

NOTICE



Date: Aug 14, 2006
To: Owner/Manager
From: Christina Groppetti
Contracts Coordinator
Subject: Potential Opportunity for Large Printing and Mailing Contract

The County of Santa Barbara, Department of Social Services is gathering a list of potential vendors that would be interested in bidding on a large printing and mailing contract for client correspondence from a new system the department is using called CalWIN.

Some background and the specific requirements are listed below. We are looking for vendors that currently have the ability to perform the services specified. If you are interested, please contact me at (805) 346-7302.

BACKGROUND

Santa Barbara County Department of Social Services along with eighteen other counties implemented a new system called CalWIN in March 2006. The processing for all CalWIN counties will be integrated, and will be run at the EDS Data Center (EDS is the CalWIN Contractor for design, development, and maintenance of the CalWIN system) at 10888 White Rock Road, Rancho Cordova, CA.

The CalWIN system produces output in a number of different ways. Some reports are produced in real time at the county sites. Others, such as warrant files, result in data files that are sent directly to the counties for processing in the counties. Client correspondence is batched together for processing, and is the only output intended to be part of this Agreement. Only client correspondence will be described in detail in this document.

REQUIREMENTS

There will be several types of client correspondence to be printed under this Agreement. All subject documents will be produced for mailing out to the clients. Documents may be single or double sided, may require that a duplicate copy be sent and may require that return envelopes or other items be stuffed with them. Documents produced in monthly cycles may need to be held for later mailing. These may be mixed with other documents on peak days. These different types of output will be described more fully in the sections that follow.

A daily batch cycle will be run each night and a modified batch may run on weekends when a merged output file for each county will be produced. This file will be available at EDS in the morning, Monday through Friday, usually by 6:00 AM. Output will be rendered and delivered to the United States Postal Service (USPS) in time for next day delivery to the addressee. There are other cycles that are run less frequently than daily. Some of these will have output as well. See **Appendix A** for a listing of the anticipated output.

Client correspondence that is created by the batch process is contained in multiple files of Printer Control Language 5 (PCL5) images. Each document contains a header section. The header section contains PCL 5 “non-op”. The non-op section is a part of the PCL stream in each set of client correspondence – not a separate record. This header section identifies the information regarding each correspondence. A full description of this non-op layout is contained in **Appendix E**. These files will be stored on data DVD disks. PCL5 images are used because the client correspondence is printed in up to 9 different languages (see **Appendix D** for the list of languages). These PCL5 images are sorted in client address order. Alternatively, EDS may electronically transmit smaller batches of PCL5 files to the processing site. Contractor may be able, at Contractor’s cost, to secure the data delivered on DVD’s by other means.

Services shall include materials (paper, envelopes, etc.) and processing (receiving and batching data, printing, folding, inserting, presorting, delivery to USPS, etc.) using a postal permit supplied by the County. Postage not covered by a county permit (mail metered by the Contractor) shall be reimbursed to the CONTRACTOR at the same discounted postal rate that is actually applied to the letters.

Additional County-supplied inserts may be included in each run. A return envelope may also be required, depending on the type of document. Inserts must be selectively inserted in each document, triggered by information on the document. Any additional charge for these inserts must be billed separately to the organization supplying the insert. Inserts will be approved and scheduled by the county.

Although most documents will be 8.5 inches by 11 inches, documents may be of varying length, printed on both sides of paper, from one page front and back, to possibly ten or more page. Page size can be no smaller than 8.5 inches by 11 inches, and no larger than 8.5 inches by 14 inches. A standard piece (two pages, mailing and return envelopes), without additional inserts, should weigh only slightly more than 1/2-ounce. Paper should be close to 20# stock, OCR readable with recycled content. “Printed on recycled paper” shall be printed on all recycled-content paper and envelopes. Mailing envelopes will include pre-printed return address, necessary postal indicia, and include glassine address windows. See **Appendix C** for more detailed specifications.

Responding Contractors must be USPS CASS certified to ensure address cleansing and correction capability. If the Contractor cannot CASS certify an address, the Contractor will mail the correspondence at the best possible non-CASS 1st class postage rate. The Contractor shall report all non-CASS mail each month.

Vendor must be able to read and process PCL5 files, combine separate images, remove slip pages, insert into envelopes of appropriate size and type of mailing, and mail to like addresses.

APPENDIX A

TYPES OF OUTPUT & ESTIMATED VOLUMES

There are several major types of client correspondence that will be produced by the CalWIN System.

