities

- (3) high speed folders
  - (2) with a 90-degree section
- (1) customer engineered folder for small brochures
- (1) card affixing machine

### **Data Processing**

Data quality and deliverability is the key to any successful mailing. The only thing more difficult than building a mailing list is maintaining it. Mail Services takes care of both with a team of professionals that brings years of specialized experience in database management to your business. Mail Services' data quality standards are some of the highest in the industry. Our software and data processing techniques ensure your data is correct and will be delivered to the right person. We will CASS certify and update the addresses on your customer list using USPS-certified software or purchase a list specialized just for you. Either way, your list will be accurate, complete and free of duplicates, saving you time and money. Mail Services also maximizes your postage savings by barcoding for automation. Don't let incomplete or incorrect addresses delay your mail and cause your business to waste money. More advantages of working with us include: address standardizing; address clean-up; and Intelligent Mail® barcode.

### **CASS Certification**

Mail Services is a CASS Certified licensee of the USPS. CASS software will correct and standardize addresses. It will also add missing address information, such as ZIP codes, cities, and states, to ensure the address is complete. CASS software will also perform delivery point validation (DPV) to verify whether or not an address is a deliverable address and check against the USPS Locatable Address Conversion System to update addresses that have been renamed or renumbered.

### **NCOA**

Move Update services provided by Mail Services, LLC include NCOA Link processing and MLOCR Move Update processing.

Mail Services is a licensed NCOA Link processing provider. By utilizing NCOA processing, names and addresses contained in your database are matched against the USPS maintained Change of Address database. Matches occur when a name and address contained in your database is also contained in the NCOA database. These addresses are then provided back to you to allow for update processing as determined by your internal policies and procedures. NCOA provides a proactive method for evaluation and updating of Change of Addresses, COA's.

MLOCR Move Update processing evaluates addressed mail through OCR read equipment to determine if the address on the mail piece obtains a match against the National Change of Address database. For those mail pieces that do obtain a match, the new IM barcode and human readable address is applied to the envelope. As mentioned above, this database is managed by the USPS and distributed to licensed providers.

### **Quality Assurance Controls**

Mail Services has quality processes and procedures custom defined by operational departments. Many of our procedures are modified with client specific instructions to meet the client objectives and reporting needs. Our mail operations have modeled our quality process in alignment with the processes of the USPS Mail Preparation Total Quality Management (MPTQM) program to serve as our Total Quality Management program.

Every print and letter shop job begins with the creation of the specific client job within our production system and a job ticket assigned to that specific job. The job ticket follows the job from all stages of production: data prep through printing, to letter shop, and presort and mailing. The customer service representative (CSR) is responsible for initiating each job and job ticket.

The job ticket contains the following information pertaining to the job:

- Client name / Job # / Job Name
- Job count (mailing pieces) based on the data work and/or client provided
- Mail date, including if the job is a “must drop” date or general date
- Mail type, i.e. letter, flat, postcard, self-mailer
- Mail Class, First Class or Standard Mail
- Letter shop services required for this specific job
- All product item codes, including named pieces or stock codes
- Product mailing sample – exactly how mail piece should look when completed

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Figure 3

The output barcode (Figure 2) is printed on the first page of every document set so that it shows through the window of the envelope. It is used to verify that every document set from the job run is seen to ensure no missing documents.

This barcode also requires a human readable string of its contents to be printed next to it for quality control checks. This barcode must be printed to the left of the address block, showing through the window of the envelope after inserting. The barcode cannot tap out of the window, and must be at least 1/8 inch away from any printing in the address block.

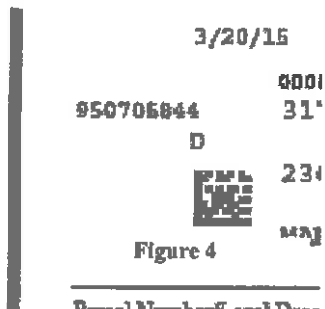


Figure 4

Along each stage of production, an operator is signing off on the job to ensure its accuracy, and if ever a discrepancy, a manager is pulled into the process to correct the problem and have final sign off before mailing.

## Presorting USPS Tray Ready Mail

Never pay full rate postage again by using Mail Services Presort Services. Mail Services is your automated barcoding and presorting specialist. Our expertise allows you to mail more efficiently and less expensively. Mail Services customers save thousands of dollars in postage costs utilizing the Full Service Intelligent Mail® barcode to allow presorting of their mail. In addition to saving on costs, barcoding and presorting expedite mail delivery. For both flat- and letter-sized mail pieces, we deliver your mail directly to the post office where it is given priority treatment, bypassing several processing steps to help it reach its destination. Most mailers cannot achieve the sheer volume required to qualify for USPS postage discounts. Mail

Services combines its customers' total mail count, resulting in postage savings for all of our presort customers.

How we do it:

- Our Multi-Line Optical Character Reading (MLOCR) and Bar Code Reading (BCR) technology is utilized to affix and read our Full-Service Intelligent Mail® barcode while sorting letter-size and flat-size mail pieces.
- Our address update technology forwards mail to new addresses in compliance with Move Update® requirements.
- Our advanced software technology enhances readability by ensuring that as many of your mail pieces as possible receive a Full-Service Intelligent Mail® barcode.
- Our barcode verification process ensures accurate barcoding.
- Our Parascript® software reads handwritten mail to expedite processing and reduce your postage costs.
- All Presort First Class mail is submitted to the USPS at the end of each business day.
- Standard and Standard Non-Profit mail is commingled and submitted to the USPS on Monday or Thursday with respect to the following schedule.
  - Standard and Standard Non Profit mail received at Mail Services on Monday and Tuesday is submitted to the USPS on Thursday.
  - Standard and Standard Non Profit mail received Wednesday, Thursday and Friday is submitted on Monday.
- Mail tracking is available through Mail Services proprietary MCG Insight software solution.

