

Program 1029-S Term November 1, 2019 through October 31, 2020

TITLE: Salute

ITEM NO	DESCRIPTION	BASIS OF AWARD	Color Printing Systems		SIMILAR/ESTIMATE	
			UNIT RATE	COST	UNIT RATE	COST
I.	COMPLETE PRODUCT: Prices quoted shall include the cost of all required materials and operations necessary for the complete production and distribution of the product in accordance with these specifications, including emailed proofs.					
(a)	Per page, black ink.					
(1)	Makeready and/or Setup	200	50.00	\$ 10,000.00	50.00	\$ 10,000.00
(2)	Running per 1,000 Copies	600	20.00	\$ 12,000.00	17.50	\$ 10,500.00
(b)	Printing insert sheet in black ink, per page.					
(1)	Makeready and/or Setup	8	10.00	\$ 80.00	10.00	\$ 80.00
(2)	Running per 1,000 Copies	24	25.00	\$ 600.00	25.00	\$ 600.00
(c)	Per page, Four-Color Process					
(1)	Makeready and/or Setup	100	75.00	\$ 7,500.00	120.00	\$ 12,000.00
(2)	Running per 1,000 Copies	300	50.00	\$ 15,000.00	25.00	\$ 7,500.00
II.	ADDITIONAL OPERATIONS:					
(a)	Computer time-work, per hour.	7	60.00	\$ 420.00	24.00	\$ 168.00
(b)	Inserting sheets into the publication, Cost per 1,000 inserts.	12	30.00	\$ 360.00	24.00	\$ 288.00
CONTRACTOR TOTALS				\$ 45,960.00		\$ 41,136.00
DISCOUNT			2%	\$ 919.20	NET	\$ -
DISCOUNTED TOTALS			20 days	\$ 45,040.80	30 days	\$ 41,136.00

AWARDED

Reviewed by: _____

U.S. GOVERNMENT PUBLISHING OFFICE
Seattle, WA

GENERAL TERMS, CONDITIONS, AND SPECIFICATIONS

For the Procurement of

Salute

as requisitioned from the U.S. Government Publishing Office (GPO) by the

DLA Information Operations
West Branch, Bangor, WA

Single Award

The term of this contract is for the period
beginning November 1, 2019, and ending October 31, 2020

BID OPENING: Bids shall be publicly opened at 2:00 p.m., prevailing Seattle time, on October 17, 2019.

CONTRACT TERM: The term of this contract is for one year (the base year) and four option years. Special attention is directed to the following clauses in this contract: "Economic Price Adjustment," "Limitation of Performance and Contractor Obligations," and "Notification."

BID SUBMISSION: Submit bid in pre-addressed envelope furnished with solicitation or send to: U.S. Government Publishing Office, 4735 E. Marginal Way South; Suite 1111; Seattle; Washington; 98134. Facsimile bids in response to this solicitation are permitted. Facsimile bids may be submitted directly to the Seattle GPO, Fax No. (206) 764-6706. The Program Number (Program 1029S) and bid opening date must be specified with the bid. Refer to Facsimile Bids in Solicitation Provisions of GPO Contract Terms, GPO Publication 310.2, as revised January 2018. Hand delivered bids are to be taken to: U.S. Government Publishing Office; 4735 E. Marginal Way South; Suite 1111; Seattle; Washington; 98134, between the hours of 8:00 a.m. and 2:00 p.m., prevailing Pacific time, Monday through Friday. The contractor is to follow the submission instructions posted in the Bid Submission/Opening area. If further instruction or assistance is required, call (206) 764-3726.

NOTE: BIDS RECEIVED AT 2:00 P.M. AND AFTER ON THE BID OPENING DATE SPECIFIED ABOVE WILL NOT BE CONSIDERED FOR AWARD.

The GPO 910 "BID" Form is no longer required. Bidders are to fill out, sign/initial, as applicable, all pages of SECTION 4. – SCHEDULE OF PRICES.

For information of a technical nature, contact Felicia Buchko at 206-764-3726 (fbuchko@gpo.gov).

SECTION 1.- GENERAL TERMS AND CONDITIONS

GPO CONTRACT TERMS: Any contract which results from this Invitation for Bid will be subject to the applicable provisions, clauses, and supplemental specifications of GPO Contract Terms (GPO Publication 310.2, effective December 1, 1987 (Rev. 01-18)) and GPO Contract Terms, Quality Assurance Through Attributes Program for Printing and Binding (GPO Publication 310.1, effective May 1979 (revised 8-02)).

