

Questions for the Billing and Mailing Services RFP

1. How many multiple pages do you output per month (estimated)?

There are approximately 15 each month.

2. I have estimated the total number of documents produced by the City per year at 305,700 (252,000 Utility Bills / 6500 Annual Tax / 17,200 Quarterly Tax / and 30,000 Monthly Tax). Please confirm that this is an accurate estimate. I will be using this estimate to build the Total Price on the Schedule of Fees.

The number of annual utility bills mailed is 252,000. In January we send out the 6,500 annual tax forms which include the monthly and a quarterly billing. In April, July and September we send the other quarterly tax forms, which include the monthly forms for an annual total of 12,900. The other eight months we send out the monthly forms for an annual total of 20,000. The total of tax forms sent out annually is 39,400. The grand total of utility bills and tax forms sent out annually is 291,400.

3. On the Schedule of Fees, you refer to Printing of Inserts -- are the inserts 8.5 x 11? 3 5/8 x 8.5? Printed 1 side or 2? Please advise.

Inserts could be all of the above. The majority are only printed on 1 side. For the 3 5/8 x 8.5, you would probably want to quote a price for cut and trim.

4. Again on Schedule of Fees, you refer to Additional Inserts -- are you looking for the cost to insert an additional piece? Please confirm.

Yes, we want a quote for inserting an additional piece.

5. Fastforward from USPS was retired in Sept of 2005 and replaced with NCOALink. Will you accept NCOALink processing from USPS for move updates?

Yes.

6. How many inserts do you anticipate needing (either per mo or per year)?

We are currently inserting a 3 5/8 x 8.5 insert into the utility bills each month and anticipate inserting those for at least another year. We print those inserts and ship to the printer. I also anticipate at least 4 months with additional inserts of either size, the majority of those we would have the provider print. We send out approximately 21,000 utility bills each month.

There is one 8.5x11, two-sided insert that we send out with the 6,500 annual tax forms. We would have the provider print those inserts.

7. Page 2, "Background" refers to the City's current billing process. Please respond to the following:

a. Which vendors are you currently using for billing/ mailing services?

Datamatx.

b. What are your current vendor(s) rates for the various services as broken down in the “Schedule of Fees” in the RFP?

Item	Price per unit
Preprocessing	.008
Laser printing simplex	.025
Highlight laser printing option	.030
Fold & Insert	.025
Fold & Insert additional multiple pages	.020
Additional inserts	.005
Printing of inserts	.025
Presort, bundle, tray and delivery to USPS	.005
FAST <i>Forward</i> processing	.350
Paper 8 ½ “ x 11” 20# white with Perf, no pre-print	.016
#10 – 24# white Generic double window envelope with security tint	.025
#9 – 24# white Generic single window envelope with security tint	.024
Programming	\$100.00 per hour
Document changes	\$100.00 per hour
Initial programming and set up	
Licensing	

c. To how many vendors will you be awarding this contract?

We will award the printing and mailing to one vendor and depending on the proposals, we may award the optional items to a different vendor.

8. Page 2, “Scope of Work” refers, in item 7, to extraction of data from print spool files vs. directly from application system data files. We have the capability to do both; but prefer receiving a flat or data file. For clarification purposes, do we understand correctly that you prefer to provide data files but may also provide spool files?

We would extract the data and send you a file.

9. Page 2, “Scope of Work” refers, in item 8, to two-sided tax forms. The tax privilege letters seem to be on forms that have pre-printing on the back. Is one side pre-printed or will we print both sides? Is anything required to be pre-printed on the front and does any variable information have to be printed on the back?

You will print both sides as there is variable information on both sides of the tax form; nothing is required to be preprinted.

10. Pages 2-3, “Optional Services” refers to “Electronic Bill Payment and Presentment.” Does the City envision what we call a “one-time payment site” where residents can simply enter their account number and another identifier, e.g., social security number, to log in, view their bill, choose credit card or ACH, make payment, and receive a confirmation email? Or does the City envision a more robust account management site where financial, personal, and transaction history data is housed and residents can change their passwords and manage such information? We can do either, and consult as to what is better and safer for the City and its residents; but there are differences in set-up fees and ongoing hosting fees. If the City isn’t sure which option is best, we can quote prices for both solutions and would suggest and will explain a phased approach.

If you are able to provide both, please quote prices for both.

11. Page 4, “Submitting Your Proposal” refers, in the 5th bullet, to providing a sample of the bill incorporating the City’s logo and a description. Please respond to the following:

a. Please clarify if we are to use the samples the City provided and replicate them or if we should provide our sample letters/invoices that incorporate the City’s logo.

You may do either, just note that the barcodes and OCR line need to be in the same general areas for the post office and for our scanning.

b. Please expand upon what you are requiring in items 1 through 6. Some of the items seem to be asking for pricing that is also referenced in the separate “Schedule of Fees.”

Items 1 through 6 should be listed on the schedule of fees, no need for an additional description unless you feel it is necessary.

12. Page 5, “Addenda” refers to a “Proposal Signature Page.” We did not receive a Proposal Signature page. Will our transmittal letter be considered the proposal signature page or is there a specific form that must be included? If there is a specific form, please provide it as we did not receive it in the RFP.

Your transmittal letter will be considered as the proposal signature page.

13. Page 11, “Schedule of Fees” refers to providing a price for licensing. Would this be “Not Applicable” for the type of services we would be providing? If this licensing fee is applicable please describe what licensing requirement you are referring to?

We tried to list every possible charge, if there is no licensing fee, then “not applicable” would be correct.