



### ADDENDUM NO. 1

**Date:** December 10, 2024  
**From:** City of Grand Junction Purchasing Division  
**To:** All Offerors  
**RE:** Utility Billing Printing & Mailing Services, RFP-5524-25-KF

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responding to the above-referenced solicitation are hereby informed that requirements have been clarified, modified, superseded, and supplemented as to this date as hereinafter described.

Please make note of the following clarifications:

1. **Q:** Does the City require sample approval of the electronic files provided on Thursdays prior to printing? If so, when is that approval provided?

**A:** Yes, the City requires approval of the proofs before printing. Approval will be provided promptly after the City receives and reviews the proofs.

2. **Q:** What company is providing the City's electronic bill presentment service?

**A:** The Master's Touch.

3. **Q:** Regarding RFP Section 4.2.2.5, are the sample envelopes included in the RFP representative of the envelope printing the City requires? If not, will the City provide samples of the envelope printing it requires?

**A:** Yes.

4. **Q:** Does the City require the vendor to archive the documents it produces?

**A:** No.

5. **Q:** If archiving is required and regarding RFP Section 4.2.5.18, will the City require the successful vendor, if different from the incumbent vendor, to archive documents produced by the incumbent?

**A:** N/A

6. **Q:** Regarding the contract execution date of February 20, 2025, what date is implementation to be completed if the City selects a vendor other than the incumbent?

**A:** Each Proposer must include a detailed implementation timeline in their proposal response, specifying the estimated completion date for transitioning services. The current contract is set to expire on February 19, 2025. If a vendor other than the incumbent is selected, the incumbent has agreed to support a reasonable transition period to ensure a smooth and seamless handover of services.

7. **Q:** Regarding RFP Section 4.4, will the City confirm that the fees are fixed for the duration of the contract?

**A:** Yes, fees are fixed for the duration of the contract. Any potential renewals will also adhere to the original contract fees.

8. **Q:** Can you please confirm that the city is willing to pay postage prior to mailing for the printing and mailing of utility bills? We require our customers to front postage. We do not mail until postage is in hand.

**A:** Yes, the City is agreeable to paying estimated postage in advance of mailing. However, a monthly reconciliation of actual USPS postage costs, treated as a pass-through expense, must be conducted to ensure alignment with the actual postage incurred for the previous month.

9. **Q:** Can you please also include complete specs of the envelopes including window placement? This is not listed in the RFP or on the scanned images of the envelopes.

**A:** The #10 universal mailing envelope has standard dimensions of **4 1/8 inches (H) by 9 1/2 inches (W)**. The window measures **3 inches (H) by 4 1/2 inches (W)** and is positioned approximately **0.5 inches from the left edge** and **0.875 inches from the bottom edge** of the envelope.

This placement is designed to align with standard billing statement layouts and ensure proper visibility of the address block.

The #9 universal return envelope has standard dimensions of **3 7/8 inches (H) by 8 7/8 inches (W)**. The window measures **1 1/8 inches (H) by 3 1/2 inches (W)** and is positioned **0.5 inches from the left edge** and **0.437 inches from the bottom edge** of the envelope.

10. **Q:** On section 7.0 solicitation response form listed under the section titled "Scenario" it lists "(print a simplex, black ink, 1/3 page, on canary 20lb bond paper) Can you please provide clarification on what this is? Canary paper is not mentioned anywhere else in the RFP.

**A:** The reference in the "Scenario" section is included for pricing purposes only. As noted in Section 4.2.3.5, inserts will be transmitted as needed. If White 20 LB bond paper is the only option available, the Proposer may specify that in its proposal. This flexibility allows the City to assess pricing scenarios, as certain City

departments may occasionally request paper other than White 20 LB bond—for example, canary-colored paper—to draw additional attention to specific customer communications.

11. **Q:** Would the City consider sourcing #10 and #9 reply envelopes as a separate line item, with an annual quantity shipped in a single delivery directly to the mail producer's processing plant?

**A:** No, the City will not consider this option. The City seeks a one-stop provider offering an all-inclusive solution for utility billing printing and mailing services.

12. **Q:** What is the expected award date?

**A:** The expected award date can be found in the Tentative Calendar of Events at the end of Section 4.0. Please refer to that section for details.

13. **Q:** If we're awarded, may we send the project through our local USPS distribution center using our Mail Anywhere status?

**A:** This would depend on the postage discounts available. If processing through a local USPS distribution center results in higher costs, the City may not approve this approach. The proposed approach should be clearly outlined in the proposal response. During the evaluation of proposals and the selection of the shortlisted Proposer(s), the City remains open to discussions and/or negotiations to fully assess the potential benefits and costs and determine the most efficient solution.

The original solicitation for the project noted above is amended as indicated. Please acknowledge receipt of this addendum on the Solicitation Response Form signature page of the proposal documents.

All other conditions of the subject remain unchanged.

Respectfully,



Kathleen Franklin, Senior Buyer  
City of Grand Junction, Colorado