



**SAN FRANCISCO  
HEALTH SERVICE SYSTEM**

Affordable, Quality Benefits & Well-Being

**ADDENDUM NO. 1**

**RFP for**

**Printing and Mail Services for**

**Benefits Communications, Open Enrollment and Audits**

April 12, 2022

**REQUEST FOR PROPOSALS FOR  
San Francisco Health Service System**

**Printing and Mail Services for  
Benefits Communications, Open Enrollment and Audits**

**RFPQ#HSS2022.C1**

**CONTACT: Michael Visconti, michael.visconti@sfgov.org,  
(628) 652-4645**

This Addendum is being issued to modify the requirements in the above-referenced Request for Proposals (RFP) and to respond to questions and requests for clarification received by or before 2:00 PM Pacific Daylight Time on Tuesday, April 5, 2022 (the "Deadline for RFP Questions"). Please review the terms of the RFP and this Addendum carefully. If there are any inconsistencies between the RFP and the terms of this Addendum, then the terms of this Addendum shall prevail. Section references below are to the RFP and are provided for convenience of reference only.

**ADDENDUM NO. 1**  
**RFP for**  
**Printing and Mail Services for**  
**Benefits Communications, Open Enrollment and Audits**

---

**Modifications to RFP:**

- A. RFP Section 3.6 (Letter and Envelope, Postcard and/or Booklet) shall be modified as follows to include a second postcard option (Postcard Version 2) that conforms with USPS postcard postage rate size limitations (available at <https://pe.usps.com/businessmail101?ViewName=Cards>).

Please reference the updated “Addendum 1\_RFP Proposal Cost Response Framework\_RFPQ#HSS2022.C1.docx” for the proposed quantities for Postcard Version 1 and Postcard Version 2.

**Postcard Version 1 Specifications:**

- Pages: Single postcard, color, double sided
- Size: 4” x 6.25”
- Ink: 4/4 water-based ink, color, no bleed
- Paper: heavy stock to be determined by HSS [\[RFP FN 23\]](#)
- Closure: Low tack glue dot
- Die Cut: Perforated at Spine
- Finish: Fold + adhesive
- Postage Pre-Sorted First Class Return postage paid (if requested by HSS)

**Postcard Version 2 Specifications:**

- Pages: Single postcard, color, double sided
- Size: 4.25” x 6”
- Ink: 4/4 water-based ink, color, no bleed
- Paper: Between 0.007 inches thick and 0.016 inches thick [\[RFP FN 23\]](#)
- Postage USPS Postcard Rate

## ADDENDUM NO. 1

### RFP for

### Printing and Mail Services for

### Benefits Communications, Open Enrollment and Audits

---

**B. In response to Question 2 below, the RFP is hereby modified to include the following two sections and the inclusion of a second envelope for the Booklets:**

**3.1.4. 6”x9.5” Envelopes.** At the request of HSS, Contractor will deliver Envelopes for the Booklets. The Envelopes will be uniform for all Booklet Subsets, with color graphic artwork and full-color photography provided on both sides, to be stuffed with the Booklets, and mailed to HSS Members.

- Size: 6”x9.5” Window Envelope
- Type: #3 Style Window (1-1/18” x 4-1/2” Window Size), Window location 7/8” from left, 2-3/8” from Bottom in landscape orientation
- Ink: 4/4 water-based ink, color, no bleed
- Paper: 60# Domtar Earth Choice Text, FSC Certified<sup>[1]</sup>

Contractor will adhere to the above specifications. Contractor may suggest similar color quality and/or paper quality, weight, brightness and/or percent-recycled-content only upon receiving written approval from HSS.

**3.1.5. Quantities of Booklets with 6”x9.5” Envelopes.** At the request of HSS, Contractor shall deliver one or more of the following projected quantities upon request, as well as an additional printing run, upon request, if necessary. Pricing for the below quantities is contained in Appendix B (Calculation of Charges). Should Contractor be unable to procure a selected quantity through regular or expedited means due to conditions fully outside of Contractor’s control, Contractor will provide HSS in writing, proposed pricing, for review and approval by HSS.

