

## **QUESTIONS REGARDING THE BILLING AND MAILING SERVICES RFP**

**I would like to know under this contract does the City provide the provider an electronic file in an ascii format with all of the data for the bill (amounts, owner name and mailing address) to print on the bill? Second, I noticed on the sample bill you have a consumption graph. Does the City provide the consumption graphic or does the provider create the graphic from data received from the City?**

Yes, the City provides an ascii file. The City provides the data for the graph and the provider creates the graphic.

**Page 11 – you state “five addresses will hit NCOALink,” please explain, do you want 5 random individual addresses or the entire file to process through NCOA?**

The entire file will be run through NCOA with 5 addresses that need to be corrected.

**Will postage be prepaid?**

No.

**My first question is to ask to please define elaborate as stated on page 4 under the "Proposal format Instructions". We typically submit a three ring binder with graphics, screen shots of web pages etc... How should the presentment of the proposal appear? Do you want just black and white printed pages with the sample bills, and then two holed punched at the top or is some other format acceptable?**

We want a proposal that we can easily find the answers to our questions. We do want information about your company, but we do not need biographies of all 200 of your employees. You may use color, three ring binders, graphics, etc.

**My second question pertains to page 11, with regard to the sample insert. I cannot seem to find one. There are sample bills, but no sample insert. Please provide a sample of the insert or tell me where I can find one on your web site so that our proposal is complete with all necessary items as samples.**

We did not include a sample insert. We want you to include a price on your sample invoice for a full page, black and white document printed on one side that will need to be folded and inserted with the bill.

**Laser printing simplex, Laser printing duplex - Should I assume the perf paper should be included in the printing prices?**

The perf paper is only used for the utility bills. The sales tax forms do not use the perf paper. The paper should be priced separately.

**And - Paper 8 ½" x 11" 24# white with one perforation, and pre-printed backer should be priced separately as an addition to the simplex and duplex printing prices?**

Yes.

**We also have designations "Price" and "Per Unit." How should I define my pricing? Per Unit is the segment price, and Price is a multiple of 252,000 (one year?)**

Example:

<b>Item</b>	<b>Price</b>	<b>Unit</b>
Perf. Paper	.02	per sheet
Envelopes	.01	per envelope
Programming	\$100	per hour

**Is the City's Utility bill pre-printed backer blue and black ink only?**

Yes, it is blue and black ink only.

**Is the blue ink a required PMS color?**

No.

**We can print Utility bills on both sides (front and back) in one pass which can eliminate the need to pre-print the "pre-printed backer."**

That would be fine. Please note that on the schedule of fees and on the sample invoice.

**In order to calculate the appropriate Convenience Fee for your optional services - Electronic Presentment & Payment, could you please tell me the average Bill Amount for your Utility customers?**

The average bill is around \$60.00.