7.10.26

STATEMENT OF WORK PRINTED MATERIALS
INVITATION TO QUALIFY (ITQ) CONTRACT
Parent ITQ #4400034012

OVERVIEW: The purpose of the Printed Materials ITQ is to qualify responsible and responsive suppliers to perform printing services/materials to Commonwealth of Pennsylvania's agencies. All Commonwealth of Pennsylvania agencies are eligible to utilize this ITQ.

ISSUING OFFICE: This ITQ is managed and administered by the Commonwealth of Pennsylvania, Department of General Services (DGS), and Bureau of Procurement. All inquiries should be referred to:

Dan Covell, Commodity Specialist
Department of General Services Bureau of Procurement
1800 Herr Street
2nd Floor, Arsenal Building Harrisburg, PA 17103
Telephone: (717) 346-3828 Email: docvell@pa.gov

REQUEST FOR QUOTES (RFQ) PROCEDURES: This ITQ will result in a contract for qualified suppliers. Only those suppliers that respond to this ITQ and that the Department of General Services determines to be qualified will be eligible for an awarded contract.

All requests for quote(s) (RFQ) shall be issued by the Department of General Services, Bureau of Publications (DGS PUBS). The request for quote will be sent to all suppliers who signed up for the particular category listed in the MATERIAL AND SERVICE CATEGORIES below.

Contracted Suppliers are responsible for contacting DGS PUBS & The Department of General Services Commodity Specialist with any contact information changes such as email address changes, phone number changes etc.

The requesting Agencies may require the qualified Suppliers to furnish, upon request, additional documentation in the RFQ. The qualified Suppliers selected for the RFQ process will receive a Purchase Order (PO) and will supply the materials to meet the specific requirements as indicated in the RFQ.

The Scoring Methods are defined as follows:

- Low Cost
    - Refers to the lowest cost quoted from all proposals received that are deemed both responsive and responsible for the project. Low Cost awarded will be based on items determined at time of bid.

TERM OF CONTRACT: The term of the ITQ contract shall commence on the Contract Effective Date and shall end on the **9/30/2031**. There is one five-year renewal available after 9/30/2031.

QUALIFICATIONS: Suppliers interested in becoming an ITQ Supplier must meet the following requirements. Failure to meet the below requirements will result in the application being rejected. Each Supplier that meets the minimum qualifications will be awarded a contract. Award of a contract to a Supplier is not a guarantee of business.

a. Suppliers must provide documentation showing two years of experience in the appropriate commodity code selected under Service Categories.

b. Suppliers are required to complete and submit the following documents:

- Suppliers must provide documentation showing two years of experience in the appropriate commodity code selected under Service Categories.
- Suppliers are required to complete and submit **Attachment A - Company Profile**.
- Suppliers are required to complete and submit the **Iran Free Procurement Certification** form.
- Suppliers are required to complete and submit the **Lobbying Certification and Disclosure** form.
- Suppliers are required to complete and submit the **Reciprocal Limitations Act** form.
- Suppliers must complete and submit with the ITQ response the **GSPUR-89 State of Manufacture Chart.**
- Suppliers are required to complete and submit the **Workers Protection and Investment Certification**
- form.
- Suppliers must complete and submit with the ITQ response the **GSPUR-89 State of Manufacture Chart.**

MATERIAL AND SERVICE CATEGORIES: Suppliers will need to choose the appropriate commodity code(s) to qualify for this contract. Suppliers shall select the appropriate code(s) under the Business Details section of the qualification process. The Commonwealth may add additional commodity codes as the need arises. The table below lists the appropriate commodity code and description of each category.

COMMODITY CODE	DESCRIPTION OF CATEGORY
55100000-ITQ- 581 Print Services - Bound Print	Standard Book Printing, Perfect Bound Book Printing, Smyth Sewn Book Printing, Periodical Printing and Mailings.
55100000-ITQ-582 Print Services - Commercial Forms	Flat and Folded Commercial Offset Printing (Stationery, Flat Print, Simple Folded Print, Complex Folded Print, Pocket Folders). Carbonless/Carbon Forms Printing (NCR, Snap Sets, Continuous Feed).
55100000-ITQ-583 Print Services - Maps	Maps 36” or larger format, Map Folds.