GPO Contract Terms (GPO Publication 310.2) – <https://www.gpo.gov/docs/default-source/forms-and-standards-files-for-vendors/terms.pdf>.

GPO QATAP (GPO Publication 310.1) – <https://www.gpo.gov/docs/default-source/forms-and-standards-files-for-vendors/qatap.pdf>.

BIDDERS, PLEASE NOTE: GPO has issued a new *GPO Publication 310.2, GPO Contract Terms - Solicitation Provisions, Supplemental Specifications, and Contract Clauses (Rev 1-18)*. Prospective bidders should carefully read this publication as the applicable terms within become an integral part of this contract. The document is posted at <https://www.gpo.gov/how-to-work-with-us/vendors/forms-and-standards> along with a list of major revisions.

DISPUTES: GPO Publication 310.2, GPO Contract Terms, Contract Clause 5. Disputes, is hereby replaced with the June 2008 clause found at <https://www.gpo.gov/docs/default-source/forms-and-standards-files-for-vendors/contractdisputes.pdf>

QUALITY ASSURANCE LEVELS AND STANDARDS: The following levels and standards shall apply to these specifications:

Product Quality Levels:

- (a) Printing (page related) Attributes -- Level III.
- (b) Finishing (item related) Attributes -- Level III.

Inspection Levels (from ANSI/ASQC Z1.4):

- (a) Non-destructive Tests - General Inspection Level I.
- (b) Destructive Tests - Special Inspection Level S-2.

Specified Standards: The specified standards for the attributes requiring them shall be:

<u>Attribute</u>	<u>Specified Standard</u>
P-7. Type Quality and Uniformity	Government Furnished Material
P-8. Halftone Match	Government Furnished Material
P-10. Process Color Match	Government Furnished Material

SUBCONTRACTING: The predominant production function is press work.

OPTION TO EXTEND THE TERM OF THE CONTRACT: The Government has the option to extend the term of this contract for a period of 12 months by written notice to the contractor not later than 30 days before the contract expires. If the Government exercises this option, the extended contract shall be considered to include this clause, except, the total duration of the contract may not exceed 5 years as a result of, and including, any extension(s) added under this clause. Further extension may be negotiated under the "Extension of Contract Term" clause. See also "Economic Price Adjustment" for authorized pricing adjustment(s).

EXTENSION OF CONTRACT TERM: At the request of the Government, the term of any contract resulting from this solicitation may be extended for such period of time as may be mutually agreeable to the GPO and the contractor.

PREAWARD SURVEY: In order to determine the responsibility of the prime contractor or any subcontractor, the Government reserves the right to conduct an on-site preaward survey at the contractor's/subcontractor's facility or to require other evidence of technical, production, managerial, financial, and similar abilities to perform, prior to the award of a contract. As part of the financial determination, the contractor in line for award may be required to provide one or more of the following financial documents:

- 1) Most recent profit and loss statement
- 2) Most recent balance sheet
- 3) Statement of cash flows
- 4) Current official bank statement
- 5) Current lines of credit (with amounts available)
- 6) Letter of commitment from paper supplier(s)
- 7) Letter of commitment from any subcontractor

The documents will be reviewed to validate that adequate financial resources are available to perform the contract requirements. Documents submitted will be kept confidential, and used only for the determination of responsibility by the Government. Failure to provide the requested information in the time specified by the Government may result in the Contracting Officer not having adequate information to reach an affirmative determination of responsibility.

ORDERING: Items to be furnished under the contract shall be ordered by the issuance of print orders by the Government. Orders may be issued under the contract from November 1, 2019 through October 31, 2020 plus for such additional period(s) as the contract is extended. All print orders issued hereunder are subject to the terms and conditions of the contract. The contract shall control in the event of conflict with any print order. A print order shall be "issued" upon notification by the Government for purposes of the contract when it is electronically transmitted or otherwise physically furnished to the contractor in conformance with the schedule.

ASSIGNMENT OF JACKETS, PURCHASE AND PRINT ORDERS: A GPO jacket number will be assigned and a purchase order issued to the contractor to cover work performed. The purchase order will be supplemented by an individual "print order" for each job placed with the contractor. The print order, when issued, will indicate the quantity to be produced and any other information pertinent to the particular order.