### **Metering**

When you choose Mail Services to facilitate the processing of your mail, your business can focus on what it does best — providing attention to detail and prompt customer service. Metered or non-metered, your mail poses no problem to Mail Services. We are a full-service facility capable of metering your mail should you require it. Our bonded drivers will pick up your mail and deliver it back to our facility where our professional staff will presort it for you using our Multi-Line Optical Character Readers (MLOCR). We then deliver your mail to the post office where it is given priority treatment before traveling directly to its destination. You save substantially on postage as well as delivery time with no additional cost to you.

We provide full service metering for clients, as well as back-up metering for our presort clients, as well as Proof of Mail and Certified Mail services. We operate (6) DM-1100 meters that weigh, meter and provide client profiling and trackability services.

### **EZ Flats**

Take advantage of Mail Services newest solution offering of EZ Flats. EZ Flats has the capability of taking irregular, oversized and non-compliant Flats that you would have applied

full rate First Class postage on the mail piece in order to mail, and now sort these flats for a First Class presorted mailing solution for envelopes that meet the following criteria:

- Envelopes 9x12, and up to a maximum 12x15 inches
- Brown/Gold Kraft colored envelopes
- Tyvek envelopes
- Any color envelope – including neons, fluorescent and primary colors
- Up to ¼" thickness
- Rigid envelopes
- Spiral bound contents
- Hand-written
- Non-metered pieces

Mailing pieces come from the client with an address applied to the envelope. Mail Services does the rest with a weigh on the weigh feature that applies a label containing postage and the USPS Intelligent Mail Barcode (IMB).

### **Parcels**

Mail Services is your one stop shop for letters, flats, and packages. Fully compliant with the USPS requirements – all Mail Services parcels are processed with an IMpB (Intelligent Mail Parcel Barcode) and the parcel mailing file is electronically uploaded via a mail.dat file to the USPS Business Gateway. Both of these newly implemented USPS guidelines - IMpB and electronic uploads - come with consequences for any client not able to meet these USPS demands, including the highest retail postage rates per package. Parcels can be accommodated during your regularly scheduled mail pick-up with Mail Services and processed same day. Take the hassle and stress out of investing in new equipment, new processes and new postage rates, by letting Mail Services handle all your parcel mailing needs.

### **Digital Services**

Named after our holding company, Mail Communications Group (MCG), the MCG Digital Suite of products merges the integration of mail with digital technologies to create powerful business opportunities. The MCG Digital Suite will allow you to communicate with your clients in the method they choose, and the platform they want, ensuring quality customer service and better client responses.

#### **E-Communicator:**

E-Communicator is a tool/vehicle to provide electronic communications to your customers. With our system, you have the ability to send communications – bills, notices or other documents – via email. The email can either contain a secure embedded link for the customer to click on, launching them back to a secure website to log-in for access to their information, or we can attach a PDF document to the email – or use both!

MCG e-Communicator is not an email blast system. Our system is more robust as it allows you to automate your process to system responses. If the system receives an email bounce back, we determine if it was a 'soft' bounce back and automatically resend again. If it is a 'hard' bounce back our system can automatically, on the fly, convert that customer to print and mails a hard copy. We report on all activity of emails and mailed pieces, to determine deliverable emails versus failed.

Our system also protects your brand. Through our processes we are providing reputation protection. We will set up your own vanity URL which will protect your core domain address from ever hitting spam blockers or filters.

When you submit your files for processing, our system will first "warm up" the URL as well as track the rules of each email provider so as not to violate the black list rules. We do this to further protect your brand and help to ensure timely delivery of the emails.

This tool can provide postage savings by converting mailed material to electronic delivery with near instant delivery of the information. And, with the delivery of email communications, the customer can access the information on their laptop, tablet, smart phone and smart watch, allowing immediate customer preference and response.

#### **E-Viewer:**

E-Viewer allows you to utilize the web to present documents to the consumer in lieu of sending via the USPS channel. With e-Viewer you can manage your entire print and email production online. You can send electronic files for processing and receive electronic 'proofs' from MCG for preview online prior to printing for a completely e-mode of business that you can manage from your laptop, tablet or smart phone. E-Viewer synchronizes with our other digital products (e-communication, e-archive/retrieval, e-payment) as the presentation tool of the document.

By managing your business electronically, from pre-to-post production, you can receive the entire printed file electronically for all post sales and customer service needs for your customer communications, and you can enable your customer to print or download the statement themselves if they choose to do so, saving you time, printing and postage costs.

#### **E-Archive/Retrieval:**

MCG e-Archive provides a web-based document storage and retrieval solution for both your printed and electronic communications you send to customers. This web-based system can store your customer communications, whether they were sent via hard copy in the mail or electronically, via email. E-Archive has the capability to archive, search, retrieve and print from our online web-based storage system. Even if you have documents that you generate yourself, you can still use the system to keep them online. The e-Retrieval functionality allows you to retrieve a document, convert to PDF, and email to a customer all within the online tool. Because it's a web-based tool, you can also use the tool to review documents for quality assurance checks prior to customer delivery.

Use e-Archive/Retrieval to integrate with your accounting and billing departments, customer service teams, help desk, and others to easily retrieve and view documents online to answer customer inquiries with the exact document they are referencing. If you have governmental or regulatory requirements for maintaining documents, the e-Archive tool helps you to store documents in a web-based manner and get rid of the excess paper storage and filing system.