**ADDENDUM NO. 1**  
**RFP for**  
**Printing and Mail Services for**  
**Benefits Communications, Open Enrollment and Audits**

---

<b>Booklets</b>	<b>Quantity</b>
○ CCSF*	12,500
○ CCD*	1,600
○ Retiree*	32,500
○ CCSF Self-Service	20,400
○ SFUSD Self-Service	8,500
○ Courts Self-Service	425
○ MEA Self-Service	1,400
○ Commissioner Self-Service	240
○ Retiree Self-Service	2,500

\*Application

<b>Envelope</b>	<b>Quantity</b>
○ 6" x 9.5"	80,065

## Questions & Answers

- 1. Would HSS request a standard size postcard in line with USPS specifications and a lower postage rate?**

**HSS Response:**

Yes. Please see the above addition for a "Postcard Version 2." Please also note that we have included an additional quantity option of thirty thousand (30,000) for both Postcards Version 1 and Version 2.

The "RFP Proposal Cost Response Framework\_RFPQ#HSS2022.C1.docx" available at <https://HSS.org/RFPs> has also been updated accordingly and renamed as "Addendum No. 1 – RFP Proposal Cost Response Framework\_RFPQ#HSS2022.C1.docx".

**ADDENDUM NO. 1**  
**RFP for**  
**Printing and Mail Services for**  
**Benefits Communications, Open Enrollment and Audits**

---

*The remainder of this page intentionally left blank*

- 2. Will HSS return to using smaller envelopes for booklets (6” x 9.5”) rather than 9” x 12” (Section 3.1 of the RFP) as they did for Open Enrollment in 2020 for the 2021 benefits year?**

**HSS Response:**

Yes. However, HSS may in future years use the 9” x 12” envelope as we did in 2021 for the 2022 benefits year.

As such, we have expanded the possible envelope options (see Section B, above) and included both envelope options in the “RFP Proposal Cost Response Framework\_RFPQ#HSS2022.C1.docx” available at <https://HSS.org/RFPs> has also been updated accordingly and renamed as “Addendum No. 1 – RFP Proposal Cost Response Framework\_RFPQ#HSS2022.C1.docx”.

- 3. Does HSS expect any modifications to the Print and Mail Schedule (RFP Section 4)?**

**HSS Response:**

HSS does not expect any major modifications to the Print and Mail Schedule (RFP Section 4) for the upcoming Open Enrollment period in Fall 2022. However, RFP Respondents are encouraged to recommend modifications to the Print and Mail Schedule, including recommendations for beginning the process earlier in the calendar year, including more time for rounds of review and approval, and considerations for future years like requiring HSS to estimate paper quantities earlier in the calendar year for Open Enrollment due to market scarcity.

**ADDENDUM NO. 1**  
**RFP for**  
**Printing and Mail Services for**  
**Benefits Communications, Open Enrollment and Audits**

---

**4. Does HSS expect the size of the annual Dependent Eligibility Verification Audit to change in future years?**

**HSS Response:**

While HSS may increase the number of audited members in future years, at this time, we request that RFP Respondents submit proposals with the number of Audit Participants listed in the RFP (3,000).

**5. Can you please confirm the location of the San Francisco Resource Conservation Ordinance?**

**HSS Response:**

Please refer to the following link for the San Francisco Department of Environment and Environmental Code, Chapter 5 (the “San Francisco Resource Conservation Ordinance”), including Sec. 506 (Purchase and Use of Printing and Writing Paper Products):

<https://sfenvironment.org/download/resource-conservation-ordinance>.

**6. Can we request a modification of the requirement of a “minimum of 30% post-consumer materials” under the San Francisco Resource Conservation Ordinance?**

**HSS Response:**

While HSS may request a suspension of the requirement of the 30% post-consumer material requirement (the “30% requirement”) under the San Francisco Resource Conservation Ordinance, this must be approved by the Department of Environment. HSS cannot guarantee this approval. If a Respondent to the RFP believes that the 30% will be impossible for the current plan year, please include your rationale in your submitted proposal.

*The remainder of this page intentionally left blank*