ECONOMIC PRICE ADJUSTMENT: The pricing under this contract shall be adjusted in accordance with this clause, provided that in no event will any pricing adjustment be made that would exceed the maximum permissible under any law in effect at the time of the adjustment. There will be no adjustment for orders placed during the first period specified below. Pricing will thereafter be eligible for adjustment during the second and any succeeding performance period(s). For each performance period after the first, a percentage figure will be calculated as described below and that figure will be the economic price adjustment for that entire next period. Pricing adjustments under this clause are not applicable to reimbursable postage or transportation costs, or to paper, if paper prices are subject to adjustment by separate clause elsewhere in this contract.

For the purpose of this clause, performance under this contract will be divided into successive periods. The first period will extend from date of award, and the second and any succeeding period(s) will extend for 12 months from the end of the last preceding period, except that the length of the final period may vary. The first day of the second and any succeeding period(s) will be the effective date of the economic price adjustment for that period.

Pricing adjustments in accordance with this clause will be based on changes in the seasonally adjusted "Consumer Price Index For All Urban Consumers - Commodities Less Food" (Index) published monthly in the CPI Detailed Report by the U.S. Department of Labor, Bureau of Labor Statistics.

The economic price adjustment will be the percentage difference between Index averages as specified in this paragraph. An index called the variable index will be calculated by averaging the monthly Indexes from the 12-month interval ending three (3) months prior to the beginning of the period being considered for adjustment. This average is then compared to the average of the monthly Indexes for the 12-month interval, called the base index. The percentage change (plus or minus) of the variable index from the base index will be the economic price adjustment for the period being considered for adjustment.

The Government will notify the contractor by contract modification specifying the percentage increase or decrease to be applied to invoices for orders placed during the period indicated. The contractor shall apply the percentage increase or decrease against the total price of the invoice less reimbursable postage or transportation costs and separately adjusted paper prices. Payment discounts shall be applied after the invoice price is adjusted.

If the Government exercises an option, the extended contract shall be considered to include this economic price adjustment clause.

REQUIREMENTS: This is a requirements contract for the items and for the period specified herein. Shipment/delivery of items or performance of work shall be made only as authorized by orders issued in accordance with the clause entitled "Ordering". The quantities of items specified herein are estimates only, and are not purchased hereby. Except as may be otherwise provided in this contract, if the Government's requirements for the items set forth herein do not result in orders in the amounts or quantities described as "estimated", it shall not constitute the basis for an equitable price adjustment under this contract.

Except as otherwise provided in this contract, the Government shall order from the contractor all the items set forth which are required to be purchased by the Government activity identified on page 1.

The Government shall not be required to purchase from the contractor, requirements in excess of the limit on total orders under this contract, if any.

Orders issued during the effective period of this contract and not completed within that time shall be completed by the contractor within the time specified in the order, and the rights and obligations of the contractor and the Government respecting those orders shall be governed by the terms of this contract to the same extent as if completed during the effective period of this contract.

If shipment/delivery of any quantity of an item covered by the contract is required by reason of urgency prior to the earliest date that shipment/delivery may be specified under this contract, and if the contractor will not accept an order providing for the accelerated shipment/delivery, the Government may procure this requirement from another source.

The Government may issue orders which provide for shipment/delivery to or performance at multiple destinations.

Subject to any limitations elsewhere in this contract, the contractor shall furnish to the Government all items set forth herein which are called for by print orders issued in accordance with the "Ordering" clause of this contract.

PAYMENT: Submitting invoices for payment via the GPO fax gateway (if no samples are required) utilizing the GPO barcode coversheet program application is the most efficient method of invoicing. Instruction for using this method can be found at the following web address: <http://winapps.access.gpo.gov/fms/vouchers/barcode/instructions.html>.

Invoices may also be mailed to: U.S. Government Publishing Office, Office of Financial Management, Attn: Comptroller, Stop: FMCE, Washington, DC 20401.

For more information about the billing process refer to the General Information of the Office of Finance web page located at <https://www.gpo.gov/how-to-work-with-us/vendors/how-to-get-paid>.

FACSIMILE BIDS: Facsimile bids are permitted.

