

April 3, 2013

TO: ALL OFFERORS

FROM: REBECCA LOVIN
STATE CONTRACT PROCUREMENT OFFICER II

SUBJECT: ADDENDUM TO REQUEST FOR PROPOSALS
CONTRACT NO.: GSS13483-DESIGN_LAYOUT
DESIGN LAYOUT SERVICES

ADDENDUM #1

This addendum is issued to advise Offerors of the questions and answers that were submitted **in writing** prior to March 28, 2013 by 4:30 p.m., EST.

	Question	Answer
1	Attachment 8 – Monthly Usage Report Please clarify the purpose of this form and how it is to be used. Is it intended to be “filled out” by the vendor as a part of their proposal?	<i>Section B. General Provisions, 25. Required Reporting</i> of the RFP details the goals and requirements of reporting for this contract. This is filled out by the vendor and submitted to the State of Delaware as stated in this section of the RFP.
2	Attachment 9 – Subcontracting Quarterly Report Please clarify the purpose of this form and how it is to be used. Is it intended to be “filled out” by the vendor as a part of their proposal?	<i>Section B. General Provisions, 25. Required Reporting</i> of the RFP details the goals and requirements of reporting for this contract. This is filled out by the vendor and submitted to the State of Delaware as stated in this section of the RFP.
3	Attachment 10 – Supplier Diversity Certification Application Are we correct in our understanding that this attachment is intended for use only by vendors who are Minority, Women, or Veteran-owned businesses?	Correct.
4	Attachment 12 (Minimum Mandatory Submission Requirements Checklist) makes no mention of a need for the vendor’s financial information (balance sheets and income statements) for the prior three years; however, this is mentioned elsewhere in the RFP	The Checklist has the minimum requirements for the bid to be considered responsive. The checklist does not encompass all of the requirements of the RFP. Financial information (balance sheets and income statements) for the past three years are a requirement under RFP <i>Section IV. Proposal Evaluation Procedures, D. Requirements Of The Vendor.</i>

	<p>document.</p> <ul style="list-style-type: none"> • Please clarify whether or not this is required as a component of the proposal. • If a vendor's financial statements show losses in one or more years, will this be considered grounds for disqualification? • If a vendor's financial statements show losses in one or more years, will this affect your assignment of evaluation points? 	<ul style="list-style-type: none"> • Yes it is a requirement of the proposal. • The financial statements are required to establish vendor stability.
5	<p>I require clarification concerning the specification identified in Appendix A that "all vendors must have Spanish Translation." This requirement is included in the bullet item for Required Equipment/Software.</p> <p>Does this specification refer to <i>machine translation</i> or human translation? Or does this specification mean that the vendor can prepare print-ready materials that contain Spanish text?</p>	<p>Vendor must be able to take English text and transfer it to Spanish for electronic and print publications. We do not specify the method the vendor uses, just that it is a requirement of the RFP and must be accurate.</p>
6	<p>Am I correct in understanding that the Certificates of Insurance (and/or policies) do not need to be attached to our proposal? (Insurance documents will only be supplied if an award is made to us.)</p>	<p>Certificate of Insurance is listed in the <i>Minimum Mandatory Submission Requirements Checklist, Attachment 12 (J)</i>. A signed letter committing to providing insurance if selected for award is acceptable.</p>
7	<p>Do we include Attachments 1, 8, 9, and 10 with our proposal as "placeholders" if they are blank?</p>	<p>If Attachment 1 and 10 are Not Applicable, you can state that in your proposal or on your checklist. Attachment 8 is to be submitted monthly by the vendor if they are awarded. Attachment 9 is to be submitted quarterly if sub-contractors are utilized.</p>
8	<p>What information is needed on Attachment 4? The instructions indicate that the vendor should answer "each question listed below," but there are none. Do these response boxes correspond to topics I. Layout, II.</p>	<p>Attachment 4 - Company Profile and Capabilities has been updated and the new version is attached on the last page of this Q&A document. The new version must be submitted with your proposal.</p>

