KOOL INK LLC dba sir speedy printing

Printing& Mailing Outsource Services; On-Line Catalog Ordering, Fulfillment, Reporting & Inventory System; Printing of Training Manuals for Outsource Services for Connecticut Health Insurance Exchange

STATEMENT OF WORK

AMENDMENT 0001

Prepared By: Mark Jacobs

Original 6/10/13

Amendment 11/5/13

The following changes are hereby made to the original Statement of Work (SOW) executed on June 23, 2013:

Section I. Printing and Mailing Outsource Services

(1) SOW Page 2, add to second paragraph:

"Prices are effective through October 31, 2014."

(2) SOW Page 3, **Description**: replace "ACHT" with "AHCT"

(3) SOW Page 3, Operations, Make the following changes:

a. Bullet 1 – delete in its entirety
b. Bullet 2 – replace with the following statement: "Use Access Health CT Printing presorted first class indicia"
c. Bullet 5 – replace with the following statement: "Provide PC workstations to capture streaming PDFs of letters via Deloitte State of CT SFTP and Process PDFs and add OMR marks for automation."
d. Bullet 6 – replace with the following statement: "Print Letters (up to 10 sheets) in black and white on white 50# bond paper."
e. Bullet 7 – replace with the following statement: "Print standard #10 regular or window envelopes, #9 Business Reply envelopes, 6 x 9 envelopes and 6 x 9.5 envelopes in 4-color or black."
f. Bullet 8 – replace with the following statement: "Fold and insert letters into window envelopes and seal."
g. Bullet 9 – replace with the following statement: "Prepare for pick-up by Pitney Bowes to co-mingle letters to achieve best presorted first class postage rates."
h. Bullet 16 – replace with the following statement: "Provide operational documents that detail the volume of letters printed and mailed."

(4) SOW Page 5, Printing and Mailing Service Fees, Replace the Printing Envelopes table and the Printing Letters Table with the following:

Envelopes	5000	10000	15000
#10 Window, 4 Color		$1,030.00	$1,115.00
6 x 9.5 Window, 4 Color		1,810.00	
6 x 9.5 Window, Black		1,315.00	
#9 Reply, Black		625.00	780.00

Sheets Per File Transmission	Per Side
1 to 10,000	$0.025
10,001 – 25,000	.0225
25,001 – 50,000	.020

(5) SOW, Page 6, Mailing Services, delete and replace the existing four bullets with the following two bullets:

"Includes:

- Fold letters and insert into window envelopes with #9 business reply envelope and seal
- Prepare for daily pick-up by Pitney Bowes

(6) SOW, Page 6, Professional Services Fees, delete this paragraph in its entirety, and add the following Paragraph in its place:

"Estimated Annual Volume

• 211,200 files with 1,800,000 printed sides	$45,000.00
• 211,200 6 x 9.5 envelopes printed 4 color	38,227.00
• 211,200 #9 return envelopes printed black	13,200.00
• Mailing services	22,176.00
Total Estimated Value	$118,603.00

The above estimated value for this requirement shall not be exceeded without an amendment to this SOW.These estimates are based on processing an estimated 800 files per 264 operational days per year (22 days per month x 12 months = 264 days) x 800 files per day = 211,200 files per year. Pricing does not include start-up fee or postage."

(7) The following Section II, "On-line Catalog Ordering, Printing, Fulfillment & reporting for Printing and Mailing Outsource Services" is hereby added to this Statement of Work in its entirety:

II. On-line Catalog Ordering, Printing, Fulfillment & Reporting for Printing and Mailing Outsource Services

Description

The AHCT is implementing a Health Insurance Exchange that will be used to establish eligibility for health insurance programs (subsidized and unsubsidized), Medicaid and Children's Health Insurance Program (CHIP). Starting on October 1, 2013, individuals will be able to contact AHCT (Maximus) call centers for assistance to determine whether they are eligible for coverage. Application forms, exemption forms and/or voter registration forms may be mailed to individuals.

