Procurement and Contracting Services

Request for Proposals for Printing, Email Marketing & Mailing Services

ADDENDUM #1

Please mark all proposal submission Envelopes with the following information

Sealed RFP # L181801
Due on January 9th, 2018 no later than 2:00 PM, MST
The following questions have been received by the technical question due date of December 6, 2017 by 12:00 PM MST.

1. Section 4.3.1 Electronic and Information Technology: Below information is now added at the end of this section and must be answered in the RFP submittal document:
   a. In designing digital content such as email, Web-based or Social Media content, discuss your efforts to ensure accessibility.
      i. Address compliance with WCAG 2.0 AA and US Rehabilitation Act section 508.
      ii. Address accessibility for both user and administrator/staff functionality.
   b. Discuss where and how accessibility is included in your product development process.
   c. Vendor accessibility ability/compliance must be deemed acceptable by the University of Arizona to be considered for that type of service.

2. The information listed here, is intended to replace all that is written in section 5.7.2.4 Sample Job 4. Pocket Folders
   a. Finished size: 9 X 12
      Bindery: 2 each 4 inch glued pockets
      Ink: 4/0 + UV coating
      Bleed: 4 sided bleed
      Paper: 100# gloss/cover, Pacesetter (no substitutions)

      Price for a quantity of 250. __________
      Price for a quantity of 500. __________
      Price for a quantity of 1000. __________
      Price for a quantity of 2500. __________

3. 5.7.2.3, Sample Job 3, can you confirm the flat size of the paper?
   a. The flat size would be 8.5 x 11

4. 5.7.2.4 Sample Job 4, mailing services?
   a. No mailing services are requested on the pricing of this sample job

5. 5.7.2.4 Sample Job 4, 4/0 + UV coating
a. If UV coating is environmentally against company policy and you have something similar, you may use that. Please make sure to indicate somewhere on the same if it is a substitution. If you wish to change to AQ, please note that.

6. How do the departments know what print options are available from the various vendors? When there is a specific need, how do departments find the correct print vendor?

   a. The vendors are expected to market themselves to the University of Arizona and Printing Services. Departments can either contact vendors directly or have Printing Services get an estimate for them. There is not a correct print vendor per se. See RFP section 5.2

7. What is the process for obtaining quotes from current print vendors? Are multiple quotes required?

   a. Departments can either call the vendor contact direct or have Printing Services obtain quotes for them. They are then able to choose whichever vendor they feel will meet their needs.

8. What print work is being asked for by the departments that cannot be full filled by current print providers?

   a. There has not been any work that current vendors could not produce.

9. How will orders be paid for (List all methods)?

   a. The method is listed in section 5.2.6 of the RFP

10. Will the items be STATIC, VERSIONED (able to be modified with specific data…like a business card), COMPLEX Versioned (a series of hierarchical selections – when you select Ford then Ford Cars are available versus if you select Chevrolet, then Chevy cars are available, or DATABASE driven – Like a direct Mail Campaign or E-Mail Blast.

    a. Departments may produce variable data jobs and you would get the files in many forms.

11. Who are the users? (i.e. students, professors, staff, external customers)

    a. UA Departments and their employee’s

12. Does the University qualify for and use a USPS Non Profit permit currently?

    a. Yes in all 3 versions
13. Are we to price all printed items as print only and also with mailing services and estimated postage costs?
   
   a. Just Printing

14. Would offering Undeliverable As Addressed (UAA) and National Change of Address (NCOA) report in advance or after mailing be of value for the University to reduce returned or delayed mail as well as enhancing the ROI on the mailing campaigns?
   
   a. This is something that current vendors supply

15. Would offering visibility to the delivery status help the departments follow up on the mailed items?
   
   a. Not usually

16. What level of service would be required for the e-mail applications?
   Example: open and click through rates
   
   a. What options could you provide

17. Are the service providers allowed to engage contracted alliance vendors to support the University’s RFP requirements?
   
   a. Yes

18. Are there specific requirements for providing proofs prior to production? What does the University and affiliates require or prefer?
   
   a. Customer prefer some type of proof.

19. Does the University allow digital or mechanical co-mingling to optimize all available presort and entry level discounts? (Regarding 5.2.4 Mailing. Vendor will email USPS form 3602 and a pdf of the job as soon as the job is ready to take to USPS)
   
   a. If you can do it with the permits

20. If so, would a production report detailing the volume produced and a combined 3602 report suffice?
   
   a. No we need to see the PDF and 3602 for billing purposes