



ADDENDUM NO. 2

Date: December 17, 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responding to the above-referenced solicitation are hereby informed that requirements have been clarified, modified, superseded, and supplemented as to this date as hereinafter described.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. Correction to Addendum 1, Question 2 response: The City handles electronic billing internally, while The Master’s Touch exclusively provides bill printing and mailing services.

2. **Q:** Section 2.5. appears to be a generalized clause governing payment upon completion of services. Will this be modified to conform with the invoicing terms identified in Section 4.3.2?

A: The payment terms outlined in Section 2.5 are a standard clause for general contracts. For this solicitation, invoicing, and payment terms will adhere to the specifics provided in Section 4.3.2, which requires monthly billing based on the number of utility bills mailed during the billing period.

3. **Q:** Section 4.1. Is the FY 2024 pricing for inserts available?

A: All pricing for 2024 is listed in this section.

4. **Q:** Section 4.2. Is the City open to an offer of additional services, like call center support or lock box services, to complement the scope described in the RFP? Such services would be priced separately from the services required in Sections 4.3.4 and 7.0.

A: No. The City manages these services internally.

5. **Q:** Section 4.2. Please provide a monthly summary of invoices mailed and details about inserts for the past two years.

A: A screenshot summarizing the invoices mailed is provided below. The City has not included any inserts in utility bills over the past two years.

Mailing	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
2024 Invoices	27,521	27,445	27,385	27,248	27,270	27,198	27,083	27,056	26,954	26,891	26,761	
2023 Invoices	28,783	28,630	28,065	28,299	28,277	28,218	28,102	27,995	27,887	27,769	22,340	27,739

6. **Q:** Section 4.2. What elements of service have been less than optimal in the past four years with the incumbent provider?
- A:** The City values continuous improvement and expects high performance. The incumbent provider has consistently exceeded service expectations.
7. **Q:** Section 4.2.1.3 Are the inserts transmitted at the same time as the PDF files?
- A:** Not necessarily. The timing of the inserts depends on the specific billing cycle requiring them.
8. **Q:** Section 4.2.3.6 How is the group that will not receive the return envelope identified? If it is not a separate file, does it have indicators on the PDF document?
- A:** It is not provided as a separate file. The group is identified by the indicator "**AUTO DRAFT DO NOT PAY**" on the PDF document.
9. **Q:** Section 4.2.3.8 and 4.2.3.9 Are the bills provided in the order that they are to be bundled in? If not, is the bundling and mailing preparation excluded from the requirement in 4.2.3.9?
- A:** No, the bills are not provided in bundling order. The City relies on the processor's expertise to bundle mail for the best available postage discounts. Section 4.2.3.9 focuses on ensuring the accurate processing of the entire bill file, maintaining the exact order of bills throughout the workflow, preventing duplication, and ensuring that the final printed bill count matches the input data.
10. **Q:** Section 4.2.5.9 and 4.2.5.10 Are the bills provided as print ready PDFs? If so, are we to replace address information provided on the PDFs with updated information from CASS and NCOA?
- A:** Yes, the bills are provided as print-ready PDFs. The requirement is to update any incorrect address information using data from CASS and NCOA to ensure mailing accuracy.
11. **Q:** Section 4.2.5.7 What data is to be present in the QR tracking code? Is this provided by the City?
- A:** The QR tracking code is generated by the current vendor and is used for tracking purposes.
12. **Q:** Section 4.2.5.7 Is the "return address barcode" the IMB that is located below the return address on the sample?
- A:** Yes.
13. **Q:** Section 4.2.5.15 On average, what percentage of pieces mailed each week were returned as undelivered during the past two years?
- A:** The City does not track data on the percentage of undelivered mail.

14. **Q:** Section 4.2.5.16 Please provide a recent example of the “comprehensive information on the quality control measures” that ensure accuracy and reliability in the mailing process.

A: It is the responsibility of each proposer to provide comprehensive details on its quality control measures as part of its proposal response, including recent examples that demonstrate accuracy and reliability in its mailing processes.

15. **Q:** Section 4.3.2 What payment terms does the City offer? 30 days? Would the City entertain a discount for fast pay within 10 days?

