



CITY OF GEORGETOWN
REQUEST FOR PROPOSAL
FOR
UTILITY BILL PRINTING AND MAILING SERVICES
DUE: THURSDAY, AUGUST 5, 2010 AT 3:00 PM

ADDENDUM 1

Issued July 23, 2010

This Addendum will amend the above referenced RFP originally issued on July 21, 2010 and in response to inquiries below in no particular order. This clarification is being provided to all respondents.

RFP Due Date: Unchanged

Description of Requirements on Bidder Response Form

Item 2 – Has changed to read:

Bidder must accept variable data in .XML file format from the City via its own FTP server. (Not CSV – Comma Separated Value)

Question 1.

Can you tell me if there is any sample data that I can trial run the files to make sure it will work?

Answer: Yes if vendor has FTP server.

Question 2.

Do the delinquent notices mail out in same envelope as regular utility bill?

Answer: Yes the same type of envelope, but separate mailing and with no remittance.

Question 3.

Do the delinquent notices receive a remit as well?

Answer: No

Question 4.

Is delinquent notice an 8.5 x 11 sheet?

Answer: Yes at the present time. Vendor is requested to design new one.

Question 5.

Can you email me a sample of the new bill layout and the delinquent notice?

Answer: Vendor is requested to design new utility bill and delinquent notice.

Question 6.

Does the City prefer to use pre-printed billing forms or may the vendor use blank paper (with perforation for stub) and print an image template onto the blank paper stock? Same with delinquent notices?

Answer: This is an option for the vendor to choose for the billing forms as well as the delinquent notices.

Question 7.

Will there be printing on back of the billing form and/or delinquent notice?

Answer: No

Question 8.

Will the approximate 1,500 monthly delinquent notices be mailed in cycles (to match billing cycles) or will they be mailed all at one time, once per month?

Answer: Delinquent notices are to be mailed in the same cycles as the billing forms.

Question 9.

If the vendor produces custom billing forms (if not using blank paper), custom printed #10 outgoing envelopes and custom #9 return envelopes, can the vendor invoice the City at the time of manufacturing? Or, does the City prefer to be invoiced for these items at the time they are actually consumed in the monthly billing processes?

Answer: Vendor may bill the City as the forms and supplies are consumed.

Question 10.

Will the City deposit funds with the vendor prior to mailings to cover postage?

Answer: This will be negotiated with the successful bidder.

Question 11.

Is there any leeway in the requirement that the distance for an on-site inspection by the City to observe the mailing/printing facility be no more than 100 miles? (My facility is about 125 miles)

Answer: No

Question 12.

If the City provides its own inserts (in requirement # 6) will the vendor have any input as to the materials used for that insert? Some materials may not insert very well by mechanical inserter machines.

Answer: Yes

Question 13.

It looks like you are currently printing your bills and notices on pressure seal. From the RFQ it looks like you are wanting to go with an 8½ x11 inserted into a #10 with at #9 return. Is that correct? We also have a less expensive option for notices as well as a 7x11 pressure seal.

Answer: No pressure seal

Question 14.

Will you be sending the data your graphs are built from or will we have to keep up with historical information based on the account number?

Answer: The City will send the data.

Question 15.

You asked for NOCA services but you are not required to use NOCA because you bill each month. NOCA is required you haven't mailed to a database within 90 days.

Answer: City will require NOCA services.

Question 16.

We are located in Denver, Colorado, and I see that in item #11 Description of Requirements, the mailing/printing facility shall be located no more than 100 miles from the City's Administration Building in Georgetown, SC. I am wondering if it would be possible to submit an alternate bid in regards to this requirement?

Answer: No