It is anticipated that forms will be ordered, printed, fulfilled and mailed throughout the year. However, there may be a peak during the initial open enrollment period from October 1, 2013 through March 31, 2014. Going forward, the annual open enrollment period will be between October 15 and December 7 for subsequent years.

Scope of Services

Sir Speedy Printing will provide an outsourced on-line catalog ordering, fulfillment, reporting and inventory system for mailing services to AHCT for use by Maximus, Xerox and AHCT personnel. In addition, Sir Speedy Printing will provide professional services as required throughout all phases of the project up to and including production operations.

Sir Speedy Printing expects to perform the following:

Operations

- Print and store suitable inventory of envelopes, applications, exemption and voter registration forms at its location at 21 Old Windsor Road in Bloomfield CT.
- Provide appropriate staff.
- Provide appropriate work space within its production facility located in Bloomfield, CT for the daily fulfillment and mailing of various forms.
- Provide PC workstations.
- Pick, pack and mail forms to clients when ordered by Maximus or Xerox call center personnel.
- CASS certify for address correction and inkjet envelopes with addresses
- Fold and insert forms with reply envelope into appropriately sized envelopes (#10, 6 x 9.5 or 10 x 13) and seal.
- Prepare for pick-up by Pitney Bowes to co-mingle envelopes to achieve best presorted first class postage rates.
- Forms will be mailed within two (2) business days of receipt of order.
- Provide a single Sir Speedy Printing point of contact and Sir Speedy Printing Project Manager.
- Coordinate all activities with the AHCT Project Manager.
- Comply with the methods, procedures, documentation, standard and controls for the On-line Ordering, Fulfillment, Reporting and Inventory Operations for Mailing Services identified by DSS and AHCT and mutually agreed upon by Sir Speedy Printing.
- Upon request, provide the AHCT Project Manager with status information/reports on work plans, schedules, deliverables, acceptance criteria and other work products related to the On-line Ordering, Fulfillment, Reporting and Inventory Operations for Mailing Services Operations necessary for the completion of this project.
- Maintain inventory control of AHCT-supplied forms and envelopes and notify designated contact when forms must be re-ordered.
- Produce status reports and other measurements of status and progress for the On-line Ordering, Fulfillment, Reporting and Inventory Operations for Mailing Services Operations and attend project meetings as directed by the AHCT Project Manager.

- Provide operational documents that detail the volume of letters printed and mailed.
- Advise the AHCT Project Manager on a timely basis of any and all issues and concerns which Sir Speedy printing becomes aware of relating to the conduct of the project.
- Perform random quality assurance checks.
- Provide business continuity/disaster recovery.
- Support DSS and AHCT audits of the Sir Speedy Printing facilities and operations.

Development and Integration

- Develop password protected on-line catalog.
- Assign authority levels to users.
- Develop inventory control system.
- Develop required reports.
- Establish and maintain a complete solution integrated environment throughout the life of this SOW.
- Unit testing and complete solution testing.

Testing

- Test the processes and associated workflows.
- Provide resources to support integration efforts and troubleshooting.
- Participate in user acceptance testing in conjunction with AHCT.
- Conduct training of AHCT and Maximus personnel on on-line ordering system.

Deployment

- Support Go-Live.
- Allow AHCT staff or designee on-site (at AHCT discretion) to help with knowledge transfer.

Post-Implementation Support

- Provide post-implementation support to process and resolve AHCT or Maximussupport requests (emails/phone calls) regarding system issues.

Fees and Payment Terms

These fees do not include postage.

Set-up Fees

Project Start-up: $6,000.00

The Project Start-up fee includes:

- Systemdefinition and set-up
- Infrastructure configuration
- Business rules design and development
- Workflow configuration
- Reports definition, design and development
- Test
- Documentation
- Revisions and changes through March 31, 2014.