(a) Definition. "Facsimile bid," as used in this solicitation, means a bid, modification of a bid, or withdrawal of a bid that is transmitted to and received by the Government via electronic equipment that communicates and reproduces both printed and handwritten material.

(b) Bidders may submit facsimile bids as responses to this solicitation. These responses must arrive at the place and by the time specified in the solicitation.

(c) Facsimile bids that fail to furnish required representations or information or that reject any of the terms, conditions, and provisions of the solicitation will be excluded from consideration.

(d) Facsimile bids must contain the required signatures.

(e) The Government reserves the right to make award solely on the facsimile bid. However, bidders agree to promptly submit the complete original signed bid.

(f) Submit facsimile bid to FAX No. (206)764-6706, one bid per facsimile.

(g) If the bidder chooses to transmit a facsimile bid, the Government will not be responsible for any failure attributable to the transmission or receipt of the facsimile bid including, but not limited to, the following:

- (1) Receipt of garbled or incomplete bid.
- (2) Availability or condition of the receiving facsimile equipment.
- (3) Incompatibility between the sending and receiving equipment.
- (4) Delay in transmission or receipt of bid.
- (5) Failure of the bidder to properly identify the bid.
- (6) Illegibility of bid.
- (7) Security of bid data.

SECTION 2.- SPECIFICATIONS

SCOPE: These specifications cover the production of a saddle-stitched newsletter requiring such operations as printing, binding, packing, and delivery.

TITLE: Salute

FREQUENCY OF ORDERS: Approximately 25 orders per year.

QUANTITY: Approximately 2,500 – 3,500 copies per order, with an average of 3,000 copies.

NUMBER OF PAGES: 8 to 16 pages, with an average of 12 pages. Self-cover.

TRIM SIZES: 8-1/2 x 11”

GOVERNMENT TO FURNISH:

The Government furnished materials will consist of digital files.

Software could include but is not limited to: PhotoShop, InDesign, PostScript and PDF files. Software will be in a variety of versions. The contractor must have the current versions and up-grade as they become available.

At the option of the agency the Government furnished materials will occasionally be sent via email or via the contractor’s secure SFTP website. (See Contractor to Furnish).

Print Orders.

GPO Form 905.

Identification markings such as register marks, ring folios, rubber stamped jacket number, commercial identification marks of any kind, etc. except form number, and revision date, carried on copy or film, must not print on finished product.

CONTRACTOR TO FURNISH:

The contractor’s couriers must qualify to obtain a security pass through Naval Base Kitsap’s Rapid Gate program (360-476-4884) and must qualify to obtain access to the Controlled Industrial Area for purpose of delivering on the Naval Base Kitsap, Bremerton, to multiple locations.

All materials and operations, other than those listed under "Government to Furnish," necessary to produce the products in accordance with these specifications.

The contractor will host a website with secure FTP service using either Secure Sockets Layer (SSL) or Transfer Layer Security (TLS) encryption. The servers must be redundant and located in a secure locked, climate controlled, fire-resistant facility.

The contractor must provide website information allowing the ordering agencies to post and retrieve Government furnished materials and proofs from their secure website when required.

Contractor is responsible for converting images to an appropriate color space and file format for output. Contractor must also apply any and all necessary prepress functions to achieve best possible output quality of supplied files.

Prior to image processing, the contractor shall perform a basic preflight check of the furnished media and publishing files to assure correct output of the required reproduction image. If any errors, media damage, or data corruption that might interfere with proper file image processing are discovered during inspection by the contractor, work must be discontinued and further instructions should immediately be requested from the contract administrator, see below.

This preflight must identify any problem areas with digital file submission and must include but not be limited to missing or damaged fonts, damaged disks, missing bleeds, improper trim size, and improper color definition. The Contractor is also responsible for creating or altering any necessary trapping, setting proper screen angles and frequency (unless indicated otherwise by the Government), and defining proper file output selection for the imaging device being used. All furnished files must be imaged as necessary to meet the assigned Quality Assurance Through Attributes Program (QATAP) level.

Note: All costs for prepress work must be included in the cost of each issue. Additional computer time work not covered within prepress work must be brought to the attention of the agency and Seattle GPO.

