

Instructions

This Response Template must be used for submission of written questions. All questions should provide the requested information. Those that do not, may not be answered by DHS. The Vendor may add as many lines as needed. DHS would strongly prefer the Vendor to ask multi-part questions as individual questions on separate lines.

Instructions: Complete all cells of each question asked in the Table below. Clearly identify the referenced section or text.

Question ID	Reference (page number, section number, paragraph)	Specific Language	Question	Answers
<i>Example</i>	<i>Page 7, section 1.15, C</i>	J. Vendors may submit multiple bid	<i>May vendors submit more than one bid?</i>	<i>yes See section 1.15, J</i>
1	page 12, section 2.5	Processing requirements include	Currently intelligent inserting is required to process the statements and is not listed. Is this to continue or will the process be changed?	<i>Refer to Addendum 1 - Section 2.11</i>
2	page 12, section 2.6	Contractor shall be fully operational by October 1, 2023.	Why is this line included on the bid if the vendor is supposed to have been in business a minimum of 3 years to be considered?	<i>The minimum experience requirement is different from the transition of services and responsibilities.</i>
3	page 13, section 2.9, B	Volume counts	Are the counts listed page counts or completed envelope counts?	<i>Refer to Addendum 1 - Section 2.9.B</i>
4	page 15, section 2.14, C	delivers must be made within 20 business days after receipt of order	Have you checked this against the current state of the paper and envelope industry? Short turn times are not viable of recent.	<i>The requirement also states "unless otherwise arranged and coordinated with DHS and stated on the Official Bid Price Sheet." Refer to Section 2.14.C</i>
5	page 15, section 2.15	minimum 5 days, 10 hours per day	Why is the minimum of 10 hours a day been added to this bid? DHS is only open 8 hours a day. Hours of operation required has always been the same as DHS in the past.	<i>The requirement also states "unless otherwise agreed upon with DHS." Refer to Section 2.15</i>
6	Official Bid Price Sheet, Table 1	Quantities	Is this based on page count or envelope count?	<i>Estimated quantities are based on page count.</i>
7	Official Bid Price Sheet, Table 1	Pricing	Do you want a per page price or per envelope price? I understand that each envelope contains multiple pages.	<i>Estimated quantities are based on page count. The Table 1 Unit Price should reflect the "per page" price.</i>
8	Official Bid Price Sheet, Table 3	Pricing	Will we be held to this price when DHS orders? I ask because of the volatile nature of envelopes the price we are able to purchase at now will not be the same in 6 months.	<i>Refer to Section 1.12 and 3.6 of the solicitation</i>
9	Past Bids	Language stated contractor facility must not be greater than a 45 miles driving distance of the DHS central office.	I did not see this language in the current bid and wanted to know why it was removed or did I miss it?	<i>Refer to Addendum 1 - Section 2.14.E</i>
10	Page 2, Section 1.3, A	A term contract will be awarded to multiple vendors	How many vendors does the ADHS intend to utilize for this program?	<i>DHS intends to award a contract to the lowest responsive and responsible bidder for each item in Table 1. Refer also to Section 1.18.A.1</i>
11			If awarded to multiple vendors, what will the percentage breakdown of work be for each vendor?	<i>Refer to Section 1.18.D.3</i>
12	Page 13, Section 2.9, B	Daily (200,000) / Monthly (5,000,000)	is the monthly quantity a summation of the Daily total, or is the total quantity 200m per day plus 5 million per month?	<i>The approximate monthly quantity is a summation of the approximate daily total.</i>
13	NA	NA	There is language in the RFP that would seem to indicate that the DHS will be providing forms of some sort. Will the DHS be providing preprinted shells of the Aries Notices or will the vendor be able to print from blank paper?	<i>Aries Notices may be printed on blank paper. Refer to Section 2.2 and 2.9</i>
14	NA	NA	What is the current pricing DHS is receiving for the services associated with this RFP?	<i>Not Applicable</i>
15	NA	NA	Can the DHS provide samples of all forms and envelopes currently used?	<i>Samples for all forms are not available. Refer to Addendum 1 - Attachment H for envelop sample.</i>