Printing Fees

Product	1,000	3,000	6,000	6,900	12,000
AH1 & AH2 8-Page Applications, Printed Color Outside & Black Inside					$5,400.00
AH3 16-Page Applications, Printed Color Outside & Black Inside			$4,500.00		
Exemption Forms, Printed Color 2 Sides	$500.00				
Voter Registration Forms, 6 Parts Collated & Stapled	650.00	$1,950.00		$4,485.00	
#10 Envelopes, Printed Color 1 Side		235.00			1,350.00
#10 Return Envelopes, Printed Color/Black					1,350.00
6 x 9 Return Envelope, Printed Color/Black			999.00		
9 x 12 Envelopes, Printed Black	185.00				

Fulfillment, Mailing & Inventory Control Services Fees

1 – 10 Envelopes $17.50 minimum order

11+ Envelopes $1.75 Each

Includes:

- Receive on-line orders
- Pick required forms, fold, insert with #9 reply envelope into appropriately sized envelopes and seal

- Print appropriate addresses
- Prepare for pick-up by Pitney Bowes for co-mingling
- Maintain inventory control of envelopes and forms

On-line system revisions or changes made after March 31, 2014 will be billed at an hourly rate of $65.00.

Estimated Annual Volume

• 12,000 8-Page Applications	5,400.00
• 6,000 16-Page Applications	4,500.00
• 6,900 Voter Registration Forms *	4,485.00
• 4,800 Voter Registration Forms	3,120.00
• 1,200 Exemption Forms	600.00
• 12,000 #10 Envelopes Printed 4/0	1,350.00
• 1,000 6 x 9 Envelopes Printed Black	185.00
• 12,000 #10 Return Envelopes Printed 4/K	1,350.00
• 6,000 6 x 9 Return Envelopes Printed 4/K	995.00
• Fulfillment, Mailing & Inventory Control Fees	23,100.00
Total Estimated Value	$45,085.00

*Already delivered to outreach locations

The above estimated value for this requirement shall not be exceeded without an amendment to this SOW. These estimates are based on processing an estimated 50 envelopes per 264 operational days per year (22 days per month x 12 months = 264 days) x 50 envelopes per day = 13,200 envelopes per year. Pricing does not include start-up fee or postage.

Payment Terms

The project start-up fee is payable upon execution of this Statement of Work by AHCT.

Volume based invoices will be submitted to AHCT on a monthly basis. Payment terms are Net 30.

(8) The following Section III, "Printing & Mailing Outsource Services for Advisory Statements" is hereby added to this Statement of Work in itsentirety:

"III. Printing & Mailing Outsource Services for Advisory Statements"

Description

AHCT is implementing a Health Insurance Exchange that will be used to establish eligibility for health insurance programs (subsidized and unsubsidized), Medicaid and Children's Health Insurance Program (CHIP). It is anticipated that Advisory Statements will be printed and mailed periodically to individuals.

Scope of Services

Sir Speedy Printing will provide outsourced printing and mailing services to AHCT. In addition, Sir Speedy Printing will provide professional services as required.

Sir Speedy Printing expects to perform the following:

Operations

- Use Access Health CT Printing presorted first class indicia.
- Provide appropriate staff.
- Provide appropriate work space within its production facility located in Bloomfield, CT for the daily printing and mailing of various statements.
- Provide PC workstations to capture and process AHCT-supplied mailing lists (provided in Excel).
- CASS certify mailing lists and separate lists by Plan numbers.
- Generate address, letter and signature pages.
- Merge address, signature and letter pages with Plan documents.
- Print in black and white on white 50# bond paper.
- Print standard 6 x 9 window envelopes and #9 postage paid reply envelopes in black.
- Fold and insert statementswith #9 postage paid reply envelope into 6 x 9 window envelopes and seal.
- Deliver to AHCT for quality check and pick-up when ready.
- Prepare for daily pick-up by Pitney Bowes to co-mingle letters to achieve best presorted first class postage rates.
- Obtain Business Reply Mail permit and Hartford Post Office Box.
- Fund postage paid account.
- Pick-up returned letters from Hartford PO box.
- Track returned letters and note on original AHCT-provided spreadsheets.
- Provide a single Sir Speedy Printing point of contact and Sir Speedy Printing Project Manager.
- Coordinate all activities with the AHCT Project Manager.
- Comply with the methods, procedures, documentation, standard and controls for the Printing and Mailing Operations identified by DSS and AHCT and mutually agreed upon by Sir Speedy Printing.
- Upon request, provide the AHCT Project Manager with status information/reports on work plans, schedules, deliverables, acceptance criteria and other work products