#### **E-Payment Processing:**

E-Payment Processing is an online payment option that allows your customers to pay their bills in the manner they desire via a secure online payment portal. E-Payment provides client customization and flexible payment options, including credit card, ACH, and installment billing plans all defined by the client's business rules.

The e-Payment system utilizes the web to display the statement / invoice to your customer and then allows the customer to use a secure payment portal to log-in for payment. The customer is provided email opt-in / opt-out options for notification and payments. Additionally, the customer has the ability to download and/or print their statements for their own records if they choose.

Quicker cash flow and payments submitted, means the potential for less statement notices having to be mailed or emailed – saving you the client on processing and postage costs.

#### **MCG PowerPDF:**

MCG PowerPDF puts the client in control of your print processing output. When Mail Services pre-processes the PDF file, we then display the output via the MCG PowerPDF web application. Client can access this web application and review the processing file prior to print. Client can also manipulate the file prior to print and select such processing options as, (1) OMIT, (2) No Mail, (3) No Print, (4) Print and Mail, (5) Email. In addition, client can make changes to addresses, or even add special messaging or notes to files for print output. Specific statements can be flagged for individuals for special processing rules, messaging, and more. Marketing teams can add marketing messages, trigger customized images, and add content on the fly to specific PDF's. Upon completion, client simply submits the changes via the web application and the file immediately goes to processing.

#### **MCG Insight:**

MCG Insight is a tool that provides insight as to the timing and deliverability of your mailing projects. You can track each mail piece through the postal system, identify outgoing mail pieces for delivery timing and identify returning mail pieces for arrival via the return envelope Intelligent Mail Barcode (IMB).

MCG data processing encodes each mailing piece with a uniquely assigned ID (UID). This UID is printed within the IMB postal barcode on each mail piece and then uploaded to the MCG tracking database. Tracking information is gathered from the USPS system scans of the mail pieces. A personalized web URL is created to connect you to your tracking portal providing you with reporting and graphs as desired.



With MCG Insight, you can track important documents, legal, remittance, cancellations or other notifications.

**MCG Call Center** - You can integrate or notify with call centers to manage Incoming call volumes or outbound call activity based on mail flow and promotions. MCG Call Center provides mail tracing capabilities with a search and find feature to have the traced mail information at your call center's reps fingertips. Verify payments or documents are in fact in the mail and returning to your facility for timely payments and/or timely mail document delivery to your customers.

**MCG Track** – Integrate the Mail Tracking information for all your outbound parcel shipments. Receive customer name, address, and parcel tracking information in an user-friendly format and live links of the parcel tracking data tied directly into USPS mail tracking system to see package USPS scans and delivery notifications.

#### **MCG Certified:**

MCG Certified allows for a completely automated and USPS approved process for producing large quantity mail runs of USPS Certified Mail. The MCG Certified product creates the mailing material and the Certified mailing documentation all within the same print program and production run. The USPS Certified tracking numbers are automatically created and printed on each individual document to show within the window of the outer mailing envelope. The USPS manifest is automatically created and uploaded to the USPS system to promote tracking capabilities for each mailing piece generated. The client receives a report that allows them or their customer service team to 'self-service' the mail tracking and deliverability via online tracing of the documents. Save time, manual work and time-consuming steps for mail preparation of manual work to apply each tracking number from the USPS mail certification form onto each mail piece individually and create the manifest log book for tracking.

#### **MCG IMB:**

MCG IMB is a fully automated process to take control of your client data, and print output, to meet USPS specifications as it relates to the Intelligent Mail Barcode (IMB). Utilizing Mail Services, you can provide your data file via our secure website, and our systems will apply unique IMB's to each person's data. This process was automated to support your process and print production timelines. The IMB utilized will match your mail specifications – such as First Class and Standard Mail, as well as for Full Service Automation discounts with Mail Services presort process, as well as trackable IMB's. This product helps our clients comply with the USPS mailing requirements for their printed materials. If you, the client, are printing your own materials, you have the opportunity to apply the IMB within the address block of your printed output prior to the presorting and commingle process at Mail Services. In addition to the IMB, the service can also provide CASS and/or NCOA services to standardize your address in accordance with USPS requirements. With this capability, the client has more flexibility to utilize different paper stocks, including glossy material, and Mail Services presort can read your barcode on the mail piece rather than spray our own.

#### **MCG Geolocator:**

MCG Geolocator utilizes consumer addressing information to provide location-based information for a more geographically targeted marketing message. MCG Geolocator is a product designed to locate the consumer's geographical location via the addressee's longitude and latitude, and then from this targeted location, supply location based information best suited for the consumer, based on an "x" mile radius of the addressee.

MCG Geolocator tool is great for promoting dealerships, franchise locations, agent-based programs, loyalty program providers and merchant members, just to name a few. Increase marketing response, drive consumer traffic to specific locations, and promote brand awareness. Provide mapping and address locations, phone numbers, email addresses and social media sites to the consumer all within the marketing piece based on consumer geographical location.

#### **MCG Informed:**

MCG Informed integrates your physical mail piece with an online digital view sent to your customer's email inbox every day. Enrolled customers will receive scanned images of the exterior pieces of incoming letter-sized mail pieces processed through USPS automated equipment. With MCG Informed, we can colorize the mail piece image that arrives in your customer's inbox, as well as provide a live URL link to connect your mail piece to the customer online, prior to touching the physical mail piece in their mailbox.