55100000-ITQ-584 Print Services - Signage	Directional and instructional. Printed on a variety of material including but not limited to plastics, metals, polymers and textiles. Method of printing includes but is not limited to digital, silk screen, pad print. This contract is for items not intended for the general population.
55100000-ITQ-585 Print Services – Variable Data Print (VDP)	Printing in which elements such as text, graphics and images may be changed from one printed piece to the next using information from a database or external file. Printed material may be shipped to various locations outside of Commonwealth warehouses and agency locations.

COMMONWEALTH PRINT SPECIFICATION STANDARDS

1. **STANDARDS:** These Commonwealth Print Specification Standards establish a baseline set of enterprise-wide requirements that pertain to all Agencies' print needs. Due to the unique printing requirements of the Commonwealth, any exceptions to these standards will be specified in each Agencies Statement of Work (SOW), specific Print Specification, or Purchase Order and shall take precedence over these standard requirements. Suppliers must have the capability to perform 51% or more of the requested printing requirement.

   The Contractor will be required to accept orders via PaPublisher, email, fax, phone, and in some cases, mail (requiring a P.O. Box). The ability to accept orders must be available at least every weekday (Monday through Friday) from 7:00 AM EST to 5:00 PM EST. The Contractor must also provide the Commonwealth with a confirmation notice indicating receipt of the order within 24 hours upon receipt.

   The Contractor shall be held responsible for all errors that it may commit, and it shall be liable for all expenses for each incident to the reproduction of any printed matter in its corrected form when so required by the Commonwealth. If any job is rejected because of error attributable to the Contractor, it shall promptly reprint the job without extra charge and furnish all necessary printing paper, other materials and labor at its own cost.

   The Commonwealth reserves the right to order additional quantities, not to exceed ten percent of the original quantities, of any printed job within 60 days after delivery of the original job. The Commonwealth shall pay for any additional quantities based upon the original contract price.

2. **DISPOSITION OF COMMONWEALTH-SUPPLIED DATA:** All artwork and variable data provided by the Commonwealth for print and/or mail production is confidential, remains the property of the Commonwealth and can be used only for the purposes outlined within the contract and/or the Print Specifications. Such information shall not be published, circulated or used by the Supplier in a manner other than that specified in the Contract.

   All materials containing variable data — including, but not limited to, testing data, live data, and associated printouts — must be shredded within five (5) business days following the completion of the job. The Supplier must permanently remove (scrub) all variable data from its internal systems and equipment within five (5) business days of project completion, unless otherwise specified in the Print Specification. Upon completion of the data destruction process, the Supplier must provide the ordering agency with official written certification confirming that all variable data has been permanently scrubbed and destroyed within the required timeframe.

The Agency shall clearly identify records with a "C" classification as defined in the Commonwealth's Data Classification Policy. The Supplier and Agency shall ensure that the data is being transmitted and stored in accordance with the policy.

3. **ACCOUNT REPRESENTATIVES:** The Supplier shall designate specific individuals to act as a contact person for each Agency in matters regarding this contract. Account representatives must be able to meet with an Agency within 24 hours of notice to discuss contract requirements. The Supplier, upon notification of award, must provide the name, title, email address and telephone number of the representative, and a backup representative. It would be preferred that the vendor establish a general resource account to accept emailed quote requests so that no opportunity is missed due to vacations, job changes etc.

4. **CAPABILITIES:** The Contractor must be the owner or lessee of the equipment necessary to perform the production (i.e., printing, binding, inserting and mailing) required under this contract. Owner is defined as the party who owns or has title to the equipment. Lessee is defined as the party to whom a lease is granted to use, for a specified time in return for compensation, the equipment (not including labor) owned by another. The total cost must equal the cost of the job. In addition, the Contractor must identify who will be performing each of these functions and the location of the production.

   No brokering or franchising of the job is allowed. Suppliers must have the capability to perform 51% or more of the requested printing requirement The Contractor's logo or any insignia of any kind shall not be placed on any printing for the Commonwealth. This is not to be construed as forbidding the printing of the Union Label thereon.

