



Questions and Answers for SWC #314 Mail Services and National Change of Address Services

Questions from the Specifications:

Q1: Regarding section D.1.a, General Requirements. “The contractor must be a USPS-licensed/certified provider, developer, or distributor of National Change of Address (NCOALink) Software”. We provide NCOA services to our customers using commercial NCOA software, but we do not develop or distribute the software. Is the intent that the vendor will develop and provide NCOA software to the state rather than provide NCOA services?

A1: No, the intent is that the vendor will provide NCOA Services. A vendor bidding on the NCOA section must be licensed or certified by the USPS as one of the following: a provider, developer, or distributor of the NCOALink software. This requirement does not apply to vendor’s wishing to bid on the Mail Services section of the contract; if a mail services vendor will need to run NCOA services in order to process mailings, the mail services vendor may use commercially-available NCOA software and does not need to be a USPS-licensed/certified NCOALink provider.

The vendor’s license or certification will be verified per the USPS NCOALink page (<https://ribbs.usps.gov/index.cfm?page=ncoalink>) with the following categories:

- [ANK^{Link} with NCOA^{Link} Providers](#)
- [NCOA^{Link} Certified Software Developers](#)
- [NCOA^{Link} Licensed Interface Distributors](#)
- [NCOA^{Link} Full Service Provider Licensees](#)
- [NCOA^{Link} Limited Service Providers Licensees](#)
- [MPE Service Provider Licensees](#)

Questions from the Terms and Conditions:

Q1: In the Special Terms and Conditions, Section 7 (Delivery Time). It states “Vendors located outside of Davidson County will pick up materials at the agency located in Davidson County within four (4)

hours of notification.” Our interpretation of this paragraph is that all material to be mailed must be picked up in Davidson County by the vendor and that other “using” agencies would also be delivered to Davidson County. Is all material to be mailed to be picked up in Davidson County?

A1: The term is being revised to reflect the variance in where the End User as well as the awarded vendor may be located in Tennessee. It will be at the discretion of the End User to either drop-off the mailing materials to the vendor or have the vendor pick-up the materials. We are also adding a pick-up fee to the cost proposal for any mailing materials pick-ups.

Questions from the Cost Proposal:

Q1: Is the current contract for NCOA Services, contract #26416 under SWC 3037 National Change of Address Services, being utilized?

A1: Yes, the current statewide contract for NCOA Services has been utilized. The estimated annual quantities listed in the pricing proposal for NCOA services (column F, row 85 & 86) includes this historical usage for the current contract lines.

Q2: Why does Section 1 – Mail Services not include line items for National Change of Address services? Mailing lists must be move updated via NCOALink in order to get discounted USPS postage rates.

A2: It is the expectation that End Users are updating their mailing lists and running them through NCOALink. If an End User has not confirmed that a mailing list is up-to-date and has recently been move updated via NCOALink, the mail services vendor should utilize primary service endorsements in order to receive discounted postage as needed. In these instances, the “return service requested” endorsement should be utilized.

Q3: Can we view the current contract pricing for these line items?

A3: Yes, all contract documents are available to view in Edison through the Supplier Portal at supplier.edison.tn.gov. Under Statewide Contract Information, click on “Statewide Contract (SWC) Search”. The page will then load all active Statewide contracts, listed by statewide contract number. The current contract for mail services is SWC 314 Mail Services, and the current contract for NCOA services is SWC 3037 NCOA Services. Click on the folder icon next to the contract listing. Then on the new page that loads click on the folder icon under contract documents. This will show all the contract documents for this statewide, including the signed contract with line item pricing. Click on the icon to download or view each document.

Questions from the Bid Factors/Event Details:

Q1: What license, permit, or certificate is required to be provided for the bid factor question “Please list the following for all licenses and permits required by federal and state law?”

A1: Please provide any license, permit, or certificate(s) as required by federal or state law. If no license, permit, or certificate is required by federal or state law, you may provide information on relevant licenses, permits, or certificates that are issued in the industry, although no such documentation is needed if not required by law.

Summary of Changes from RFI

1. Added line item #39 “Mailing materials pick-up, outside of Davidson County, per round trip” to Section 1: Mail Services in the Pricing Proposal.
2. Re-adjusted line item numbering in Pricing Proposal and in the Terms and Conditions Special Term 20 Single Award Preferred to reflect the additional line.
3. Added language to Specifications C.8. Material Handling regarding mailing material pick-ups.
4. Revised language in Terms and Conditions Special Term 7 Delivery Time (Days) to reflect the changes in pick-up option.
5. Adjusted the anticipated contract term dates in Terms and Conditions Special Terms 2 Term of Contract – Multi-Year.