related to the Printing and Mailing Operations necessary for the completion of this project.

- Produce status reports and other measurements of status and progress for the Printing and Mailing Operations and attend project meetings as directed by the AHCT Project Manager.
- Provide operational documents that detail the volume of statements printed and mailed and the amount of billable postage..
- Advise the AHCT Project Manager on a timely basis of any and all issues and concerns which Sir Speedy printing becomes aware of relating to the conduct of the project.
- Perform random quality assurance checks of printed statements.
- Provide business continuity/disaster recovery.
- Support DSS and AHCT audits of the Sir Speedy Printing facilities and operations.

Development and Integration

- Develop templates to CASS certify mailing lists and separate by Plan numbers.
- Develop templates for address, signature and letter sheets.
- Develop process to merge address, signature and letter sheets with Plan documents.
- Develop printing applications.
- Develop required reports.
- Establish and maintain a complete solution integrated environment throughout the life of this SOW.
- Develop User Acceptance Test scripts in conjunction with AHCT.
- Unit testing and complete solution testing.

Testing

- Test the processes and associated workflows.
- Provide resources to support integration efforts and troubleshooting.
- Participate in user acceptance testing in conjunction with AHCT.
- Conduct training of Sir Speedy Printing personnel.
- Create operational documents.

Deployment

- Support Go-Live.

- Allow AHCT staff or designee on-site (at AHCT discretion) to help with knowledge transfer of forms/document types, etc.

Post-Implementation Support

Provide post-implementation support to process and resolve AHCT support requests (emails/phone calls) regarding system issues.

Fees and Payment Terms

Printing and Mailing Services Fees

USPS BRM postage-paid permit fee - $200.00

USPS Post Office Box fee - $130.00

Fund permit with preliminary deposit - $100.00

File Manipulation - $75.00 Per Lot

CASS Certify/Address Correction - $75.00 Per Lot

Pick-up/Delivery to AHCT for QA Checks - $25.00 Per Trip

Retrieve, open, track and record returned letters - $1.00 per envelope

NOTE: These fees do not include postage.

Printing Envelopes	**6,000**
6 x 9 Window, Printed Black	785.00
#9 Postage-Paid Reply Envelope, Printed Black	395.00

Printing Production Management -

Includes:

- Merge and match address, signature and letter pages with Plan documents.
- Print files including (2) separate sets of letters pages.
- Conduct QA checks.
- Bundle documents by Plan number.

Cost is $.05 per printed side.

Mailing Services –

Includes:

- Fold letters, insert into 6 x 9 window envelopes with #9 postage paid business reply envelope and seal
- Prepare for daily pick-up by Pitney Bowes

Cost is $.105 per envelope.

Estimated Annual Limit -

These estimates are based on processing 6,000 pieces.

• 6 x 9 Window Envelopes, Printed Black	$ 785.00
• #9 Postage-Paid Reply Envelopes, Printed Black	395.00
• USPS BRM postage-paid account fee	200.00
• USPS Post Office Box fee	130.00
• Preliminary postage deposit	100.00
• File Manipulation (10 lots including sample and reruns)	750.00
• CASS certify (10 lots include sample and reruns)	750.00
• Pick-up/Delivery To AHCT (10 trips)	250.00
• Printing production management (50,000 printed sides)	2,500.00
• Mailing Services	630.00
• Retrieve, open, track and record returned letters (10% return)	600.00
• Estimated postage less $100 deposit	2,660.00
Total Estimated Annual Value	$ 9,750.00

The above estimated value for this requirement shall not be exceeded without an amendment to this SOW.