5. **QUALITY:** All work must be performed in a manner acceptable to the Commonwealth. Composition shall be neat and free from broken or battered type. Presswork shall be of the first grade, producing a clear, clean, sharp impression, and printed head-to-head unless designated as otherwise on a Pa Publisher job ticket or a Print Specification.

   Presswork must be 150-line screen or greater. Color registration must be within 1/16th of an inch and must be maintained throughout the press run.

   Sets shall be uniformly and evenly trimmed, and the printed image shall be squared with the trimmed edges, unless otherwise specified. The Contractor must guarantee 100% collation of all books. Variable imaging must be "laser quality" unless authorized otherwise by the Commonwealth.

   The Contractor shall work with the Commonwealth to achieve the highest level of image quality that can be obtained with existing equipment. The Contractor should expect technical advances throughout the life of the contract. Language stated in this contract should not be used to impede technological advances that will benefit the Commonwealth. However, such advances shall not add costs for the Commonwealth, nor shall such advances be used as a deterrent to future competitive solicitations.

(FROM T&C'S)

6. **MINIMUM ORDERS:** The minimum order level shall be set to 1,000 envelopes (all types) and 1,000 copies for all other types of print (excluding signage) unless otherwise stated.

7. **UNDER/OVER RUNS:** Unless otherwise specified within a job ticket or Print Specification, the following percentages for under/over runs shall be considered as good delivery:

   - Quantities of 50,000 and under, the amount shall be limited to +/- 5%
   - Quantities of 50,001 to 249,999, the amount shall be limited to +/- 3%
   - Quantities of 250,000 and larger, the amount shall be limited to +/- 2%

8. **DESKTOP PUBLISHING AND PREFLIGHT STANDARDS:** In general, Agencies are to provide print-ready PDFs to the supplier for all printing done under this contract. On occasion, an Agency may require slight text changes due to last-minute requirements or author's alternations. See the Author's Alternation section for more information.

   If the Supplier encounters a problem file that cannot be corrected within fifteen (15) minutes, the Supplier must immediately notify the Commonwealth (Requesting Agency Contact) to obtain authorization before proceeding with any corrective action. The Commonwealth reserves the right to retrieve the files and make the necessary adjustments in-house rather than authorize the Supplier to perform such corrections.

   The Supplier is responsible for using the artwork supplied in PDF format to produce the job. If the Supplier's internal production processes cannot accommodate a PDF file, the Supplier may request that the Agency provide the artwork in its native file format. If authorized by the Commonwealth to make the necessary file corrections, the Supplier shall deliver the corrected native art file to the Commonwealth within five (5) working days following completion of the order.

   In cases where artwork exists only in PDF format, the Supplier may recreate the artwork in its own in-house design software, provided that the recreated version is an exact match to the supplied PDF. The Supplier shall not charge any additional fees for the recreation of artwork under these circumstances.

   For some envelopes, the PDF files released will require that the Supplier reduce and crop the PDF file prior to printing the envelopes. The Bureau of Publications will provide the specific percent of reduction and cropping details to the Supplier once the contract has been issued.

9. **PROOFS:** The Commonwealth is encouraging the Agencies to utilize electronic proofs instead of hard copy proofs. As such, electronic digital proofs will be the standard proofing method used by the Commonwealth. All Print Specifications shall include the type of proofing method required for the job. Once a proof is received, the Agency shall make a good faith effort to return the proof within three to five working days.

   Below are the general types of proofing methods used by the Commonwealth:

   - Electronic Digital Proofs – Generally used for monochrome and spot color printing. The Contractor shall provide this proof in a PDF format to the Commonwealth within three working days of receipt of all necessary artwork. Orders received through PAPublisher are exempt from this proofing process since agencies are required to proof their artwork online.

- Digital Color Matchprint/Hard Copy Proof – Generally used for four-color process work and higher. The Contractor shall provide this proof to the Commonwealth within three working days of receipt of all necessary artwork. If an electronic digital proof or hard copy proof is also required under the order, the Contractor shall provide this proof to the Commonwealth within two working days of approval of the electronic digital proof.

- The Contractor must standardize on a specific output format for digital color match prints and must submit this format to Commonwealth within two weeks of issuance of the contract. Once this standard format has been approved by the Commonwealth, the Contractor shall not alter from this method without the explicit approval of the Commonwealth.

