Request for Information (RFI) 36C10B26Q0504

THIS IS A RFI ONLY. This request is for planning purposes only, and does not constitute a Request for Quote, a Solicitation, or an indication that the Government will award a contract for the items contained in this RFI.

This notice is not to be construed as a commitment on the part of the Government to award a contract, nor does the Government intend to pay for any information submitted as a result of this request. The Government does not reimburse respondents for any costs associated with submission of the information being requested or, reimburse expenses incurred for responses to this RFI. Companies are encouraged to respond if they have the capability and/or capacity to provide the items identified below. Offerors/Bidders/Respondents should identify their company name, address, email, telephone number and a name and telephone number of a point of contact having the authority and knowledge to clarify responses with government representatives. Offerors/Bidders/Respondents are requested to identify the applicable contract vehicle, contracts and any additional information applicable to this RFI. Submissions are due **NO LATER THAN July 16, 2026 at 10:00 am Eastern Standard Time** and may be made by submitting your response through email response to the Contract Specialist Samantha McIntyre via email at Samantha.McIntyre2@va.gov **a**nd the Contracting Officer Peter T. Lewandowski via e-mail at Peter.Lewandowski@va.gov. This RFI notice is part of the Government's market research, a continuous process for obtaining the latest information from industry, with respect to their current and near-term abilities. If there are not multiple responses to this RFI from preferred socioeconomic categories, any future Request for Proposals or Quotations for this requirement will be open to ALL vendors under the applicable North American Industry Classification System (NAICS) codes. The Government requests information regarding whether vendors can provide any/all of the products identified, please see the attached **Draft** Requirements Document.

The NAICS for this requirement is **541519.** The Small Business Size Standard **$34.0 million**. Small Business companies with the capability to perform this requirement, in total or in part, are encouraged to participate. If you are interested only in subcontracting opportunities, please indicate this fact clearly in your submission. **If you believe a different NAICS code better applies to the requirements required under this RFI, please include your suggestions in your response to the RFI.** Please indicate your company size and socio-economic status for applicable NAICS codes.

Be advised that set-aside decisions may be made based on the information provided in response to this RFI. Responses should be as complete and informative as possible.

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REQUIREMENT

The Department of Veterans Affairs (VA), Veterans Health Administration (VHA), is conducting market research to identify capable vendors who can deliver an enterprise-wide bulk print and mail solution to support Veteran communications and correspondence management efforts. The purpose of this effort is to ensure secure, reliable, scalable, and auditable processing, printing, tracking, and mailing of Veteran correspondence generated by enterprise clinical and administrative systems, such as Oracle Health and other authorized VA applications.

VA is seeking information on commercially available solutions and managed services that can receive and process electronic correspondence files and associated metadata, securely producing printed communications, and providing end-to-end mail tracking, reporting, and operational support across multiple Veterans Integrated Service Networks (VISN) and VA facilities nationwide. The ideal solution should support high volume print and mail operations, secure data exchange, lifecycle tracking, reporting capabilities, and compliance with applicable Federal, VA, privacy, security, and accessibility requirements.

Responses will help the Government better understand available industry capabilities, potential acquisition strategies, implementation approaches, and best practices for supporting enterprise bulk print and mail operations at the VHA.

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RFI RESPONSE INSTRUCTIONS

Interested vendors can locate the subject RFI posting at https://sam.gov/content/opportunities by searching for the **RFI Number 36C10B26Q0504** or the **RFI Notice Title: RFI: NEW: Enterprise Bulk Printing (VA-26-00070279)**.

Note: Provide a capability package that is direct, clear, concise, and thorough/comprehensive. VA is under no obligation to provide feedback to the company or to contact the company for clarification on any information/material submitted in response to this RFI.