COMPUTER TIME-WORK: Will consist of minor repairs and/or corrections, not listed above, required by the ordering agency on electronic camera copy. Time work will be rounded up to closest 15-minute increments. **Prior to work, the contractor will be required to inform the agency and the Seattle Government Publishing Office of the approximate time required for repairs or corrections, allowing the agency the opportunity to correct and/or provide corrected files.**

Prior to making revisions, the contractor shall copy the furnished files and make all changes to the copy.

When required, upon completion of each order, the contractor must furnish final production native application files (digital deliverables) with the furnished material. The digital deliverables must be an exact representation of the final printed product and shall be returned on the same type of storage media as was originally furnished. The Government will not accept, as digital deliverables, PostScript files, Adobe Acrobat Portable Document Format (PDF) files, or any proprietary file formats other than those supplied, unless specified by the Government.

PROOFS: PDF "Soft" Proof.

Contractor to submit one "Press Quality" PDF "soft" proof (for content only) using the same Raster Image Processor (RIP) that will be used to produce the final printed product. PDF proof will be evaluated for text flow, image position, and color breaks. Proof will not be used for color match. Contractor must call the agency to confirm receipt.

Email proofs to email address indicated on the Print Order.

Proofs will be withheld not more than 2 workdays from receipt by the Government to receipt in contractor's plant. Contractor must not print prior to receipt of an "OK to print".

STOCK/PAPER: The specifications of all paper furnished must be in accordance with those listed herein or listed for the corresponding JCP Code numbers in the "Government Paper Specification Standards No. 12" dated March, 2011. http://www.gpo.gov/pdfs/customers/sfas/vol12/vol_12.pdf. Color of paper furnished shall be of a uniform shade and a close match by visual inspection of the JCP and/or attached color sample(s). The Contracting Officer reserves the right to reject shipments of any order printed on paper the color of which, in his opinion, materially differs from that of the color specified.

White Offset Book, basis size 25 x 38", basis weight 70 lbs. per 500 sheets, equal to JCP Code A60.

PRINTING: Majority of orders print head-to-head. Contractor must inform agency of their required margins; gripper requirements; and safe zone for pages that do not bleed.

Approximately 4 pages print in Four-Color Process and approximately 8 pages print in black ink only.

MARGINS: Some orders bleed one to four sides.

BINDING: Saddle stitching and trim three sides. No binding stubs are allowed. Finished trimmed signatures must be one piece and measure 11 x 17".

Approximately 4 issues per year may require printing and inserting one 8-1/2 x 11" leaf into each copy.

DEPARTMENTAL RANDOM COPIES (BLUE LABEL): The contractor MUST submit departmental random copies. The contractor must divide their entire order into equal sub lots. One random copy must be selected from a different general area of each sub lot. The contractor will be required to furnish the "Certificate of Selection of Random Copies", furnished by GPO, certifying that copies were selected as directed. The random copies constitute a part of the total quantity ordered, and no additional charge will be allowed.

Quantity Ordered	Number of Sublots
500 - 3,200	50
3,201 - 10,000	80
10,001 - 35,000	125
35,001 and over	200

These randomly selected copies must be packed separately and identified by a special Government furnished blue label (GPO Form 2678) affixed to each affected container. Labels are to be reproduced on blue stock. The container and its contents shall be recorded separately on all shipping documents and be sent separately from any other distribution to the destination specified.

A copy of the PRINT ORDER/SPECIFICATION and a signed Government-furnished certificate of selection must be included.

PACKING: Bundle in quantities of 50.

LABELING AND MARKING: Use GPO form 905 to make all shipping containers. A fillable GPO Form 905 is available at <https://www.gpo.gov/how-to-work-with-us/vendors/forms-and-standards> Look under "Print Procurement".

DISTRIBUTION: Deliver f.o.b. destination to multiple addresses in Washington state, zip code 98314.

Upon completion of each order, all originals must be returned to the ordering Department.

If requested, all expenses incidental to picking up of Government furnished materials, returning materials, and furnishing sample copies must be borne by the contractor.

SCHEDULE: Adherence to this schedule must be maintained. Contractor must not start production of any job prior to receipt of the individual print order (GPO Form 2511).

When requested by the agency Government furnished material must be picked up from and delivered to the ordering Department (f.o.b. destination).

At the option of the agency Government furnished material will be submitted through the contractor's online drop box/ftp site.