- Press Proofs/Checks – Press proofs are only to be utilized for critical types of printing as determined by the Commonwealth. If a press check is required (as designated on the PAPublisher job ticket or the Print Specification), the Contractor must notify the Commonwealth of the scheduled press check at least two working days in advance if running the job at a facility located within Pennsylvania. If the job is scheduled to run at a location outside of the state, the Contractor must notify the Commonwealth at least five working days in advance so that the Commonwealth has sufficient time to make the necessary travel arrangements. In addition, the press check must occur between 8 am and 5 pm EST, Monday through Friday.

10. PAPER STOCK: Unless otherwise specified, the Contractor is responsible for furnishing the paper stock required to meet the Commonwealth's needs. In some cases, the Commonwealth may choose to supply paper stock. The Contractor shall check the required quantity and quality upon receipt of stock and, if it is not of the required type and amount, the Contractor shall notify the Commonwealth immediately. If the Commonwealth provides the paper and the amount is in excess of the amount needed for the job, under no circumstances shall the Contractor print more than the amount specified on the order unless ordered to do so in writing by the Commonwealth. Any and all discrepancies should be reported and all paper in excess of that used for the job shall be returned to the Commonwealth unless otherwise directed in writing by the Commonwealth. The Contractor shall assume all risk of loss, damage or theft of all paper and supplies received by the Contractor from the Commonwealth. In the event the delivered paper is lost, damaged, destroyed or stolen, the Contractor shall replace the items with items of like quality and value or reimburse the Commonwealth for the replacement value of the items.

The Contractor must provide a product quality guarantee to the Commonwealth for all items purchased. Only those papers listed in the most current edition of the Competitive Grade Finder Buyers Guide – North American Edition, or as otherwise accepted by Grade Finders, Inc., for publication in subsequent editions of any of its paper buyers guides will be considered. For products not listed in the current Competitive Grade Finder, a copy of Grade Finders' letter of acceptability must be included with your quote.

11. SPOILAGE OF PAPER: Allowance will follow trade customs provided. However, the Supplier shall not retain for its own use any spoilage allowance that may be in excess of paper actually spoiled.

12. CARBONLESS PAPERS: The following standards will be used for all carbonless sets unless specified otherwise on a job ticket or a Print Specification.

Form Size: Form size listed on the job ticket or Print Specifications shall list the size of the "face" of the form. The listed size does not include additional space requirements related to stubs.

Paper Weight: Standard weight carbonless for pen application. If carbon interleaves are specified, carbon must be black.

Color Sequence:
- 2 Part – White/Yellow
- 3 Part – White/Yellow/Pink
- 4 Part – White/Yellow/Pink/Goldenrod
- 5 Part – White/Green/Yellow/Pink/Goldenrod
- Part 6 or more – color sequence designated by Agency

Stubs: All stub perforations shall guarantee easy separation of all parts in one operation but provide sufficient strength to retain and prevent disengagement of any part under normal handling and shipping conditions.

Snap set Forms: The stub width may vary in length from 5/8" to ¾" based on the specific equipment utilized by the Supplier unless specified otherwise. Stub location shall be indicated on the job ticket or Print Specification and shall be securely glued. In addition, Agencies may require that printing be done on the stub as specified on a job ticket or Print Specification.

Continuous-Feed Forms: The Pin Fed Margins shall be precisely ½" in width unless specified otherwise on a job ticket or Print Specification. In addition, all continuous-feed forms shall include standard hole punching on both stubs so that the paper can be pulled through the printer by pin-feed unless specified otherwise. The parts shall also be securely crimped and fan-folded into cartons unless specified otherwise.

13. SERIAL NUMBERING: At the time of initial order of a document requiring serial numbering, the Agency will inform the Supplier of the number sequence to be used for a particular print run. This number sequence may consist of both alpha and/or numeric characters. In addition, the Agency may require that the serial number be printed in both human-readable and bar-code fonts. These specific requirements will be listed on a job ticket or a Print Specification.

In addition, the job ticket or Print Specification will indicate whether missing numbers are allowed. At no time are duplicate numbers allowed.