There is a page limitation for this RFI of **1 page response per question**. The Government will not review any other information or attachments included, that are in excess of the **1-page limit per question response** (Page count excludes the cover page, title pages, and table of contents). All text must be double-spaced, in a normal 12-point font (e.g., Arial, Times New Roman, or Calibri), on an 8.5 x 11-inch page with 1-inch margins on both sides. Vendors may also submit additional information not specifically requested above, which would provide value and insight to the Government. **NO MARKETING MATERIALS ARE ALLOWED AS PART OF THIS RFI.** Generic capability statements will not be accepted or reviewed. Your response must address capabilities specific to the services required in the attached draft Requirements Document and must include the following:

a. **Interested Vendors shall at a minimum provide the following information in the initial paragraph of the submission:**

Name of Company

Address

Point of Contact Name

Phone Number

Fax Number

Email address

Unique Entity Identifier System for Award Management (ueiSAM) under which the company is registered in SAM/VetBiz.Gov

NAICS code(s)

Commercial and Government Entity Code (CAGE Code)

Company Business Size and Socioeconomic Status

If your business is an 8a, please provide your cognizant small business office and small business representative's information

Existing Contractual Vehicles the contractor holds for providing these products and/or services (GWAC, FSS, other agencies GWACs or MAC, etc.). If there are any existing contractual vehicles, please submit their details.

Do you anticipate proposing as a prime contractor?

Will you be using subcontractors with this effort?

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For Veteran-Owned Small Businesses (VOSB) and Service-Disabled Veteran-Owned Small Businesses (SDVOSB), proof of certification in the U.S. Small Business Administration website.

For SDVOSB/VOSB business concerns indicate whether at least 50 percent of the cost of performance incurred is planned to be expended for employees of your concern or employees of other eligible SDVOSB/VOSB business concerns.

All responses should be submitted electronically using PDF with subject line "**RFI Response – Enterprise Bulk Printing – Company Name**" and submitted **NO LATER THAN July 16, 2026, at 10:00 am Eastern Standard Time.** Submissions may be made by submitting your response through email response to Samantha.McIntyre2@va.gov and Peter.Lewandowski@va.gov. Total e-mail file limit size is restricted to 5MB. Files exceeding this threshold must be submitted over multiple email messages, and be identified as "Email #x of #y."

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RESPONSES:

If you can provide the necessary supplies or services, please respond to this RFI and provide the following information about your capabilities and experience.

The following information details the Government's intent and requests information for this acquisition:

Included with your response, VA requires a reply to each of the questions posted below; responses should be as complete and informative as possible:

Please do not submit general marketing information for capability statements.

1. **LIVE DEMONSTRATION**

   The Government requests that vendors offer an in-person or virtual demonstration of their current operational, production ready bulk print and mail solution. The demonstration should, to the maximum extent possible, illustrate the end-to-end workflow used to support high-volume healthcare or enterprise correspondence processing.

   The demonstration should address the following capabilities, if available:

   - Secure procedures for file intake and ingestion.
   - Commercial Off-The-Shelf /Government Off-The-Shelf /Managed Print/Mail as a Service product to consume manifest Portable Document Format (PDF) letters and metadata files to print and mail to customers.
   - Automated controls for quality assurance and document validation.
   - Workflow for print production.
   - Procedures for assembling documents, folding them, and inserting envelopes.
   - Capability for creating and tracking barcodes.
   - Procedures for mail intake and integration with the United States Postal Service (USPS).
   - Tracking the lifecycle of mail pieces and reporting their status.
   - Dashboard and reporting capabilities.
   - Processes for handling errors, resolving exceptions, and reprinting.
   - The security mechanisms in place to secure and protect sensitive information as it is processed.

   Vendors should specify if the demonstrated capabilities represent standard functionality, configurable functionality, or capability that requires custom development. Please submit any details for any additional capabilities not stated herein. As part of the RFI response, please indicate your confirmation to participate in a Government-requested demonstration and identify any facility, system access, scheduling, or security concerns related to the demonstration. Please contact Jesleen Papneja at Jesleen.Papneja@va.gov to arrange your live demonstration if you have confirmed your participation in the Government-requested demonstration.

2. RELEVANT EXPERIENCE

Please provide up to three examples of relevant work performed for federal, state, local, and/or commercial organizations in the past three to five years that are similar in scope, complexity, volume, and operational requirements to the Government's requirements.

For each example provide:

- Federal and commercial experience
- Customer name
- Contract number (if applicable)
- Period of performance
- Annual mail volume
- Average monthly mail volume
- Maximum monthly volume
- Service Level Agreement (SLA) metrics achieved
- Types of documents processed
- Error rates
- Reporting
- Whether Protected Health Information (PHI), Personally Identifiable Information (PII), or Controlled Unclassified Information was handled
- Brief description of services provided as it relates to VA's requirements

3. HOSTING / FACILITY MODEL

Describe your solution deployment model.

