



Purchasing Division

ADDENDUM NO. 1

DATE: January 22, 2021
FROM: City of Grand Junction Purchasing Division
TO: All Interested Parties
RE: Utility Billing Printing and Mailing Services RFP-4862-21-SH

Bidders responding to the above referenced solicitation are hereby instructed that the requirements have been clarified, modified, superseded and supplemented as to this date as hereinafter described.

Please make note of the following:

1. **Question:** Can you tell me who the incumbent is and where they are located?
Answer: The incumbent provider is The Master's Touch located in Spokane, Washington.
2. **Question:** Are inserts one-sided or two?
Answer: Inserts are both one sided and two sided.
3. **Question:** Can we put the insert pricing information on our optional pricing page? There is only one option on the RFP pricing page, but there are multiple sizes which will have different prices for each.
Answer: Yes, you may include insert pricing information on an optional pricing page.
4. **Question:** Can you please provide samples of the billing notice, return and outer envelopes?
Answer: Please see Attachments at the end of this Addendum document.
5. **Question:** Pricing page indicates printing #9 & #10 envelopes. Are you seeking envelope pricing only, or if printing as well, what are the specs? (one-sided or two, how many print colors?)
Answer: See Section 4.2.7. Envelopes are printed in black ink only. #10 envelopes are printed on one side, while #9 envelopes are printed on two sides. Please see examples at the end of this Addendum document.
6. **Question:** The RFP on 4.5.1 indicates "preprinted/perforate4d statements". Is the City currently using preprinted shells?
Answer: The City has used preprinted shells in the past, but prefers print as you go.
7. **Question:** Does the City process late and/or final billing notices? If so, what are the specs for each?
Answer: These types of notices will be included in the weekly batches and require no special consideration.

8. **Question:** Who is your current vendor?
Answer: See Question 1.
9. **Question:** What is the City currently paying for the requested services?
Answer: Current per piece prices are as follows:
Statement \$0.0198
#10 Envelope \$0.03153
#9 Envelope \$0.02708
Processing \$0.067
Postage varies by address, weight, etc.
10. **Question:** What is the City's anticipated Go Live date?
Answer: Please see Section 4.10. Contract period begins February 12, 2021.
11. **Question:** Please provide a time that the GoToConnect meeting will take place.
Answer: The date and time is noted in the solicitation document on the cover sheet and in Section 4.8. The virtual bid opening will be held February 2, 2021 at 2:30 P.M.
12. **Question:** Regarding the evaluation of submittals provisions of Section 6.2, the second paragraph states the parameters used to evaluate the submittals are listed "in no particular order of priority", while the "Fees" parameter section states the "most competitive fees will be ranked the highest". Can you confirm whether the award will be based on the lowest cost submitted by a qualified proposer?
Answer: All criteria will be considered in selecting a contractor. Those with the most competitive fees will be ranked highest for the individual "fees" criterion. However, rankings for the overall list of criteria as a whole will determine the award.
13. **Question:** Will the City provide the specifications it desires the proposer to price for the "Printing Inserts" category of Solicitation Response Form (Section 7.0)? Section 4.3 states "the size of inserts vary. Some are 1/3 page, some are 1/2 page and some are full page. All are printed on 20 LB bond and usually printed in black ink".
Answer: Inserts are typically provided by various City departments containing information for special projects or upcoming events. There is no "common" size or content, which is why they are described as 1/3 page, 1/2 page and full page. They can be singled sided or double sided. You may attach additional pricing information for each scenario if desired.
14. **Question:** Will the City provide scanned color samples of the front and back of its utility bills?
Answer: Yes. Variable past due amounts on the bill (invoice) are printed in red. Samples are included at the end of this Addendum document.
15. **Question:** Will the City provide the pricing it is currently paying for the printing and processing of utility bills?
Answer: Please see Question 9.
16. **Question:** Who is your current vendor?
Answer: Please see Question 1.
17. **Question:** What are you current production costs?
Answer: Please see Question 9.