As part of the delivery of the order, the Supplier must provide the Agency with a report of the starting and ending number used for the order. In addition, if missing numbers are allowed, the Supplier must also provide the Agency with a list of the missing numbers. An excessive number of missing numbers may result in rejection of the order by the Commonwealth.
The Supplier shall track the serial numbers used for a given document in order to serve as a check point for reprints. Agencies are also responsible for tracking their own numbering series. However, due to the importance of ensuring that serial numbers aren't inadvertently duplicated or skipped, the Supplier shall also track these numbers and alert the Agency to discrepancies under subsequent orders.

14. MARGINAL WORDS: Marginal words shall be printed in capital bold letters and centered along the bottom of each page where required unless specified otherwise on a job ticket or Print Specification.

15. **MASS MAILING/POSTAL REQUIREMENTS:** For orders requiring the Supplier to prepare documents for mass mailings, the following requirements apply unless specified otherwise on a job ticket or Print Specification.

Mail pieces shall be mailed presorted-First Class, and in a manner to take advantage of United States Postal Service (USPS) lowest discounted rates through bar coding, sorting or other means with the goal of achieving the lowest possible postage rate, unless specified otherwise by the Agency.

In order to obtain the lowest available postage rates, the Supplier must process all address data files through CASS-certified address matching software prior to live production imaging. After completion of the address certification process and prior to print production, the Supplier shall provide the Agency with a report of all uncertified addresses so that the Agency can determine the course of action related to those addresses.

The Supplier must also be able to meet USPS Move Update standard by using one of the USPS's preapproved methods. The Supplier must inform the Commonwealth of their standard method for meeting Move Updates within two weeks of the start of the contract. In addition, all mass mailings must be processed for move updates, unless the Agency has identified clear business processes that warrant exclusion from this cost-savings practice. Agencies requiring exemption from the Move Update standard shall indicate such in their job ticket or Print Specification.

The Supplier will cover all postal costs and bill the Agency for actual postage costs incurred. In addition, the Supplier must provide the Agency at time of invoice with a CASS Summary Report to document the actual postal costs incurred. However, the Agency may issue its own postal permit for use by the Supplier, which will be indicated on the job ticket or Print Specification.

When performing mass mailings, the Supplier is responsible for meeting all United State Postal Service's standards.

The Contractor's production and mailing facility shall be authorized under the United States Postal Service (USPS) Mail Anywhere program. The Contractor shall maintain active participation in the USPS Full-Service Intelligent Mail® program and shall possess all required USPS approvals necessary to prepare and enter mail under a single Mail Anywhere permit number, in accordance with current USPS regulations and standards.

The terms and conditions default to FOB Destination however agencies may allow freight and shipping charges if stated in their RFQ statement of work.

16. **ENVELOPES**: All envelopes are to meet the following minimum standards:
- Inside and outside to be free of glue spots
- Gluing to be "edge tight" per industry standards (no loose corners and no loose flaps)
- Envelopes construction must be square
- All windows are to be welded, rounded and securely covered with cellophane or polystyrene (The window covering to be used through the course of the contract must match the window covering utilized during the envelope testing process listed below.)
- No exposed glue allowed on windows

- Envelopes to be supplied with flaps closed
- Envelopes are to be flat (curl free and no puckered seams)
- Gummed adhesive (i.e., moisture sensitive gum) is to be roll resistant and quick to adhere
- Porosity spec. Gurley densometer – 8 seconds/100cc
- Latex seal shall consist of latex gum strips applied to both the body and the flap of the envelope
- Print quality must meet standards shown in paragraphs 18 and 19 of this document
- In addition, envelopes are to follow the construction and packaging parameters listed below. During the course of the contract, the print provider is to ensure that the precise construction (including but not limited to flap size and cut) is manufactured consistently throughout the life of the contract. Variances within a given order or from order to order are not acceptable.
- Window material must satisfy the USPS guidelines for automation compatibility.

17. SAFETY STOCK: Some orders will require that the Supplier provide storage of certain items as designated in a Print Specification Form and make delivery to the state agency within a 48-hour window. In general, the agency will attempt to give 10 working days' notice. The cost to provide safety stock shall be incorporated **into** the base printing price of the specific line item.