A: Please refer to Section 7.0. The City’s standard payment terms are Net 30; however, there is a section within the solicitation response form for proposers to offer prompt payment discounts.

16. **Q:** Section 4.3.3 Has the City ever allocated less than the necessary funds to cover the third-party’s invoice mailing service?

A: No, the City ensures sufficient budget allocation for utility billing services as part of its annual fiscal planning process.

17. **Q:** Section 4.3.4 Is your expectation for “all-inclusive” to be competitively quoted in the format provided in the Solicitation Response form in Section 7.0? Is your expectation of the “not-to-exceed” cost to be higher than the “all-inclusive” price that limits how much pricing risk that the City might bear in the event of price increases over the life of the contract? Please clarify.

A: Yes, the “all-inclusive” price should be competitively quoted using the format in Section 7.0. The “not-to-exceed” cost sets a cap on total costs for the City’s allocated budget.

18. **Q:** Section 4.4 Was the incumbent awarded all available renewals through 2024?

A: Yes.

19. **Q:** Section 4.4 Please provide a copy of the incumbent’s current contract.

A: For inquiries regarding existing contracts, please submit a Colorado Open Records Request through our City Clerk's Office. The request form is available at [Open Records Request](#). The request form can be accessed on the City website <https://www.gjcity.org/>. Navigate to **Government**, > **City Clerk**, select **Open Records Request Form** from the left side menu, and **Make Request** to complete your submission.

20. **Q:** Is the City open to considering an alternate #10 outgoing pistol window envelope that will show the City's logo and return address information as well as the recipient's name and address? This alternate envelope is similar to what the City is currently using, and we can provide a sample if needed.

A: Yes. Please mail the sample to:

Kathleen Franklin

City of Grand Junction Purchasing Division
910 Main St
Grand Junction, CO 81501

21. **Q:** Will the City allow for increases based on CPI in the event paper and material sources rise in cost after the first 12 months? Written notification of any increase will be sent to the City thirty (30) days prior to the requested effective increase date. Documentation will be provided with the request that clearly substantiates the price increase(s) (i.e. letter from paper manufacturer, CPI information as documented by the U.S. Bureau of Labor Statistics, etc.).

A: The City does not guarantee approval of price increases. Proposers are expected to submit pricing that remains firm and sustainable for the duration of the contract term, including the original term and up to three one-year renewals. However, on a case-by-case basis, the City may consider a one-time request for a price adjustment during a renewal period. Any such request must be thoroughly substantiated with third-party verification to justify the cost increase.

22. **Q:** Who is the current Vendor for Print and Mail?

A: The Master's Touch.

23. **Q:** To confirm, archiving is not required?

A: Please refer to Addendum 1, response to Question 4.

24. **Q:** To confirm, Bill Presentment is not needed?

A: Correct, bill presentment is not part of the solicitation.

25. **Q:** Who is used for web payments?

A: Paymentus Corporation.

26. **Q:** What is the reason for changing vendors?

A: The current contract has reached the end of its term, and all available renewal options have been exhausted.

27. **Q:** Please confirm your current pricing.

A: Please refer to Section 4.1.

28. **Q:** Can the city also provide samples of the inserts?

A: Yes, samples of the inserts are available. Please refer to the links below:

- [Sample 1 Insert](#)
- [Sample 2 Insert](#)

29. **Q:** Which provider is the City currently using for Utility Billing Printing & Mailing Services?

A: Please refer to the response provided for Question 21.

30. **Q:** What integration does the city require between its print vendor and its electronic bill presentment vendor?

A: None.

31. **Q:** What consideration/value does the city assign to a single vendor providing it both print, mail and electronic presentment of utility bills?

A: None. This solicitation is limited to bill printing and mailing services only.

32. **Q:** What are the unit costs charged by the current vendor for electronic bill presentment and payment services?

A: Electronic bill presentment and payment services are not included in the scope of solicitation. The City manages electronic billing and payment services internally.

33. **Q:** When does the contract for electronic bill presentment and payment services expire?

A: Electronic bill presentment and payment services are managed internally.

34. **Q:** Can you also, provide the volume of inserts per year?

A: No inserts have been included in utility bills over the past two years.

No Further questions will be accepted.

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