18. **Question:** Does the city carry its own postal permit, or will they be using the vendors?
Answer: See Sections 4.2, 4.3 and 4.5 of the RFP document.
19. **Question:** Is the city looking for any online payment solutions?
Answer: No. That service is not part of this solicitation.
20. **Question:** Does the city have late notices and shut off notices to process as well?
Answer: Please see Question 7.
21. **Question:** May I see a sample of the statement form and the associated envelopes? I'd like to determine if any color other than black is required on either the static content OR the variable content.
Answer: All envelopes and forms are printed in black ink, except for the past due amounts on the bill. Those are printed in red ink. Samples of forms are attached at the end of this Addendum document. The static content is blank.
22. **Question:** Is there any printing required on the back of the statement or the envelopes? If yes, black? Or color?
Answer: The #9 envelope has printing in black ink on the back flap as seen in the attached examples. The statement is one sided.
23. **Question:** Is the city willing to commit to no static copy or specification changes on the envelopes and statement forms for the entire year? That might allow the awarded vendor the opportunity to pre-purchase/produce those elements in a larger quantity.
Answer: Static content is blank. Envelope printing will remain the same, but the Contractor is responsible for weekly address updates as stated in Section 4.5.5. Committing to no changes for a full year seems unlikely. The City will commit to six months at the most for envelopes. Please include this request in your Proposal.
24. **Question:** Will the City allow for the additional cost associated with any stuffers/inserts that would be required to be printed in color?
Answer: Yes. Documented proof of the additional cost will be required.
25. **Question:** Can you provide samples of PDFs of each of the billing documents so we can see the format of the bills/colors/current window positions, etc.? Samples PDFs should be in the format they will be received in during production.
Answer: Samples are attached at the end of this document.
26. **Question:** Are your envelopes generic for this project, and if they're custom can you please provide samples for both the mailing envelope and the remittance envelope?
Answer: Envelopes are generic. Samples are attached at the end of this document.
27. **Question:** Who is your current print and mail providers? Can you provide a recent invoice for services rendered from the current provider, or provide contract services printing?
Answer: Please see Questions 1 and 9.
28. **Question:** May I see a sample of the statement form and associated envelopes? I'd like to determine if any color other than black is required on either the static content OR the variable content.

Answer: The static content is blank. Variable past due amounts are printed in red. Samples are included at the end of this Addendum document.

29. **Question:** The USPS occasionally raises postage rates. Over a potential four-year contract term, odds are there will be at least one postage rate increase. Does this RFP response require the vendor to quote a fixed postage rate for what could be the entirety of a four-year contract term?

Answer: Please see Section 4.10 of the original RFP document. The contract term is for one year. The contract price will be fixed the duration of that contract period. Each optional renewal is obtained by mutual agreement between both parties, the City and the Contractor. If postage rates have increased and can be validated, there is an opportunity to renegotiate contract prices each year upon renewal.

30. **Question:** If the vendor does not agree to a fixed postage rate over the contract term, will the vendor's response be disqualified.

Answer: Yes. Contract pricing cannot be adjusted during the contract period – which is one year.

31. **Question:** Is there a mechanism for the vendor to adjust their pricing mid contract term to accommodate USPS postage rate increases?

Answer: Each year upon contract renewal there will be an opportunity to adjust pricing.

32. **Question:** Do you print in-house?

Answer: No.

33. **Question:** Do you use roll feed or cut-sheet pre-printed forms or plain white paper?

Answer: Unknown. It is the discretion of each contractor to determine this process based on their firm's abilities.

34. **Question:** Please provide either a sample of preprinted form or detailed description including any graphics and color combinations required.

Answer: Please see samples at the end of this document and Question 28. Past due amounts on the statement are printed in red. All other printing uses black ink.

35. **Question:** If you use a color overlay, please provide a sample of the overlay.

Answer: There is no overlay.

36. **Question:** If you currently outsource your bill print, if legally permissible, please identify your current vendor and when current contract ends or renews.

Answer: Please see Question 1. Contract ends upon the start of this contract.

37. **Question:** Please describe the details surrounding envelope printing. What images, text, fonts etc. will be required?

Answer: Please see examples attached to this Addendum document. Images, text and fonts will be provided to the awarded Contractor.

38. **Question:** Will printing be required on both the #10 and #9 envelope?

Answer: Yes. Please see examples at the end of this document.