The Supplier is required to maintain a one to three-month supply of any item requiring safety stock. To calculate the required storage space, the Commonwealth will list annual historical volumes in the Print Specification Form at time of issuance of the quote ~~IFB.~~ Once the contract is awarded, the agency will report to the Supplier updated annual usage volumes. Based on this updated annual usage reporting, the Supplier is required to adjust the amount of Safety Stock held.

The Agency will work proactively with the Supplier to inform the Supplier of any upcoming artwork modifications. Once the Agency has informed the Supplier of such artwork modifications, the Agency will pay for the current balance of safety stock held by the Supplier up to the three-month supply. The Agency will not compensate the Supplier for any volume beyond a three-month supply.

The Supplier is required to always store all Safety Stock in a facility secure against theft and unauthorized entry. The Supplier is responsible for loss, damage or theft of any stored items. In addition, the storage site should be located so as to provide delivery to the Agency within the 48-hour minimum notice.

The Supplier is required to submit monthly reports to the Agency which should include details such as current volume available, volume in transit and volume in production.

18. FOB DESTINATION: The baseline standard for orders is FOB Destination, unless otherwise specified in a Print Specification (SOW). This baseline standard includes local cartage and any other costs of inside delivery.

All Print Specifications included at the time of the Bid that list specific delivery information shall be FOB Destination based on the specified location(s) outlined in each Print Specification.

The Supplier will make necessary shipments to other locations by postal service, small parcel overnight carrier, or common carrier, whichever is the most cost-effective method.

Reimbursements for shipping costs, other than those requiring FOB destination, are to be made on an actual basis and supported with appropriate documentation.

19. **DELIVERY REQUIREMENTS:** In some delivery locations there may be limited access to Commonwealth buildings due to security related issues. It is the responsibility of the Supplier and their representatives to ensure compliance with all Commonwealth security requirements, or other security requirements maintained by the agency or eligible user and provide adequate delivery personnel to perform delivery activity. The Supplier shall notify the Agency at least forty-eight (48) hours in advance of delivery so that necessary arrangements can be made. The **Supplier shall be** responsible for any damages to building or individuals because of delivery activities.

    For proof of delivery, one (1) of the forms below, when properly completed, may be accepted:
    - A copy of a commercial bill of lading
    - Consignee's receipt of delivery
    - Carrier's paid freight bill

20. **ON-TIME DELIVERY:** The Commonwealth is seeking suppliers to meet the different scheduling needs of over 20 agencies with a 98% delivery rate for items on this contract. On time delivery shall be defined as all requested items delivered (or mailed in cases where items are direct mailed) on or before the date specified by the Commonwealth, except in the case of author's alterations. This applies to final products as well as proofs.

    Order volumes and specifications will vary; however, the Supplier is expected to meet all delivery requirements. Unless otherwise specified in the Statement of Work, PA Publisher job ticket, or Print Specification, items are due within twenty (20) business days from approval of proof. If the Supplier cannot meet the twenty (20) business day requirement, the Supplier must provide written notice of the anticipated turnaround time at the time of bid submission.

    If that date cannot be met, the Supplier must immediately notify the Requesting Agency in writing. In the event an adjustment of schedule is requested by the Supplier and is approved by the Agency in writing, the Supplier is required to meet the adjusted shipping date and will be considered to be delinquent if it fails to do so.

    In the event that copies, proofs or other materials, which are to be furnished by the Commonwealth, are not furnished within this timeframe or in accordance with specific schedules established in this standard or in a Print Specification, the delivery date will be extended automatically by the number of workdays that the copies, proofs, or other materials are withheld from the Supplier. (The term "workdays" as used herein is defined as Monday through Friday of each week exclusive of the days on which all Commonwealth holidays are observed.) Further extension of delivery dates must be requested in writing by the Supplier and may be approved by the Agency.

21. **RUSH ORDERS:** The Commonwealth will work with its Agencies to minimize the number of rush orders, with the understanding that occasional rush orders may be necessary. A rush order is defined as any order requiring delivery in less than twenty (20) business days, unless otherwise specified in the Statement of Work, and one that requires the Supplier to interrupt a production run for another customer. If a rush fee applies and is known at the time of quote submission, the Supplier must include the rush fee in the original quote. No additional rush charges will be accepted after the award unless expressly authorized by the Commonwealth.