MCG Informed provides an unprecedented opportunity to engage consumers and expand marketing reach through synchronized direct mail and digital campaigns. MCG Informed helps ensure the value of hardcopy mail increases as ecommerce sales grow and new advertising platforms evolve. MCG Informed creates an innovative experience to help maintain the relevancy of physical mail in today's highly digital environment. MCG Informed drives consumer response with interactive content and as such, generates multiple impressions from a single mail piece (digital + physical). MCG Informed has the ability to reach consumers digitally by merely knowing their physical address.

#### **4.9 Terminations, Litigation, Debarment**

The Bidder must provide the following information:

- During the last five (5) years, has the Bidder had a contract for goods and/or services terminated for any reason? If so, provide full details related to the termination.
  - Yes. Reasons include: client shutting down business; client merging with another and services are transitioned; services are bid out and new provider wins.
- During the last five (5) years, describe any damages or penalties or settlements to resolve disputes entered into by Bidder under any of its existing or past contracts as it relates to goods and/or services performed that are similar to the goods and/or services contemplated by this RFB. If so, indicate the reason for the penalty or exchange of property, goods, or services and the estimated amount of the cost of that incident to the Bidder.
  - Incidents have occurred and are handled on a one-off basis. Resolutions are specific to the incident. If, for instance, an insert job was completed incorrectly, the resolution could include reprinting the materials, folding, and inserting into a new envelope, and mailing. Resolution would not exceed the cost of the original services.

- During the last five (5) years, describe any order, judgment or decree of any Federal or State authority barring, suspending or otherwise limiting the right of the Bidder to engage in any business, practice or activity.
  - No
- During the last five (5) years, list and summarize all litigation or threatened litigation, administrative or regulatory proceedings, or similar matters to which the Bidder or its officers have been a party.
  - No
- The Bidder must also state whether it or any owners, officers, or primary partners have ever been convicted of a felony. Failure to disclose these matters may result in rejection of the Bid or termination of any subsequent Contract.
  - No
- This is a continuing disclosure requirement. Any such matter commencing after submission of a Bid, and with respect to the successful Bidder after the execution of a Contract, must be disclosed in a timely manner in a written statement to the Agency.

Mail Services, LLC understands and will comply.

#### 4.10 Preference

The Bidder shall provide the following general background information: For an out-of-state Bidder, Bidder certifies the Resident Preference given by the State or Foreign Country of Bidder's residence. Enter the resident preference in the text box or indicate no preference.

Bidder's state has a preference law: Yes ☒ No ☐ Bidder's state Iowa

#### 4.11 Open Competition

Where, in these specifications, reference is made to materials, trade names, or articles of certain manufacture, it is done for the purpose of establishing a base of comparative quality type, and style and not for the purpose of limiting competition. Other materials or brands may be accepted if, in the opinion of the State of Iowa, they are equal in quality and of a design in harmony with the intent of these specifications. Samples WILL or MAY be requested to determine acceptance.

Bidder has read and agrees to this section: Yes ☒ No ☐

#### 4.12 Silence of Specification

The apparent silence of these specifications as to any details or the omission from it of a detail description concerning any point shall be interpreted as meaning that only the best commercial practices are to prevail, and that only materials and/or workmanship of finest quality shall be used.

Bidder has read and agrees to this section: Yes ☒ No ☐

#### 4.13 FOB Destination, Freight Prepaid

Bidder has read and agrees to this section: Yes ☒ No ☐

**4.14 Award by Supplier**

The Iowa Department of Administrative Services has determined that the award will be made to the Bidder with the best overall price.

Bidder has read and agrees to this section: Yes ☒ No ☐

**4.15 Criminal History and Background Information**

The Bidder hereby explicitly authorizes the Agency to conduct criminal history and/or other background investigation(s) of the Bidder, its officers, directors, shareholders, or partners and managerial and supervisory personnel retained by the Bidder for the performance of the Contract.

Bidder has read and agrees to this section: Yes ☐ No ☒

**4.16 Insurance**

The Contract will require the successful Bidder to maintain insurance coverage(s) in accordance with the contractual provisions. Bidder shall, at its sole expense, maintain in full force and effect, with insurance companies admitted to do business in the State of Iowa and acceptable to the Agency, insurance covering its work of the type and in amounts required by this Contract. Bidder's insurance shall, among other things, insure against any loss or damage resulting from or related to Bidder's performance of this Contract regardless of the date the claim is filed or expiration of the policy. All insurance policies required by this Contract shall: (i) be subject to the approval of the Agency; (ii) remain in full force and effect for the entire term of this Contract; and (iii) not be canceled, reduced or changed without the Agency's prior written consent. The State of Iowa and Agency shall be named as additional insureds on all such policies, and all such policies shall include the following endorsement: "It is hereby agreed and understood that the State of Iowa and the Agency are named as additional insured, and that the coverage afforded to the State of Iowa and the Agency under this policy shall be primary insurance. If the State of Iowa or the Agency have other insurance which is applicable to a loss, such other insurance shall be on an excess, secondary or contingent basis. The amount of the insurer's liability under this policy shall not be reduced by the existence of such other insurance." Unless otherwise requested by the Agency, Bidder shall cause to be issued insurance policies with the coverages set forth below:

Type of Insurance	Limit	Amount
General Liability (including contractual liability) written on an occurrence basis	General Aggregate	\$2 million
	Products –	
	Comp/Op Aggregate	\$1 Million
	Personal injury	\$1 Million
Automobile Liability (including contractual liability) written on an occurrence basis	Each Occurrence	\$1 Million
	Combined single limit	\$1 Million
Excess Liability, umbrella form	Each Occurrence	\$1 Million
	Aggregate	\$1 Million
Errors and Omissions Insurance	Each Occurrence	\$1 Million

