

KOOL INK LLC DBA SIR SPEEDY PRINTING

PRINTING & MAILING OUTSOURCE SERVICES FOR
CONNECTICUT HEALTH INSURANCE EXCHANGE

STATEMENT OF WORK

This document defines the scope of work that Sir Speedy Printing will deliver to AHCT for printing and mailing outsource services. This document is based on the current understanding between AHCT and Sir Speedy Printing and will describe the fundamental scope of the project.

Kool Ink LLC dba Sir Speedy Printing (hereinafter "Sir Speedy Printing") agrees to provide Services set forth in this Statement of Work (hereinafter "SOW") dated June 10, 2013 to Connecticut Health Insurance Exchange dba Access Health CT (hereinafter "AHCT"). This SOW incorporates the following sections:

- Project Description
- Scope of Services
- Schedule for Services
- Fees and Payment Terms

The Sir Speedy Printing offer to provide the services under this SOW shall be valid for thirty days from the date of this SOW, and this SOW shall become binding on the parties upon receipt by Sir Speedy Printing of an unaltered copy of the SOW signed by an authorized representative of AHCT.

This document defines the scope of work that Sir Speedy Printing will deliver to AHCT for printing and mailing outsource services. This document is based on the current understanding between AHCT and Sir Speedy Printing and will describe the fundamental scope of the project. This SOW will act as the Contract vehicle and form the basis of the Project Plan to follow. Changes in scope will be handled by a project change request process.

This SOW shall be subject to all of the terms and conditions in MSA 05PSX0362, between Sir Speedy Printing and the State of Connecticut, Department of Administrative Services, including but not limited to Section 39 of the Standard Bid and Contract Terms and Conditions, Health Insurance Portability and Accountability Act (HIPAA).

Authorization to Proceed:

**Connecticut Health Insurance Exchange
Dba AHCT:**

Kool Ink LLC:

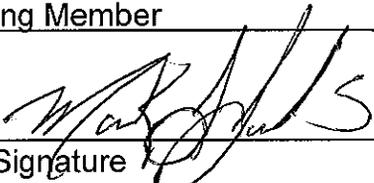
Peter Van Loon
Printed Name

Mark Jacobs
Printed Name

Chief Operating Officer
Title

Managing Member
Title


Signature


Signature

23 JUN 13
Date

6/17/2013
Date

Printing and Mailing Outsource Services

Description

The ACHT 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 letters will be printed 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. In addition, starting in March 2014 redetermination letters will have to be processed. 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 outsourced printing and mailing services to AHCT. 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

- Establish an escrow account for AHCT to deposit funds to be used for USPS postage.
- Use Sir Speedy Printing presorted first class indicia or metered mail as appropriate.
- Provide appropriate staff.
- Provide appropriate work space within its production facility located in Bloomfield, CT for the daily printing and mailing of various letters.
- Provide PC workstations to capture streaming PDFs of letters and process data via either AHCT or Sir Speedy Printing FTP site not yet determined.
- Print letters (1, 2 or 3 sheets) in black and white on white 20# bond paper.
- Print standard #10 window envelopes, 24# white wove (1 or 2 colors not yet determined).
- Fold and insert letters into #10 window envelopes and seal.
- NCOA or co-mingle letters to achieve best presorted first class postage rates.
- Letters will be mailed within twenty-four (24) hours of receipt.
- 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 letters printed and mailed and the amount of postage consumed from the escrow account.
- 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 letters.
- Provide business continuity/disaster recovery.
- Support DSS and AHCT audits of the Sir Speedy Printing facilities and operations.

Development and Integration

- Develop printing applications.
- Develop required reports.
- Establish and maintain a complete solution integrated environment throughout the life of this SOW.
- Establish FTP connection and transmission protocols.
- 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

These fees do not include postage.

Set-up Fees

Project Start-up: \$5,000.00

The Project Start-up fee includes:

- Forms definition and set-up
- Infrastructure configuration
- Business rules design and development
- Workflow configuration
- Reports definition, design and development
- Test
- Documentation

Printing and Mailing Services Fees

Printing Envelopes	10,000	25,000	50,000¹
Two Color	.055	.045	.0375
Black Only	.030	.025	.020

Printing Letters	1 Sheet 1 Side	1 Sheet 2 Sides	2 Sheets 3 Sides	2 Sheets 4 Sides	3 Sheets 5 Sides	3 Sheets 6 Sides
1 to 10,000	.025	.040	.065	.080	.1025	.120
10,001 to 25,000	.0225	.035	.0575	.070	.0925	.105
25,001 to 50,000 ¹	.020	.030	.050	.060	.080	.090

¹50,000+ will be priced as needed

Mailing Services –

Includes:

- NCOA mailing list or co-mingle letters
- Fold letters, insert into #10 window envelopes and seal
- Prepare documentation and trays
- Deliver to Hartford Post Office

1 – 3,000	.105
3,001 – 5,000	.059
5,001 – 10,000	.055
10,001 – 20,000	.053
20,001 – 30,000	.052
30,001 – 40,000	.051
40,001 – 50,000	.048
50,000+	.047

Storage Fees

Envelope storage requirements, if any, are not defined at this time.

Professional Services Fees

Sir Speedy Printing can provide other Professional Services support as and when needed. These requirements, if any, are not defined at this time.

Payment Terms

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

Invoices for all other processing fees will be submitted to AHCT on a monthly basis. Payment terms are Net 30.