

RFP 2015-31
Print Fulfillment Services
Final Response to Questions
4/8/16

No.	Question	Response
1	Are there ink color specifications available for the print items?	4-color process, no spot color.
2	Are all items printed two sides?	Not all pieces are printed with two sides, but most are.
3	What sizes of envelopes are used, or what size should we use for the pricing?	#10 double window, #6 double window.
4	Is the variable content black only or in color? If color, is it process color?	So far we have only used black.
5	Is the variable content one side or two?	This varies by piece. We offer both one-sided and two-sided variable content documents.
6	How many users will need access to the online print store?	Our ever-evolving user list currently has approximately 1850 registered users.
7	How many products will be available on the online print store?	There are currently approximately 160 individual items available in the print store. This number may increase or decrease as our needs evolve.
8	Are there any integration requirements to other systems for the online print store that are required?	We upload our large files via an SFTP site, which are then added to the store by the vendor. We also securely transmit the updates to our user list once each week. Aside from reports pulled from the print store by the vendor, there is no other direct integration.
9	What are the required payment methods and will they vary by user?	Most users have a budget that is provided by Covered California, and is debited as they use it. Otherwise, credit/debit cards are the only other form of payment offered. All major credit cards are accepted.
10	Can you further define the user budget management that will be needed on the site?	Covered California will communicate to the vendor how much each individual user will be allotted to their print store budget. Updates to user budgets may be made throughout the year, on an as-needed basis. The vendor will be responsible for tracking user budgets and providing regular reports.
11	What days/hours will the staffed call center need to be available and what is the anticipated call volume that it needs to support?	M-F, 9-5 PST. Call volumes vary seasonally. Currently, one team member is available to assist with customer service calls when needed, but staffing needs will remain up to the selected candidate.
12	Do you require integration between the digital asset management system that will be needed to track file and version management and the online print store, or are you looking for a stand-alone digital asset management solution for file and version management?	No integration is required at this time.
13	What are the requirements of the digital asset management system that would be used for file and version management?	We currently use a combination of unique part numbers and excel spreadsheets for version management. We are open to learning about other technologies that could help improve and streamline our current process.
14	What format of data will be collected through the user portal?	General contact info, names, phone numbers, email addresses, mailing addresses. We also have the ability to allow users to upload photos of headshots and company logos to be printed on certain pieces.
15	How many products will be print on demand vs. inventoried?	The number of pieces available that print 100% on demand is higher than those that are inventoried, but the majority of orders come from inventory shell items that later have variable data added upon ordering.
16	How many static/fulfillment products will be on the site?	There are currently approximately 15 individual non-paper items available in the print store. This number may increase or decrease as our needs evolve. The Office of State Publishing currently prints all static paper collateral.
16	How many variable/customizable products will be available to the users?	Approximately 100.
18	If any, how many kits (set collections of products) will be?	Approximately 25.
19	How many user groups will be on the site?	There are currently approximately 13 different user groups, but this number may need to change when needed
20	Are any API / web services needed?	The Print Store and the SFTP site are the only web services that we currently use.
21	Do you have a target set go-live date?	Estimated contract start date is 6/6/2016. The go-live date for the Print Store is 6/20/2016.
22	When will all product artwork, variable product logic, skinning artwork, etc. be provided	Current designs can be provided within a week. Most designs will be updated within the next few months, and will be provided as they become available.
23	Do you prefer a single warehouse and fulfillment location or multiple locations with split inventory to support the state?	As long as Covered California's needs are cost effectively met, the fulfillment method is not critical to our mission.
24	Do you require that mail tracking is integrated with the online print store or can it be serviced offline from the site?	This is not a requirement.
25	Exhibit A – Section D, states that all work must be performed on site at the Exchange. We're assuming that this is not accurate because of the production and warehousing needs. Please confirm.	The Section also states "...unless otherwise directed by the project representative listed in this Exhibit." That language allows the vendor, with coordination with the Covered California project representative, to effectively perform to contract requirements at non-Covered California location(s). The vendor is expected to provide services at their own facilities.

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26	Can you provide sample artwork of the various pieces on the cost worksheet within Exhibit B, Attachment 1?	See the "Samples" folder posted concurrently with this Q&A.
27	What portions of each product contains variable data?	This varies, but a majority of pieces are less than 50% variable.
28	Will you accept alternate paper brands of similar finish and weights?	Yes.
29	On the Cost Worksheet you ask for prices for 'various color envelope'. Can you be more specific about the envelope sizes you want quoted, number of colors printed, and the paper stock?	#6, #10 envelopes. No-window, single-window, double-window. All with 4 colors. Covered California is open to paper stock suggestions from vendor.
30	What is the anticipated total annual volume of each item listed on the Cost Worksheet?	Unable to predict, will be based on demand.
31	What are the inks and/or coatings used on each item of the Cost Worksheet?	4-color process. Some pieces get flood aqueous coating. Many pieces have no coating.
32	Is the variable data content in black ink, 4CP ink, or something else?	Black ink.
33	For the fact sheets listed on the Cost Worksheet, are the quantities you want us to quote for 5,000–100,000 sets of 13 languages each, or are they 5,000–100,000 of just a single language at time?	Please quote for 5,000–100,000 in each single language at a time.
34	Are language translation services required? If so, what languages will you need support for?	No translation services are required, but the ability to offer customer service in other languages, particularly Spanish, is desired.
35	Are you currently using an online print store?	Yes.
36	If so, what do you like most about it and what are you looking to improve?	We appreciate the customization available. We would like to see improvements in the user interface and responsiveness of the print store site itself.
37	Are you able to share access to your current site, if you have one, to allow us to better understand and see the functionality you are looking for?	This link leads to the login page of our current print store, which allows new users to register and take a look around before ordering: https://360.kpcorp.com/coveredca
38	Can you share all of the questions and answers asked by other suppliers?	Yes, questions and answers from all Bidders who submitted them are contained in this document.