1. A PDF file of the finalized document will be sent to the contractor Monday the week of publication. A PDF or JPEG file of the cover will be provided with the entire issue.
2. Contractor must deliver completed product not later than 11:30 a.m., Thursday, the week of publication.

Unscheduled material such as shipping documents, receipts or instructions, delivery lists, labels, etc., will be furnished with each order or shortly thereafter. In the event such information is not received in due time, the contractor will not be relieved of any responsibility in meeting the shipping schedule because of failure to request such information.

SECTION 3.- DETERMINATION OF AWARD

The Government will determine the lowest bid by applying the prices quoted in the "Schedule of Prices" to the following units of production which are the estimated requirements to produce 12 months' work under this contract. These units do not constitute, nor are they to be construed as, a guarantee of the volume of work which may be ordered for the term of this contract.

The following item designations correspond to those listed in the "Schedule of Prices."

	(1)	(2)
I. (a)	200	600
(b)	8	24
(c)	100	300
II. (a)	7	
(b)	12	

SECTION 4.- SCHEDULE OF PRICES

Prices must include the cost of all required materials and operations for each item listed in accordance with these specifications.

Bids offered are f.o.b. destination.

Bidder must make an entry in each of the spaces provided.

Bids submitted with any obliteration, revision, or alteration of the order and manner of submitting bids, may be declared nonresponsive.

An entry of NC (No Charge) shall be entered if bidder intends to furnish individual items at no charge to the Government. Bids submitted with NB (No Bid), N/A or blank spaces for an item may be declared nonresponsive.

The Contracting Officer reserves the right to reject any offer that contains prices for individual items of production (whether or not such items are included in the Determination of Award) that are inconsistent or unrealistic in regard to other prices in the same offer or to GPO prices for the same operation if such action would be in the best interest of the Government.

All vouchers submitted to the GPO shall be based on the most economical method of production.

Fractional parts of 1,000 will be prorated at the per 1,000 rate.

I. COMPLETE PRODUCT: Prices quoted shall include the cost of all required materials and operations necessary for the complete production and distribution of the product in accordance with these specifications, including emailed proofs.

	<u>Makeready and/or Setup</u> (1)	<u>Running Per 1,000 Copies</u> (2)
(a) Per page, black ink.	\$ _____	\$ _____
(b) Printing insert sheet in black ink; per page.	\$ _____	\$ _____
(c) Per page, Four-Color Process.	\$ _____	\$ _____

II. ADDITIONAL OPERATIONS:

- (a)** Computer time-work, per hour. \$ _____
- (b)** Inserting sheets into the publication,
Cost per 1,000 inserts. \$ _____

(Initials)

SHIPMENT(S): Shipments will be made from: City _____, State _____

If no shipping point is indicated above, it will be deemed that the bidder has selected the city and state shown below in the address block, and the bid will be evaluated and the contract awarded on that basis. If shipment is not made from evaluation point, the contractor will be responsible for any additional shipping costs incurred.

DISCOUNTS: Discounts are offered for payment as follows: _____ Percent, _____ calendar days. See Article 12 “Discounts” of Solicitation Provisions in GPO Contract Terms (Publication 310.2).

AMENDMENT(S): Bidder hereby acknowledges amendment(s) number(ed) _____

BID ACCEPTANCE PERIOD: In compliance with the above, the undersigned agree, if this bid is accepted within _____ calendar days (60 calendar days unless a different period is inserted by the bidder) from the date for receipt of bids, to furnish the specified items at the price set opposite each item, delivered at the designated points(s), in exact accordance with specifications.

NOTE: Failure to provide a 60-day bid acceptance period may result in expiration of the bid prior to award.

BIDDER’S NAME AND SIGNATURE: Unless specific written exception is taken, the bidder, by signing and submitting a bid, agrees with and accepts responsibility for all certifications and representations as required by the solicitation and GPO Contract Terms - Publication 310.2. When responding by fax or mail, fill out and return one copy of all pages in “SECTION 4. – SCHEDULE OF PRICES,” including initialing/signing where indicated.

Failure to sign the signature block below may result in the bid being declared non-responsive.

Bidder

(Contractor Name) (GPO Contractor’s Code)

(Street Address)

(City – State – Zip Code)

By _____
(Printed Name, Signature, and Title of Person Authorized to Sign this Bid) (Date)

(Person to be Contacted) (Telephone Number) (Email)