Type of Insurance	Limit	Amount
Property Damage	Each Occurrence Aggregate	\$1 Million \$1 Million
Workers Compensation and Employer Liability	As Required by Iowa law	As required by Iowa law

#### **4.16.1 Certificates of Coverage**

At the time of execution of this Contract, Bidder shall deliver to the Agency certificates of insurance certifying the types and the amounts of coverage, certifying that said insurance is in force before the Bidder starts work, certifying that said insurance applies to, among other things, the work, activities, products and liability of the Bidder related to this Contract, certifying that the State of Iowa and the Agency are named as additional insureds on the policies of insurance by endorsement as required herein, and certifying that no cancellation or modification of the insurance will be made without at least thirty (30) days prior written notice to the Agency. All certificates of insurance shall be subject to approval by the Agency. The Bidder shall simultaneously with the delivery of the certificates deliver to the Agency one duplicate original of each insurance policy. Liability of Bidder Acceptance of the insurance certificates by the Agency shall not act to relieve Bidder of any obligation under this Contract. It shall be the responsibility of Bidder to keep the respective insurance policies and coverages current and in force during the life of this Contract. Bidder shall be responsible for all premiums, deductibles and for any inadequacy, absence or limitation of coverage, and the Bidder shall have no claim or other recourse against the State or the Agency for any costs or loss attributable to any of the foregoing, all of which shall be borne solely by the Bidder. Notwithstanding any other provision of this Contract, Bidder shall be fully responsible and liable for meeting and fulfilling all of its obligations. Acceptance of the insurance certificates by the Department shall not act to relieve Bidder of any obligation under this Contract. Bidder shall be responsible for all premiums, deductibles and for any inadequacy, absence or limitation of coverage, and the Bidder shall have no claim or other recourse against the State or the Department for any costs or loss attributable to any of the foregoing, all of which shall be borne solely by the Bidder.

#### **4.16.2 Waiver of Subrogation Rights**

Bidder shall obtain a waiver of any subrogation rights that any of its insurance carriers might have against the Agency or the State. The waiver of subrogation rights shall be indicated on the certificates of insurance coverage supplied to the Agency. Filing of Claims In the event either the Agency or the State suffers a loss and is unable to file a claim under any policy of insurance required under this Contract, the Bidder shall, at the Agency's request, immediately file a proper claim under such policy. Bidder will provide the Agency with proof of filing of any such claim and keep the Agency fully informed about the status of the claim. In addition, Bidder agrees to use its best efforts to pursue any such claim, to provide information and documentation requested by any insurer providing insurance required hereunder and to cooperate with the Agency and the State. Bidder shall pay to the Agency and the State any insurance proceeds or payments

in receives in connection with any such claim immediately upon Bidder's receipt of such proceeds or payments.

**4.16.3 Proceeds**

In the event the Agency or the State suffers a loss that may be covered under any of the Insurance policies required, neither the Bidder nor any subsidiary or affiliate thereof shall have any right to receive or recover any payments or proceeds that may be made or payable under such policies until the Agency and/or the State have fully recovered any losses, damages or expenses sustained or incurred by it (subject to applicable policy limits), and Bidder hereby assigns to the Agency and the State all of its rights in and to any and all payments and proceeds that may be made or payable under each policy of insurance required under this Contract.

Bidder has read and agrees to this section: Yes ☒ No ☐

**4.17 Nonprofits**

The resulting Contract will be made available to nonprofit entities that qualify under I.R.S. § 501 (c) provisions.

Bidder has read and agrees to this section: Yes ☒ No ☐

**4.18 Payment Terms**

Per Iowa Code § 8A.514 the State of Iowa is allowed sixty (60) days to pay an invoice submitted by a Bidder.

What discount will you give for payment in 15 days? 0%

What discount will you give for payment in 30 days? 0%

Bidder has read and agrees to this section: Yes ☒ No ☐

**4.19 Firm Contract Pricing**

Any contract that results from this bid will have firm pricing for one year.

Bidder has read and agrees to this section: Yes ☒ No ☐

**4.20 Invoicing**

All Invoicing will be submitted to the attention of "Accounts Payable" and addressed to the facility receiving the goods or services. The State shall pay the Contractor monthly, within the period of time provided for by applicable State statute, after receipt of the Contractor's invoice for the goods and/or services supplied by the Contractor in the prior calendar month. The invoice will be Itemized with a description goods or services provided that corresponds directly to a line item on the Contractual Agreement or Master Agreement that results from this RFB. Each line should also list the quantity, unit of measure, price per unit of measure, line item totals and invoice total. The remit to address on the invoice must match the remit to address that was submitted with registration to do business with the State of Iowa. Payment terms on the invoice must match the payment terms agreed to in the RFB bid submission.

Bidder has read and agrees to this section: Yes ☒ No ☐

**4.21 Best and Final Offers**

The Issuing officer reserves the right to conduct discussions with Bidders for obtaining "best and final offers." To obtain best and final offers from Bidders, the Issuing Officer may do one or more of the following: enter into pre-selection negotiations, including the use of an on-line auction; schedule oral presentations; and request revised Bids.

Bidder has read and agrees to this section: Yes ☒ No ☐

**4.22 Adjustments In Pricing**

Adjustments in pricing shall be at the discretion of the Issuing Officer.