39. **Question:** Will a vendor be disqualified if they use double window envelopes that provide the same mail and identification functionality as a printed envelope?
Answer: No. All Proposals will be considered. Please provide a detailed explanation of your plan using those types of envelopes as requested in Section 5.C.
40. **Question:** Please provide details on how inserts will be received by the vendor. (Email, SFTP, Push, etc.)
Answer: Insert details will be sent via email to the awarded Contractor.
41. **Question:** Will inserts be sent to the vendor as PDFs, Bitmaps, etc. to be printed?
Answer: Inserts will be sent as PDF, Word or Publisher files.
42. **Question:** Will inserts be included in the PDF that contains the billing information or will inserts have their own file to be received by the vendor?
Answer: Inserts will be sent in a separate email file.
43. **Question:** Will all inserts for a given bill cycle be the same? Or, will inserts be dynamically targeted to specific customers meaning more than one insert to be used for a bill cycle?
Answer: Inserts will be the same for all invoices mailed that week.
44. **Question:** Will any inserts be required to be ordered in advance from a 3rd party print company? If yes, describe the process of who orders and who pays.
Answer: No. No third party vendors are part of this contract.
45. **Question:** Section 4.5.1 states we are to receive, print, warehouse and inventory #10 window envelopes, #9 return envelopes, preprinted/perforated statements as direct by the City. While this was once a standard practice for many print and mail companies, technology now provide the same capabilities without having to incur the expense of warehousing thus decreasing the cost to customer. Would a vendor's response be disqualified if they provide these items on demand instead of preprinting and warehousing?
Answer: No. Please provide an explanation of your process as requested in Section 5.C. The City is always open to suggestions for cost saving processes and products.
46. **Question:** RFP states you plan to award on February 12, 2021. What is your target date for production?
Answer: The contract and production will begin immediately.
47. **Question:** May we receive a sample of the PDF file City will provide?
Answer: A sample of the actual PDF file will not be shared prior to award due to the nature of confidential information in the file. The file size ranges from 102,000 KB to 165,000 KB and is transferred via secure FTP site the awarded vendor provides.
48. **Question:** Will the group that does not require the #9 Courtesy Reply Envelope be separated from the rest, and can it be mailed separately?
Answer: The group requiring no envelope has wording on the bill that allows the vendor to flag for no envelope, but it cannot be mailed separately.
49. **Question:** How many of the 37,000 do not require the Courtesy Reply Envelope?
Answer: There are approximately 6,600 of the 37,000 that do not require a return envelope.

50. **Question:** Is there a reason the static form elements and the variable data elements could not be printed at the same time?
Answer: No. Please explain your process in the section containing your Strategy and Implementation (Section 5.C).
51. **Question:** Does the #10 window have color or is it just black and white?
Answer: The envelope is printed in black ink.
52. **Question:** Is the #9 envelope black and white?
Answer: The envelope is printed in black ink.
53. **Question:** The RFP mentions PDF documents being sent to the vendor, we expected to sort the PDF's or is the raw data provided?
Answer: Vendors can sort and print using their production processes that best suit their operations. However, they must be able to identify the invoices with no envelopes and mail accordingly.
54. **Question:** What are the color combinations of the invoices?
Answer: Please see Questions 28 and 34. Examples are attached at the end of this document.
55. **Question:** The proposal lists paper at 20lb. bond. Will the City accept 24lb?
Answer: All submissions will be considered, but the 24lb may be cost prohibitive.
56. **Question:** Pricing for inserts varies according to size. The City has listed full page, 1/2 page and 1/3 page as the sizes for your inserts, but only includes one line item in the pricing sheet. Can we include an additional pricing sheet to itemize inserts by size and for other recommended solutions?
Answer: Yes, additional pricing sheets may be included, as well as other solutions.
57. **Question:** Will the City provide samples and/or scans of your various statements, inserts and envelopes?
Answer: Examples are attached to this Addendum document.
58. **Question:** Just to confirm if we get file by 3:00 PM on Thursday does that mean delivery by end of day on Friday.
Answer: The mail needs to be postmarked and sent on Friday. Section 4.5.7 states next day mail service is required.
59. **Question:** Can you confirm we will receive print ready PDF's and we will not need to do print composition.
Answer: Electronic PDF files will be sent from the City which contain the billing information for each customer. The awarded Contractor will add the return address bar code and the QR tracking code to the statements.
60. **Question:** Will the one additional file be similar in volume as the weekly files or how many package can we expect on the monthly file.
Answer: File sizes vary from approximately 9,500 to 3,500 statements per file. The average number per month is 37,000 as stated in the original RFP document.

