

**MARYLAND STATE TREASURER'S OFFICE  
Louis L. Goldstein Treasury Building  
80 Calvert Street, Room 109  
Annapolis, Maryland 21401**

**RFP FOR DISASTER RECOVERY SUPPORT FOR  
CHECK PRINTING AND MAIL**

**QUESTIONS AND ANSWERS**

December 19, 2019

Q-1. Will a flash drive suffice instead of a CD?

A-1. Due to security reasons, the STO prefers a CD, however, a flash drive will be accepted

Q-2. What is the State Treasurer's Office (STO) position having a recovery site within a three (3) hour radius from Annapolis, Maryland?

A-2. Section 3.3.1 *Geographic Requirement*, states that the site location to perform the services required in the RFP to be within two (2) hour drive from Annapolis, Maryland. This required is deleted and replaced with a mileage requirement of 200 miles radius of Annapolis, MD. See the First Amendment to the RFP.

Q-3. What is the State's position having STO staff members to only supervise/direct contractor employees operating recovery equipment? Current insurance and corporate policies do not allow for customers or other third parties to operate our machines due to liability issues.

A-3. It is acceptable that the contractor's employees operate the recovery equipment. STO staff are required to be present and must have full visibility of all operations related to STO work, including, but not limited to, all handling and movement of checks.

Q-4. We currently provide an on-site secure storage area measuring over 3,000 square feet for STO check deliveries, i.e., a locked cage with restricted access only to designated personnel, and in locked trollies for work-in-process check production. While secure and stored separately, STO checks will be put in safekeeping with other work requiring the same security levels. Will this practice adhere to STO requirements?

A-4. The State's check stock may be stored with, but not accessible by other contractor customers. STO staff are to be present to receive shipments and usage exchanges to oversee transport.

- Q-5. What is SLA expectation? Two (2) days, correct? For example: Check printing will start no later than 9:00 a.m. on the second business day following a declaration, and the inserted check packages will be available for the USPS to pick up at 3:00 p.m. on the same business day per Sub-Section 3.4.1.6.
- A-5. The stated example is correct.
- Q-6. Please confirm/clarify: 1) the count of the semi-annual volume spike as well as the month(s) when the spike occurs, and 2) whether the mailings are metered or presented to the USPS with an indicia permit.
- A-6. Semi-annual spikes for check printing occur in January and July with approximately 170,000 items to be printed. Over the past few years this number has increased by approximately 2,000 per year.
- Q-7. Section 3.5 - Compliance with Applicable Rules and Regulations. Some copy may be missing in this Section.
- A-7. Please see the First Amendment for the corrected statement.