Status Reports (aka: MSR's, QR7's):

Status reports are one-page documents (double-sided) that are mailed to the clients to complete and return. A postage-paid envelope is enclosed with each report. Each Santa Barbara County office will have a different return address on the envelope (currently there are five). Other stuffers may also be enclosed as determined by the county. There are several different status report forms, and each type of status report may require different stuffers. Only one status report is mailed in each envelope. On occasion, the State may change the frequency of the mailing of status reports. Most of the status reports are printed in a single batch near the end of the month.

Notices of Action (NOA):

These reports are a particular type of correspondence. They may be one or two pages of text on the front, and have standard text on the back. Multiple notices may be mailed to the same address, depending upon specific requirements being met. A few notice types may require stuffers. These notices are issued throughout the month with peak days around the 11th of the month and a few days around the 20th or the month.

Other Correspondence:

Other correspondence is generally one page in length, one-sided. There may be a few types that require stuffers and/or return envelopes. This correspondence is distributed throughout the month.

Note:

Anticipated volumes are based upon current State regulation and volume of output from a new system that has only been in production since March of 2006 in Santa Barbara County. Averages may change as users become familiar with the new system.

APPENDIX B

Average Images for Santa Barbara County

Correspondence Type	Return Envelope?	Frequency Produced	No. of Images
Client Correspondence	Yes	Daily	945
Semi-Monthly Reports	Yes	Daily	400
MSR's	Yes	Monthly	2200
Form TMC 176	Yes	Monthly	165
QR7's	Yes	Monthly	2600
Data Size (Gigabytes)	179 megabytes and on peak days this amount is doubled.		
Number of DVD's	1-2		

NOTE: For the reporting period of 3-1-2006 through 7-28-06 126,473 pieces and 593,688 images were generated for a total of \$43,789 in postage.

APPENDIX C

MAIL PIECE SPECIFICATIONS

At the present time, all correspondence is printed on 8.5” by 11” paper or 8.5” by 14” paper.

Outgoing mail is placed in size #10 envelopes, which are 4½” by 9½”.

Postage paid return envelopes are size #9½, which are 4¼” by 8⅞”.

APPENDIX D

Languages and Dialects Supported by CalWIN Correspondence Printing

1	English
2	Spanish
3	Russian
4	Chinese
5	Vietnamese
6	Hmong
7	Laotian
8	Bosnian
9	Farsi

Santa Barbara County currently only supports English and Spanish languages

APPENDIX E

PCL Header Layout

The following table summarizes the columns requested to be added to the PCL string as a Header and the corresponding TAGs, notes, and CalWIN variables.

Requested Variable	TAG to be USED	Notes	CalWIN Variable
Sending Name Line 1	SENDING_LINE_1		Addressee
Sending Name Line 2	SENDING_LINE_2		Addressee
Street Address	STREET_ADDRESS		Addressee's Mailing Address – Street Address
City	CITY		Addressee's Mailing Address – City
State	STATE		Addressee's Mailing Address – State
Zip + 4	ZIP5 ZIP4		Addressee's Mailing Address – Zip + 4
Correspondence ID	CORR_ID	It has been agreed that even though this is an internal system generated sequence number, maintained by the CC Team, this will be used in the layout	Correspondence ID
County ID	COUNTY_ID	e.g. 31, 34, etc.	County Code
Language Code	LANG_CODE	This is the language in which the correspondence has been generated	Generated Correspondence language
Document Type (Individual Document ID)	CORR_NUMBER	e.g. CW7, M41-D etc.	Correspondence Number
Number of Pages	NUM_PAGES	Number of PCL pages contained in each individual correspondence	NEW
Document Category (Other, Form, NOA)	CORR_TYPE	O – Other Client Correspondence F – Form A – Notice Of Action	Correspondence Type
CalWIN Case #	CASE_NUMBER	Will be present only if correspondence is Case specific.	Case Number
Program ID	PROGRAM_CODE	If there is more than one program present in the Case, the hierarchy documented in the CC workbook will be used to print a single program. Will be present only if correspondence is Case specific.	Case Program
Caseload Number/Worker Number	CASELOAD_NUMBER	This will be the caseload number that is attached to the Program ID listed above. Will be present only if correspondence is Case specific.	Caseload Number
Office Location	OFFICE_ID	This will be the Office ID to which the Caseload Number listed above has been attached. Will be present only if correspondence is Case specific.	Office ID
Production Date	SYSTEM_DATE	This will contain the system date on which the correspondence was actually generated	Current System Date