If a rush fee is required once the initial quote has been received, the Supplier must submit a modified quote including the rush fee to the Commonwealth for approval prior to production of the order. Failure to follow this requirement will result in the disapproval of any rush fee during the invoicing process.

22. **REPORTING REQUIREMENTS**: Some items may involve unique reporting requirements. Such requirements will be listed in the Print Specification.

23. **FULFILLMENT ORDERS:** Some items may request fulfillment services, in addition to printing services. When fulfillment services are required, the Agency will include information in the REQUST FOR QUOTE or in the Print Specification on such requirements. As such, the Supplier may be required to take orders over email or other electronic notification methods. In addition, the Supplier may be required to pick up orders from an Agency post office box issued out of the Harrisburg, Pennsylvania Post Office (or other location identified in the bid or specification). Such ordering collection services shall be provided to the Commonwealth at no additional charge.

The Supplier shall fulfill all orders within five days of receipt of the order or as specified in the individual job specification. For items requiring fulfillment, the Agency will initially issue a purchase order to the Supplier for the production of the item. The Supplier shall invoice the Agency for their production costs at completion of the printing.

As fulfillment orders are filled, the Supplier will keep detailed records indicating at least the following:

a. Requestor's name and address
b. Date order was received
c. Date order was fulfilled
d. Items and quantities removed from inventory per order
e. Shipping handling fees and freight costs

The Supplier shall run reports against the data listed above within 10 business days of request from the Commonwealth.

The Supplier will bill the Agency on a monthly basis for fulfillment-related charges. Such charges may include additional production processes required to complete the job (such as applying serial numbers to pre-printed stock), storage fees, shipping costs, and fulfillment costs.

24. **TRANSITION ASSISTANCE DUE TO NEW VENDOR:** Because of the critical nature of the items and services provided under this contract, there can be no interruption of services during the transition from the current Supplier to the newly awarded Supplier. Therefore, the incumbent Supplier and the newly awarded Supplier must work together with the Agencies to assure a smooth transition of these items. The Department of General Services Commodity Specialist should be notified of any transitions of suppliers.

Approximately two weeks prior to the end of the current contract, the incumbent Supplier will provide to the Agency a physical count of all Agency items in the Supplier's warehouse, along with a list of any open orders and the anticipated delivery date for each order. The Agency will provide a copy of the inventory and open orders list to the newly awarded Supplier. The Agency will work with the incumbent Supplier to close out as many open orders as possible and to reduce inventory levels to a minimum prior to the contract transition period.

The newly awarded Supplier may be required to accept and store items from the previous Supplier upon commencement of the contract, up to a three-month supply of any large volume items. In this event, the newly awarded Supplier must accept delivery of this inventory from the incumbent Supplier's facility to their facility within one week of the start of the new contract unless specified otherwise in the RFP/IFB's Statement of Work. The newly awarded Supplier will not be allowed to charge for costs associated with the transition of these items from the previous Supplier's warehouse(s) to the Supplier's warehouse(s). The newly awarded Supplier will not be allowed to charge for delivery or storage of this existing inventory.

The newly awarded Supplier must conduct a physical inventory of all transferred items within one week of transfer and provide a written report to the Agency, along with copies of all bills of lading or other delivery receipts that detail exact quantities transferred.

25. TRANSITION ASSISTANCE DUE TO TERMINATION: If this contract is terminated prior to the completion of a project, or if the work on a project is terminated for any reason, the contractor must provide for a reasonable period of time after the expiration or termination of this project or contract, all reasonable transition assistance requested by the Commonwealth to allow for the expired or terminated portion of the services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such services to the Commonwealth or its designees. Such transition assistance will be deemed by the parties to be governed by the terms and conditions of this contract.

26. REQUEST FOR QUOTES (RFQ) PROCEDURES: All requests for quote(s) (RFQ) shall be issued by the Department of General Services, Bureau of Publications (DGS PUBS). The request for quote will be sent to all suppliers who signed up for the particular category listed in the MATERIAL AND SERVICE CATEGORIES below.

Contract suppliers are responsible for contacting DGS PUBS & The Department of General Services Commodity Specialist with any contact information changes such as email address changes, phone number changes etc.

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