

State of Wisconsin Employee and Trust Funds
Discussion Items
(With OSG Statement Services Provided Answers and Comments)
11/22/2011
9:30am

Clarifications

- Section 1.2 – Alternate Payee statements without mailing addresses are included on the file for possible future reprints, but not to be printed or mailed.
 - *OSG Statement Services (OSG-SSD) will format and archive all SOBs identified with a "Do Not Print" code.*

- Section 1.4 / 1.5 – There are several references to using ETF's postage permit account. This is incorrect. The vendor is responsible for supplying postage in the most cost-effective way, and passing the postage cost back to the Department.
 - *OSG-SSD prefers to use a meter. Postage estimate must be prepaid before we release any client mail to USPS. We will recommend that residual mail be sent to a presort house to get ETF the best USPS rates for all mail pieces.*
 - *Effective January 14, 2012 USPS will allow a 2 ounce First Class mail piece to mail at the one ounce rate. If pieces goes to 3 ounces, ETF would be required to pay the 3 ounce First Class postage rate.*

- Section 1.10 – The envelope specifications indicate that envelopes must include the permit indicia. This is only if the vendor chooses to use their own permit.
 - *OSG-SSD will use postage meters to affix postage.*

- Section 1.2.2 – The list of inserts did not include a 1 page newsletter to be inserted with inactive and alternate payee statements.
 - *No Problem. OSG-SSD will follow ETF's insert instructions provided prior to mailing in April 2012.*

Questions

- What is the development time for designing a form?
 - *Clients usually design their own forms and map their data to a specific location on their form. If "designing" refers to the layout of the client data on the preprinted electronic form, this process usually takes less than a few days.*
A couple of days
- How much lead time is needed to incorporate new inserts or bulletins by employer?
 - *OSG-SSD would like all inserts for a mailing at our location one week prior to start of a client's print and mail project.*
- What is the technical environment?
 - *Printing (IBM, Xerox, etc...) – Canon Image Runner, Konica 110, Ricoh DDP92, Konica C6501.*
 - *Print formatting (AFP, etc...) – Postscript*
 - *GUI formatting tools (ELIXIR, ISIS, etc...) – Anchor Computer Software's MaxDesigner and MaxPrint.*
- Our data file contains 600,000 members times 6 records per member times 913 bytes per record. Are you able to process a file of that size, and what is the processing speed?
 - *OSG-SSD has sufficient online storage for all ETF data files.*
 - *Actual processing time to format data into a printable image would be a few hours. Not days.*
- What address validation process is used?
 - *OSG-SSD will CASS certify all mailing addresses to be eligible for USPS Postage Discounts.*
 - *We would also recommend a National Change of Address update, but this is not required if you updated in last 85 days or have a Return Service Requested ancillary endorsement in the return address area or on the outside of the #10 envelope.*
 - *Are addresses changed? NCOA changes to do not have to be updated prior to mailing. We recommend using the CASS updated address elements for USPS readability.*
 - *Is the department notified of what changes are made? OSG-SSD can provide updated address information if wanted by ETF. We work with our client's to keep their address files clean and accurate and share any new information with them so they can update their master files.*

Questions (continued, page 2)

- What special handling is needed for international addresses?
 - *ETF should identify all foreign addresses so we can segment the Foreign mail stream.*
 - *We work with Pitney Bowes International for discounts and delivery of foreign mail to international destinations.*

- Are you able to take a "raw" print stream and format it into a presentation? (dollar signs and punctuation formatting is included in the print stream data)
 - *OSG-SSD can work with client data that is formatted and unformatted data.*

- Do you have experience in grouping and bundling statements? Can you provide references for a client who you provided this service to?
 - *Yes, OSG-SSD has a hand department to bundle and package documents for shipment via UPS, FedEx, and USPS. Los Angeles County would be a good reference for their annual W-2 shipments.*
 - *We recommend UPS World Ship for our clients with an outbound email when package is scanned at picked up in our facility and then another email sent to recipients when package is scanned at the delivery destination.*

- Are you able to provide a list / spreadsheet of certified mail tracking numbers?
 - *Yes, we would, but this is way too expensive and not best shipping and tracking solution.*

- What process would be used for reprints of statements during the year? What would the turnaround time be for reprints?
 - *We would print based on a unique employee identifier processed against the ETF archive file.*
 - *Normal turnaround for a reprint request is out by next day after request.*

- Does your bid rely on any subcontractors? Is a third-party pre-sort vendor being used?
 - *OSG-SSD does not use any outside contracts to perform our client's work in our production facility.*
 - *OSG-SSD uses a 3rd party presort software (Anchor Computer Software's MaxPresort) for presorting USPS mail. It is not cost effective to maintain our own presort product.*

Questions (continued, page 3)

- Is there a preferred time of week or month for processing our job? Is there a time when you would not have capacity for our job?
 - *Any time after the first work week of the month is best.*
 - *OSG-SSD sees no problem with your 2-3 week delivery schedule after we receive your final data and approval to print and mail your SOBs.*
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- Your cost sheet show \$2,730 in bundling costs, but indicates it's not included in subtotal. Please clarify this for us.
 - *Disregard the number that was not included in our packaging subtotal. This was only for internal clarification as we were preparing our bid.*
- What services could you offer related to election ballot printing / distribution / tabulating?
 - *We are a full service print and mail vendor for all of our clients. We would be pleased to perform additional work not in the original bid.*
 - *Regarding tabulating of ballots, we might require contracting with a 3rd party vendor based on limited experience and possible short time frame to develop an internal solution.*