- Original pricing shall remain firm and fixed for at least 365 calendar days after the effective date of the contract.
- Be the result of increases at the manufacturer's level, incurred after contract commencement date.
- Not produce a higher profit margin than that on the original contract.
- Clearly identify the items impacted by the increase.
- Be filed with State Procurement Coordinator a minimum of 60 calendar days before the effective date of proposed increase.
- Be accompanied by documentation acceptable to the State Procurement Coordinator sufficient to warrant the increase.
- United States published indices such as the Producer Price Index or other government data will be referenced to help substantiate the Bidder's documentation. Informational Only: At the time of publishing of the IFB, one related PPI appears to be (WPU): 05310105- Natural Gas (others may exist). A link to the PPI Commodity Data is available at:  
<https://www.bls.gov/ppi/>
- The Adjustment shall remain firm and fixed for at least 365 days after the effective date of the adjustment.
- Must not deviate from the contract pricing scheme/methodology.
- During the contract period, any price declines at the manufacturer's level or cost reductions to Contractor shall be reflected in a reduction of the contract price retroactive to Contractor's effective date.
- During the term of this contract, should the Contractor enter into pricing agreements with other customers providing greater benefits or lower pricing, Contractor shall immediately amend the State contract to provide similar pricing to the State if the contract with other customers offers similar usage quantities, and similar conditions impacting pricing. Contractor shall immediately notify the State Procurement Coordinator of any such contracts entered into by Contractor.

Bidder has read and agrees to this section: Yes ☒ No ☐

**4.23 Additional Items**

The State reserves the right to add additional items to the Contract during the life of the Contract, if it is to the best advantage to the State to do so. Items or manufacturers may only be added upon the agreement of the Department of Administrative Services, Procurement and the Contracted Supplier.

Bidder has read and agrees to this section:      Yes ☒ No ☐

**4.24 Country of Origin**

Bidder must be able to provide country of origin, if requested.

Bidder has read and agrees to this section:      Yes ☒ No ☐

**4.25 Pricing**

Pricing must include all delivery, packaging and administrative costs including, but not limited to, any US import charges associated with the product. There shall be no minimum order quantities or total order amount required from the agency, by the respondent. All bid pricing must be rounded to the nearest hundredth (0.00), US currency.

Bidder has read and agrees to this section:      Yes ☒ No ☐

**4.26 Pricing Restrictions**

Pricing restrictions shall be disclosed at the time of bid. Bidders with pricing restrictions will be taken into consideration for minimum order quantities or total order amount required from the ordering agency.

Bidder has read and agrees to this section:      Yes ☒ No ☐



**Attachment #1  
Certification Letter**

Alterations to this document are prohibited.

June 20, 2019

Randy Bennett, Issuing Officer  
Iowa Department of Administrative Services  
Hoover State Office Building, Level 3  
1305 East Walnut Street  
Des Moines, IA 50319-0105

**Subject: Request for Bid - Bid Certifications**

**Issuing Officer:**

I certify that the contents of the Bid submitted on behalf of Mail Services, LLC in response to Iowa Department of Administrative Services for RFB0519005308 for a Mail Processing Services, Pre-Sort and Other are true and accurate. I also certify that Bidder has not knowingly made any false statements in its Bid.

**Certification of Independence**

I certify that I am a representative of Bidder expressly authorized to make the following certifications on behalf of Bidder. By submitting a Bid in response to the RFB, I certify on behalf of the Bidder the following:

1. The Bid has been developed independently, without consultation, communication or agreement with any employee or consultant to the Agency or with any person serving as a member of the evaluation committee.
2. The Bid has been developed independently, without consultation, communication or agreement with any other Bidder or parties for the purpose of restricting competition.
3. Unless otherwise required by law, the information found in the Bid has not been and will not be knowingly disclosed, directly or indirectly prior to Agency's issuance of the Notice of Intent to Award the contract.
4. No attempt has been made or will be made by Bidder to induce any other Bidder to submit or not to submit a Bid for the purpose of restricting competition.
5. No relationship exists or will exist during the contract period between Bidder and the Agency or any other State agency that interferes with fair competition or constitutes a conflict of interest.

**Certification Regarding Debarment**

I certify that, to the best of my knowledge, neither Bidder nor any of its principals: (a) are presently or have been debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by a Federal Agency or State Agency; (b) have within a five year period preceding this Bid been convicted of, or had a civil judgment rendered against them for commission of fraud, a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction, violation of antitrust statutes, commission of embezzlement, theft, forgery, falsification or destruction of records, making false statements, or receiving stolen property; (c) are presently indicted for or criminally or civilly charged by a government entity (federal, state, or local) with the commission of any of the offenses enumerated in (b) of this certification; and (d) have not within a three year period preceding this Bid had one or more public transactions (federal, state, or local) terminated for cause.

This certification is a material representation of fact upon which the Agency has relied upon when this transaction was entered into. If it is later determined that Bidder knowingly rendered an erroneous certification, in addition to other remedies available, the Agency may pursue available remedies including suspension, debarment, or termination of the contract.

**Certification Regarding Registration, Collection, and Remission of Sales and Use Tax**

Pursuant to *Iowa Code sections 423.2(10) and 423.5(8) (2013)* a retailer in Iowa or a retailer maintaining a business in Iowa that enters into a contract with a state agency must register, collect, and remit Iowa sales tax and Iowa use tax levied under *Iowa Code chapter 423* on all sales of tangible personal property and enumerated services. The Act also requires Bidders to certify their compliance with sales tax registration, collection, and remission requirements and provides potential consequences if the certification is false or fraudulent.