	Pagination, and III. Specifications in Appendix A – Scope of Work/Specifications?	
9	What information is needed on Attachment 7 in the “Description of Work by Subcontractor”? Do we need to describe work that will be done by a subcontractor or work that the subcontractor has already performed for other clients?	Description of work should state what type of work/service the subcontractor will provide the vendor in relation to this contract.
8	The RFP asks for 3 samples for each of the three class levels of work. In level three, we have just completed a 260-page coffee table book for Wilmington University, which would be an excellent item for us to share with you all. May we provide one book instead of three as these books are expensive, and we have a limited supply.	3 samples are required for <u>each</u> class. Samples do not need to be identical. Vendors will be given the opportunity to have samples returned to them after the bid process is completed.
10	On page 36, Attachment 4, There are no questions to be answered on that form. The form states: “COMPANY PROFILE & CAPABILITIES Suppliers are required to provide a reply to each question listed below. Your replies will aid the evaluation committee as part of the overall qualitative evaluation criteria of this Request for Proposal. Your responses should contain sufficient information about your company so evaluators have a clear understanding of your company’s background and capabilities. Failure to respond to any of these questions may result in your proposal to be rejected as non-responsive.” There are no questions on that form at all. Please advise.	Attachment 4 - Company Profile and Capabilities has been updated and the new version is attached on the last page of this Q&A document. The new version must be submitted with your proposal.
11	APPENDIX A, Section II, Page 45; Pagination from original manuscript - Is this electronic or would the manuscript need to be keystroked? Would a per page rate rather than an hourly rate be	Pagination may differ per page based on project needs. For purposes of this RFP, we are requesting <u>hourly</u> rate.

	acceptable/desirable?	
12	<p>In Attachment 4 (pg. 36) we are asked to reply to 3 questions.</p> <p>Three boxes are provided to answer the questions but no actual questions are provided.</p> <p>Can you please provide the three questions.</p>	<p>Attachment 4 - Company Profile and Capabilities has been updated and the new version is attached on the last page of this Q&A document. The new version must be submitted with your proposal.</p>
13	<p>Concerning RFP page 36, Attachment 4: What are the three questions to be answered? The shaded fields 1, 2, and 3 are empty.</p>	<p>Attachment 4 - Company Profile and Capabilities has been updated and the new version is attached on the last page of this Q&A document. The new version must be submitted with your proposal.</p>
14	<p>Concerning RFP page 46, Appendix A, III.C, bullet 3, Required Equipment/Software, last sentences: In addition, all vendors must have Spanish Translation. (Vendors must submit all available languages). Does this mean the ability to translate English into Spanish and other languages, or simply the ability to typeset Spanish and other foreign languages, incorporating correct accents and special characters?</p>	<p>Vendor must be able to take English text and transfer it to Spanish for electronic and print publications. We do not specify the method the vendor uses, just that it is a requirement of the RFP and must be accurate.</p>
15	<p>Concerning RFP page 46, Appendix A, III.D: Proposers are to provide three (3) hardcopy samples of work completed for other customers in each of the three classes of design/layout work identified in this RFP. Should we submit samples to accompany each of the two paper copies that are required, or is a</p>	<p>3 samples are required for <u>each</u> class.</p>

	single set of samples sufficient?	
16	<p>27. Billing</p> <p>You say: "Vendors shall be required to report semi-annually opportunities to enhance the discounts achieved."</p> <p>Please clarify the meaning of this. Is the vendor required to offer discounts on a semi-annual basis?</p>	The State is looking for vendor feedback that could reduce costs to the State such as: jobs that could have been completed more efficiently or within a different service description had the requirements been other than provided.
17	<p>Page 24</p> <p>28. Method of Payment</p> <p>What is the P-Card? Does the Vendor incur a fee when the agency makes payments via a P-Card? Where can the Vendor obtain information about P-Card and associated costs?</p>	<p>P-card makes reference to the State's procurement (credit) card. Currently this is a Visa Commercial Card through JP Morgan Chase. Fees are consistent with similar Visa programs. Delaware currently contracts the P-Card Program under GSS07227-SUPERCARD, titled as Delaware Supercard Program. Bidders may review information available on this contract at:</p> <p>http://contracts.delaware.gov/contracts_detail.asp?i=14</p>
18	<p>Page 36</p> <p>Attachment 4 – Company Profile and Capabilities</p> <p>You say: "Suppliers are required to provide a reply to each question listed below."</p> <p>Questions are not visible in the document. What are the questions?</p>	<p>Attachment 4 - Company Profile and Capabilities has been updated and the new version is attached on the last page of this Q&A document. The new version must be submitted with your proposal.</p>
19	<p>Appendix B – Equipment List</p> <p>You ask the question: "What percentage of the jobs you receive are electronic?"</p> <p>Are you referring to the Vendor's receipt of the initial job materials from the State Agency?</p> <p>Or are you referring to the Vendor's final deliverables after completion of a project?</p>	Refers to % of jobs the vendor receives in electronic file format. This assists the state in gauging the vendor's ability to receive existing electronic files for electronic and paper publishing work.
20	Appendix B – Equipment List	Refers to how long the vendor has been involved/using the equipment and software they are listing in