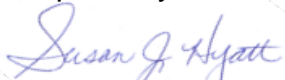
61. **Question:** How many #9 are used each month compared to the 37,000 package sent out?
Answer: See Question 49. There are approximately 6,600 automatic pay accounts that do not require an envelope.
62. **Question:** Will both the Invoice and Insert print simplex or duplex black?
Answer: Invoices are single page only. Inserts vary.
63. **Question:** Can you provide additional specs on the envelopes, ie. Paper type, Size, window size/location, number of inks. Can you provide a PDF sample?
Answer: The paper type is a standard envelope. Sizes are #9 and #10. Window location can be seen in the attached example. The #9 envelope has security tint on the inside. All envelopes are printed in black ink.
64. **Question:** The three different additional insert sizes (1/3, 1/2 and full).
Answer: This appears to be an incomplete question and the intent is unknown.
65. **Question:** Can you provide more detail on the insert, are they have variable data or match to the bill. If inserts can vary in size can you give us history or breakout of what size is most common or do they print simplex / duplex?
Answer: Inserts are typically provided by various City departments containing information for special projects or upcoming events. There is no "common" size or content, which is why they are described as 1/3 page, 1/2 page and full page. They can be single sided or double sided.
66. **Question:** Will the inserts be the same for all package in any given week or can they vary in size on the same day?
Answer: Each week will contain the same inserts. They will not vary during that specific week.
67. **Question:** Who is the incumbent?
Answer: Please see Question 1.
68. **Question:** In the current contract, was postage part of the bid price?
Answer: Yes.
69. **Question:** What is the current average postage rate?
Answer: This amount varies. Consequently, the City expects the awarded contractor to stay abreast of current rates.
70. **Question:** How are the bills currently mailed. i.e. presort first class, first class, bulk?
Answer: Please see Section 4.5.6. The City expects the awarded Contractor to determine the best mail sort processing.
71. **Question:** Can you provide samples of the current envelopes # 10 and # 9 BRE?
Answer: Please see attached examples at the end of this document.
72. **Question:** How will the vendor know if the current utility bill will not receive a BRE? ie. Will these be in a separate file? Is there a zero balance?
Answer: Please see Question 48. If there happens to be a zero balance, it will be included in the PDF file and will print on the bill.

73. **Question:** Does the current bill have a color logo or any color on the form. Is there a backer to the form? Can you supply a current sample of the bill?
Answer: Past due amounts on the statement are printed in red. All other printing uses black ink. There is no backer. Sample is attached at the end of this document.
74. **Question:** Envelope printing? Is this regarding special messages on the # 10 Envelope that can change throughout the year?
Answer: There are no messages on the #10 envelope.

The original solicitation for the project referenced above is amended as noted.

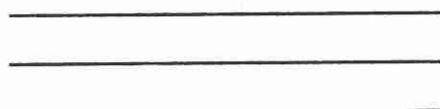
All other conditions of subject remain the same.

Respectfully,



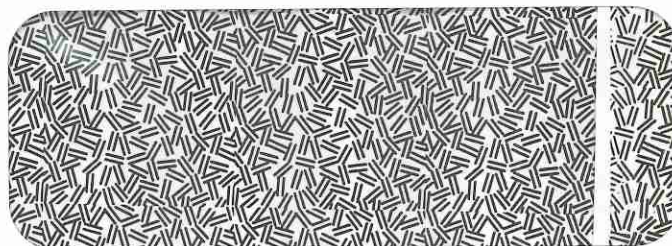
Susan Hyatt, Senior Buyer
City of Grand Junction, Colorado

Example of #10 envelope



Place
Stamp
Here

Example of #9 envelope with printing on back flap



WAIT! Please be sure our address shows through the window on the front.

Example of Blank Statement showing Perforation



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