By submitting a Bid in response to the (RFB), the Bidder certifies the following: (check the applicable box)

- ☒ Bidder is registered with the Iowa Department of Revenue, collects, and remits Iowa sales and use taxes as required by *Iowa Code chapter 423*; or
- ☐ Bidder is not a "retailer" or a "retailer maintaining a place of business in this state" as those terms are defined in *Iowa Code subsections 423.1(47) and (48)*.

Bidder also acknowledges that the Agency may declare the Bidder's Bid or resulting contract void if the above certification is false. The Bidder also understands that fraudulent certification may result in the Agency or its representative filing for damages for breach of contract in addition to other remedies available to Agency.

Sincerely,



Signature

G. Shayne Huston, CEO / CIO / GM  
Name and Title of Authorized Representative

June 20, 2019  
Date

**Attachment #2**  
**Authorization to Release Information Letter**  
*Alterations to this document are prohibited.*

June 20, 2019

Randy Bennett, Issuing Officer  
Iowa Department of Administrative Services  
Hoover State Office Building, Level 3  
1305 East Walnut Street  
Des Moines, IA 50319-0105

**Subject: Request for Bid – Authorization to Release Information**

**Dear Issuing Officer:**

**Bidder hereby authorizes the Iowa Department of Administrative Services ("Agency") or a member of the Evaluation Committee to obtain information regarding its performance on other contracts, agreements or other business arrangements, its business reputation, and any other matter pertinent to evaluation and the selection of a successful Bidder in response to this Request for Bids (RFB).**

**The Bidder acknowledges that it may not agree with the information and opinions given by such person or entity in response to a reference request. The Bidder acknowledges that the information and opinions given by such person or entity may hurt its chances to receive contract awards from the State or may otherwise hurt its reputation or operations. The Bidder is willing to take that risk.**

**The Bidder hereby releases, acquits and forever discharges the State of Iowa, the Agency, their officers, directors, employees and agents from any and all liability whatsoever, including all claims, demands and causes of action of every nature and kind affecting the undersigned that it may have or ever claim to have relating to information, data, opinions, and references obtained by the Agency or the Evaluation Committee in the evaluation and selection of a successful Bidder in response to the RFB.**

**The Bidder authorizes representatives of the Agency to contact any and all of the persons, entities, and references which are, directly or indirectly, listed, submitted, or referenced in the Respondent's Bid submitted in response to RFB.**

**The Bidder further authorizes any and all persons, and entities to provide information, data, and opinions with regard to its performance under any contract, agreement, or other business arrangement, its ability to perform, business reputation, and any other matter pertinent to the evaluation of the Bidder's Bid. The Bidder hereby releases, acquits and forever discharges any such person or entity and their officers, directors, employees and agents from any and all liability whatsoever, including all claims, demands and causes of action of every nature and kind affecting the Bidder that it may have or ever claim to have relating to information, data, opinions, and references supplied to the Agency in the evaluation and selection of a successful Bidder in response to RFB.**

Sincerely,

  
Signature

G. Shayne Huston, CEO / CIO / GM  
Name and Title of Authorized Representative

June 20, 2019  
Date

**Attachment #3  
Exceptions Form  
Amended July 16, 2019**

Please list any and all exceptions to this RFB in this section. Include section and reason for exception:  
(Make additional pages if necessary)

<u>Section</u>	<u>Exception</u>
1. <u>1.3</u>	<p>Regarding providing services to "State" as defined in this RFB, Mail Services agrees to this definition with the following parameters:</p> <ul style="list-style-type: none"><li>• Per State of Iowa response to questions, the service area for mail services is defined as being within the boundaries of Polk County, Iowa.</li><li>• Pricing for these services is based on mail pick up from the State of Iowa main mail room located at the Dept. of Administrative Services, 400 E 14<sup>th</sup> St, B-Level, Des Moines, IA 50319.</li><li>• Non-State Political Subdivisions are eligible to receive the State pricing, but would enter into a stand-alone contract for these services.</li><li>• Pricing is based on State of Iowa specific volumes, which includes the daily mail pick up service at 400 E 14<sup>th</sup> St, B-Level, Des Moines, IA, and <b>1305 E Walnut Str., Des Moines, IA</b>. For any State Agency or Political Subdivision located at other than 400 E 14<sup>th</sup> St., Des Moines, Iowa, a mail pick up fee will apply per Mail Pickup Fee Schedule for Participating Entities, Exhibit A.</li><li>• Any additional service outside of those listed in this Request for Bid required by a State Agency or Political Subdivision will be priced separately at the then prevailing rates.</li></ul>
2. <u>2.31</u>	<p>Bid prices on services provided by Mail Services shall remain firm for the first year of the contract. Costs such as postage for letters and parcels, which are set by the United States Post Office / Federal Government and are not under Mail Services control, will be applied at the then prevailing rates.</p>
3. <u>3.1</u>	<p>All mail is processed per mutually agreed upon arrangements.</p>
4. <u>3.8</u>	<p>Mail Services preference is to sign the State of Iowa Confidentiality Form corporately because all employees sign our company confidentiality agreement as part of employment. The Mail Services confidentiality agreement is available for the State of Iowa to review upon request.</p>
5. <u>4.15</u>	<p>Mail Services, LLC employment is conditional upon passing a criminal history background check.</p>

6. 4.16.3

Mail Services has a blanket insurance policy. Any payments made would be made on a prorated basis on other involved entities.

7. 4.17

Regarding providing services to 501 (c) entities in this RFB, Mail Services agrees to this definition with the following parameters:

- The entity is located within the physical boundaries of Polk County, Iowa.
- The non-profit is associated with a governmental entity.
- The non-profit executes a stand-alone contract with Mail Services based on this contract.
- The non-profit is provided with Exhibit A: Mail Pickup Fee Schedule for Participating Entities.