	<p>You ask the question: “How long have you been involved with this technology?”</p> <p>Are we correct in our understanding that you are referring to the technology of design and layout services?</p>	APPENDIX B.
21	<p>Attachment 12 – Minimum Mandatory Submission Requirements Checklist</p> <p>Line L states that the Proposal must include hardcopy samples of work completed for other customers in each of three classes. Do you also require inclusion of these samples in <u>electronic format</u> (as per Line D)?</p>	<p>Samples can be included in PDF format as part of electronic proposals, but are not required. 3 finished hard samples are required for <u>each</u> class.</p>
22	<p>APPENDIX B - Equipment List</p> <p>What percentage of the jobs you receive are electronic?</p> <p>Is this what this means? We receive jobs and communicate via email, and receive MS Office support e-documents, communication with online proofing and are FTP-capable. Our workflow is exclusively electronic other than initial meetings if desired.</p>	<p>Refers to % of jobs the vendor receives in electronic file format. This assists the state in gauging the vendor’s ability to receive existing electronic files for electronic and paper publishing work.</p>
23	<p>APPENDIX A, Section P, Page 47</p> <p>Turnaround timeframes established by the State must be met or exceeded during the execution of this contract. The Division expects tight turnarounds on all its Design/Layout jobs, where turnaround is measured from delivery of specifications to delivery of a finalized camera-ready copy.</p> <p>This statement refers to the timeline agreed upon upfront, correct? If the client is off schedule and the hold up, are we expected to fulfill in an</p>	<p>Timeframe’s are based on the initial due date specified by the customer and the timeline agreed upon by the Printing and Publishing Office, the customer and the vendor at the beginning of a job. If the timeline is off schedule for any reason, the vendor will immediately notify the Printing and Publishing Office and the customer of the issues so corrective action can be implemented.</p>

	extremely non-realistic turnaround?	
24	<p>ATTACHMENT 4, Page 36</p> <p>Suppliers are required to provide a reply to each question listed below.</p> <p>I have no questions to answer 1-3 in my pdf copy.</p>	<p>Attachment 4 - Company Profile and Capabilities has been updated and the new version is attached on the last page of this Q&A document. The new version must be submitted with your proposal.</p>
25	<p>Can we bid on PART of this project and not the full scope?</p>	<p>Vendors must provide pricing for all items listed in the Excel Spreadsheet, Appendix B.</p>
26	<p>In Attachment 4, page 36, the RFP states "Suppliers are required to provide a reply to each question listed below" however no questions were included on the form. Can you supply the questions?</p>	<p>Attachment 4 - Company Profile and Capabilities has been updated and the new version is attached on the last page of this Q&A document. The new version must be submitted with your proposal.</p>
27	<p>In the Minimum Mandatory Submission Requirements Checklist, page 43, statement F, the RFP refers to the OSD application. Can you confirm which attachment corresponds to the OSD application</p>	<p>Attachment 10.</p>
28	<p>MAC/PC requirements are listed in two places (p45, section II, 2nd bullet and p46, section III, C, 3rd bullet). On page 45 the RFP states "MAC or PC" and page 46 states "MAC and PC." Can you clarify if the vendor must have both or if they have the required software on either platform if that is acceptable?</p>	<p>All vendors must have Mac and PC capabilities as the State of Delaware works with both platforms. Vendor must be able to accept native files from Mac and PC platforms without job delay or problems due to not having one system or another. Files must be transferrable back to the State of Delaware for either program <u>preferable to the State</u>. It is not mandatory to have both Mac and PC workstations, but it is highly recommended to avoid potential issues relating to different operating systems.</p>

CONTRACT NO. **GSS13483-Design_Layout**

Contract Name: **Design and Layout Services**

PROPOSAL REPLY SECTION

COMPANY PROFILE & CAPABILITIES

Suppliers are required to provide a reply to each question listed below. Your replies will aid the evaluation committee as part of the overall qualitative evaluation criteria of this Request for Proposal. Your responses should contain sufficient information about your company so evaluators have a clear understanding of your company's background and capabilities. Failure to respond to any of these questions may result in your proposal to be rejected as non-responsive.

1.	
	Provide a brief history of your organization in a manner that will support your organization's ability to successfully meet the requirements of this RFP.

2.	
	List any past and / or pending litigation or disputes relating to the services described herein with which you company has been involved within the past five (5) years and identify any awarded contracts your company has terminated as a result of litigation or dispute. For any applicable occurrence list the company's name and the term of the contract. For occurrences resulting in contract termination, provide an explanation as to why the contract was terminated.

3.	
	Outline a detailed plan to provide continued service and support to the State and Eligible Users in the event your company goes out of business, merges with another company, is acquired by another company, etc.

GSS13484-Out Print
Addendum #1
Page 9

All other terms and conditions remain the same.
If you have any questions, please contact me at 302-857-4558.