Address:

- Contractor hosted
- Government hosted
- Hybrid deployment
- Cloud service provider(s)
- Federal Risk and Authorization Management Program (FedRAMP) authorization level
- Physical print facility locations
- s
- Infrastructure required in Government facilities

4. STAFFING AND OPERATIONS

Describe your current operational support model for providing bulk print and mail services to customers with similar requirements, including any SLAs, performance metrics, and operational commitments you now provide to customers.

Include:

- Key labor categories supporting the service
- Staffing model

- Hours of operation
- Software and hardware components
- Production support coverage
- Customer support/help desk capabilities
- Escalation procedures
- Surge staffing capabilities

5. SECURITY AND COMPLIANCE

Describe how your solution currently complies with the following requirements:

- Compliance with Printer and Multifunction Devise Secure Configuration Baseline Version 2 required for security controls and configuration management practices of printers and multifunction devices supporting the solution
- Health Insurance Portability and Accountability Act
- FedRAMP
- National Institute of Standards and Technology Special Publication 800-53
- Federal Information Security Modernization Acy
- Destruction and deletion of patient data after mailing is complete according to VA Handbook 6500 Cybersecurity/Risk Management and VA Handbook 6300 Records Management
- Encryption in transit and at rest

Additionally address:

- PHI/PII handling
- Data retention periods
- Secure destruction procedures
- Chain-of-custody controls
- Incident reporting processes

6. QUALITY CONTROL AND WORKFLOW

Describe the controls used to ensure documents are accurately matched, assembled, inserted, mailed, and tracked.

Address:

- Barcode controls
- Document matching controls
- Inserter verification
- Automated Quality Assurance procedures
- Duplicate prevention
- Reprint controls
- Maximum envelope capacity

Provide current accuracy metrics

7. ERROR HANDLING

Describe your procedures for identifying, tracking, reporting, and resolving:

- Failed print jobs
- Failed file transmissions
- Manifest discrepancies
- Returned mail
- Damaged mail pieces
- Reprint requests

Include typical response and resolution timeframes.

8. CORE SERVICE CAPABILITY

Describe the current capabilities of your production ready solution

Address:

- Document intake
- Print management
- Mail preparation
- Tracking
- Reporting
- Dashboard capabilities
- USPS integration
- User management
- Audit logging
- Workflow automation
- Duplex printing

Indicate whether each capability is:

- Standard functionality
- Configurable functionality
- Requires custom development

9. SYSTEM INTEGRATION

Describe how your solution integrates with external systems.

Address:

- Application Programming Interface
- Amazon Web Services Simple Storage Service
- Microsoft Azure Storage
- Secure File Transfer
- eXtensible Markup Language (XML) processing
- Batch processing
- Event driven processing

- Health Level Seven (HL7) / Fast Healthcare Interoperability Resources (FHIR)
- Flat Files
- Integration with healthcare information systems, such as Veterans Health Information Systems and Technology Architecture, Oracle Health Electronic Health Record (EHR), and other EHR platforms

Identify any integration requirements the Government should anticipate.

10. SUPPORTED FILE FORMATS

Identify all file formats and data structures currently supported by your production solution.

Examples include:

- PDF
- PDF/Archive
- XML
- Comma-Separated Values
- Text File Document
- JavaScript Object Notation
- HL7
- FHIR
- Fixed-width files

Indicate whether support is native or requires configuration.

11. BUSINESS CONTINUITY / DISASTER RECOVERY CONTINGENCY PLANS AND PROCEDURES

What are your Business Continuity and Disaster Recovery contingency plans and procedures to maintain uninterrupted print and mail operations during system outages, equipment failures, or facility closures?

Include:

- Redundant print facilities
- Geographic redundancy capabilities
- Geographic diversity
- Alternate processing locations
- Recovery Time Objective
- Recovery Point Objective
- Testing frequency
- Recent disaster recovery exercise results

12. INDUSTRY FEEDBACK

Based on your review of the draft requirements, identify:

- Ambiguities
- Potential risks
- Gaps
- Areas requiring clarification
- Industry best practices
- Requirements that may unnecessarily restrict competition
- Requirements that may significantly increase cost or schedule

Provide recommended alternatives where appropriate.