8. 4.19

Contract pricing is firm, excluding United States Post Office (USPS) postage costs. Postage is a pass-through cost from the USPS.

9. 4.22

Contract pricing will be firm for 365 days, excluding United States Post Office postage costs. Postage is a pass-through cost from the USPS.

10. 4.6

Mail Services, LLC has read this section. Mail Services does not accept Purchasing Cards or Credit Cards. Pricing reflects every effort to contain costs for the State. Postage is a hard cost and would not be eligible for payment via a purchasing card.

11. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Attachment #4  
Form 22 – Request for Confidentiality

**SUBMISSION OF THIS FORM 22 IS REQUIRED**

***THIS FORM 22 (FORM) MUST BE COMPLETED AND INCLUDED WITH YOUR RESPONSE (BID) TO THE REQUEST FOR BIDS (RFB). THIS FORM 22 IS REQUIRED WHETHER THE BID DOES OR DOES NOT CONTAIN INFORMATION FOR WHICH CONFIDENTIAL TREATMENT WILL BE REQUESTED. FAILURE TO SUBMIT A COMPLETED FORM 22 WILL RESULT IN THE BID TO BE CONSIDERED NON-RESPONSIVE AND ELIMINATED FROM EVALUATION. COMPLETE PART 1 OF THIS FORM 22 IF BID DOES NOT CONTAIN CONFIDENTIAL INFORMATION. COMPLETE PART 2 OF THIS FORM 22 IF THE BID DOES CONTAIN CONFIDENTIAL INFORMATION.***

**1. Confidential Treatment is Not Requested**

A Bidder not requesting confidential treatment of information contained in its Bid shall complete Part 1 of Form 22 and submit a signed Form 22 Part 1 with the Bid.

**2. Confidential Treatment of Information is Requested**

A Bidder requesting confidential treatment of specific information shall: (1) fully complete and sign Part 2 of Form 22, (2) conspicuously mark the outside of its Bid as containing confidential information, (3) mark each page upon which the Bidder believes confidential information appears and **CLEARLY IDENTIFY EACH ITEM** for which confidential treatment is requested; **MARKING A PAGE IN THE PAGE MARGIN IS NOT SUFFICIENT IDENTIFICATION**, and (4) submit a "Public Copy" from which the confidential information has been excised.

Form 22 will not be considered fully complete unless, for each confidentiality request, the Bidder: (1) enumerates the specific grounds in Iowa Code Chapter 22 or other applicable law that supports treatment of the information as confidential, (2) justifies why the information should be maintained in confidence, (3) explains why disclosure of the information would not be in the best interest of the public, and (4) sets forth the name, address, telephone, and e-mail for the person authorized by Bidder to respond to inquiries by the Agency concerning the confidential status of such information.

The Public Copy from which confidential information has been excised is in addition to the number of copies requested in Section 3 of this RFP. The confidential information must be excised in such a way as to allow the public to determine the general nature of the information removed and to retain as much of the Bid as possible.

Failure to request information be treated as confidential as specified herein shall relieve Agency and State personnel from any responsibility for maintaining the information in confidence. Bidders may not request confidential treatment with respect to pricing information and transmittal letters. A Bidder's request for confidentiality that does not comply with this form or a Bidder's request for confidentiality on information or material that cannot be held in confidence as set forth herein are grounds for rejecting the Bid as non-responsive. Requests to maintain an entire Bid as confidential will be rejected as non-responsive.

If Agency receives a request for information that Bidder has marked as confidential and if a judicial or administrative proceeding is initiated to compel the release of such information, Bidder shall, at its sole expense, appear in such action and defend its request for confidentiality. If Bidder fails to do so, Agency may release the information or material with or without providing advance notice to Bidder and with or without affording Bidder the opportunity to obtain an order restraining its release from a court possessing competent jurisdiction. Additionally, if Bidder fails to comply with the request process set forth herein, if Bidder's request for confidentiality is unreasonable, or if Bidder rescinds its request for confidential treatment, Agency may release such information or material with or without providing advance notice to Bidder and with or without affording Bidder the opportunity to obtain an order restraining its release from a court possessing competent jurisdiction.

**Part 1 – No Confidential Information Provided**

**Confidential Treatment is Not Requested**

Bidder acknowledges that bid response contains no confidential, secret, privileged, or proprietary information. There is no request for confidential treatment of information contained in this bid response.

This Form must be signed by the individual who signed the Bid. The Bidder shall place this Form completed and signed in its Bid.

*\*Fill in and sign the following if you have provided no confidential information. If signing this Part 1, do not complete Part 2.*

Mail Services, LLC  
Company

RFB0519005308  
RFB Number

Mail Processing Services, Pre-Sort, and Other  
RFB Title

  
Signature (required)

CEO / CIO / GM  
Title

June 20, 2019  
Date

*(Proceed to the next page only if Confidential Treatment is requested.)*

## **Exhibit A**

### **Mail Service Pick up Fee Schedule for Participating Entities**

State pricing is based on mail pick up at the 400 E. 14<sup>th</sup> Street, B-Level location, Des Moines, Iowa. Mail Pick up for any State Agency, Political Subdivision, or Non-profit will be provided as required, but a mail pickup fee will be assessed for each additional mail pickup location.

The Mail Pickup Fee for Non-State Political Subdivisions and Off-Campus State Agency Locations is as follows:

- **Weekly Service (daily pick up in Polk County)**      **\$25.00 / week**
- **On call**      **\$15.00 / pick up**