Payment Terms

Volume Based Invoices will be submitted to AHCT on a monthly basis. Payment terms are Net 30.

(9) The following Section IV, "Printing of Training materials" is hereby added to this Statement of Work in its entirety:

"IV. Printing of Training Manuals

Description

The AHCT is implementing a Health Insurance Exchange that will be used to establish eligibility for health insurance programs (subsidized and unsubsidized), Medicaid and Children's Health Insurance Program (CHIP). Starting on October 1, 2013, individuals

will be able to apply to AHCT and determine whether they are eligible for coverage. Eligibility letters, premium letters and receipt of application letters will be mailed to individuals.

It is anticipated that training manuals will be printed in conjunction with training classes.

Scope of Services

Sir Speedy Printing will provide outsourced printing services to AHCT. In addition, Sir Speedy Printing will provide professional services as require throughout all phases of the project up to and including production operations.

Sir Speedy Printing expects to perform the following:

Operations

- Work with AHCT contact to provide consulting services for manual set-up (file manipulation, preflight files, typesetting and/or scanning as necessary).
- Print manuals from hard copy or digital files as provided by AHCT.
- Print manuals on appropriate paper (20#, 24/60#, 80# cover) (flat/coil prepunched/3 hole drilled).
- Print manual pages in black & white or color as directed by AHCT contact.
- Provide finishing services as directed by AHCT contact – drilling, punching, binding, collating, shrinkwrapping).
- Prepare manuals for pick-up or delivery as directed by AHCT contact.

Pricing and Payment Terms

Pricing

Description	Unit	Price Per Unit
File Manipulation/ Typesetting	Hour	$75.00
Typeset Tabs	Up to 5 Tabs	10.00
Scanning	Lot	20.00
20# White Bond	8.5 x 11 Sheet	.01
20# White Bond, Coil Prepunched or 3 Hole Drilled	8.5 x 11 Sheet	.015
24/60# White Bond	8.5 x 11 Sheet	.02
24/60# White Bond, Coil Prepunched or 3 Hole Drilled	8.5 x 11 Sheet	.025
80# White Cover	8.5 x 11 Sheet	.10
Clear Cover	8.5 x 11 Sheet	.17
Black Back	8.5 x 11 Sheet	.55
90# Index Tabs	Each	.18
Continous Coils	Each	1.00

3 Hole Drilling	Per 1,000	$10.00, 10.00 minimum
Collating	Per Station	.05
Stapling	Each	.03
Insert into Binders	Each	.35
Shrinkwrapping	Each	.50
Black & White Copy	Per Side	.025
Color Copy	Per Side	.39
1 1/2" Binder	Each	3.98

Total Estimated Annual Value = $39,000

The estimated annual not to exceed value for this requirement is $39,000 in accordance with the above pricing structure. ***The estimated value for this requirement shall not be exceeded without an amendment to this SOW***

Payment Terms

Volume Based Invoices will be submitted to AHCT upon receipt of the manuals by AHCT. Payment terms are Net 30.

Administration:

The individual in charge of administering this Statement of Work on behalf of the Exchange is Matthew Lynch.

The individual in change or administering this Statement of Work on behalf of Sir Speedy is Mark Jacobs.

Connecticut Health Insurance Exchange dbaAHCT:

Peter A. Van Loan
Printed Name

COO
Title

Signature

25NOV13
Date

Kool Ink LLC:

MARK L. JACOBS
Printed Name

MANAGING MEMBER
Title

Signature

11/22/2013
Date