13. EMERGING TECHNOLOGIES

Identify any industry's best practices, emerging practices, emerging technologies automation capabilities, or critical operational approaches that the Government should consider incorporating into the final requirement.

14. ARTIFICIAL INTELLIGENCE (AI)

If AI or Machine Learning capabilities are currently deployed within your production solution, describe:

- The specific capability
- Operational purpose
- Human oversight mechanisms
- Data sources used
- Accuracy measurements
- Benefits achieved

Indicate whether AI functionality is currently operational or planned for future release.

15. CAPACITY

Describe the maximum print and mail volume your solution can support.

Include:

- Daily volume
- Monthly volume
- Peak surge capacity

16. USPS INTEGRATION

Describe your USPS integration capabilities.

Address:

- Intelligent Mail Barcode
- National Change of Address
- Informed Visibility

- Mail tracking

17. PRICING APPROACH AND ROUGH ORDER OF MAGNITUDE (ROM)

The Government is seeking information regarding potential pricing approaches and a ROM estimate for planning and market research purposes only. This request is not a solicitation for pricing and any information provided will not be used for proposal evaluation. Information received will be used solely to assist the Government in acquisition planning, budgeting, and requirement development.

1. Describe your recommended pricing methodology for providing enterprise bulk print and mail services (for example, fixed monthly fee, transaction-based pricing, per letter pricing, per page pricing, subscription model, hybrid approach, or other).
2. Identify the primary cost drivers associated with your solution, including but not limited to:
    - Implementation and onboarding
    - System integration
    - Hosting and infrastructure
    - Print production
    - Mail processing
    - Postage management
    - Reporting and analytics
    - Operations and maintenance
    - Help desk/customer support
3. Based on the draft requirements, provide a ROM estimate and clearly identify all assumptions used in developing the estimate, including:
    - Estimated monthly mail volume
    - Estimated annual mail volume
    - Average pages per mail piece
    - Envelope assumptions
    - Number of users
    - Number of facilities/VISNs supported
    - Hosting model assumptions
    - Implementation assumptions
4. Provide sample pricing units or rate structures typically used for similar customers, such as:
    - Cost per mail piece
    - Cost per printed page
    - Cost per envelope
    - Monthly platform fee
    - Annual subscription fee
    - One-time implementation/startup fee
    - Other recurring service fees

5. Identify any requirements contained in the draft documentation that are likely to significantly increase implementation costs, recurring costs, or schedule risk.
6. If available, provide estimated implementation timelines and any assumptions that could impact schedule or cost.

The ROM should identify any key assumptions, dependencies, limitations, or pricing drivers used in developing the estimate.

The Government requests estimated pricing for:

- Annual recurring costs
- A one-year base period and four one-year option periods

18. VOLUME BASED PRICING SENSITIVITY

For planning purposes, please identify whether pricing materially changes based on volume thresholds. If applicable, provide estimated pricing breakpoints or discounts associated with higher monthly or annual mail volumes.

DISCLAIMER

This RFI is issued solely for information and planning purposes only and does not constitute a solicitation. All information received in response to this RFI that is market as proprietary will be handled accordingly. In accordance with Revolutionary Federal Acquisition Regulation Overhaul 15.101(c), responses to this notice are not offers and cannot be accepted by the Government to form a binding contract. Responders are solely responsible for all expenses associated with responding to this RFI. Not responding to this RFI does not preclude participation in any future solicitation, if any is issued. Any information submitted by respondents to this RFI is strictly voluntary. All submissions become Government property and will not be returned.

Proprietary information and trade secrets, if any, must be clearly marked on all materials. All information received that is marked Proprietary will be handled accordingly. Please be advised that all submissions become Government property and will not be returned. All government and contractor personnel reviewing submitted responses will have signed non-disclosure agreements and understand their responsibility for proper use and protection from unauthorized disclosure of proprietary information as described 41 USC 423. The Government shall not be held liable for any damages incurred if proprietary information is not properly identified.