

Addendum 1

Questions

1. The bid proposal pricing page doesn't have a volume for any of the items. Should we provide pricing for 1 bill, 1 insert, 1 of each document, etc? **yes, 1 bill = \$xx, 1 insert = \$xx, etc. ; 17,000 monthly bills = \$xxx**
2. Also, you state it's a double window #9 – Please verify that's a single window #9. **Single window #9**
3. You mention working with Invoice cloud in the RFP, But I don't see any reference to electronic document pricing on the bid form. **Other**
4. Would a #10 large pistol window envelope be acceptable? **Please provide what was originally asked for. You can suggest the #10 large pistol window envelope but it will have to be presented as other options.**
5. Is the back of the bill one color or two? **See website**
6. Is the #9 return envelope have a single or double window? **single**
7. Will the files be sent from the city be PDF or data files? **TXT file**
8. What utility billing software is the City using? **BS&A**
9. Can you please provide color scanned PDF samples of the utility bill, outer and return envelopes? **The envelopes are white and listed in the RFP**
10. What is the reason for the RFP? **To get a vendor to print and send our utility bills.**
11. Is the city currently processing these inhouse? **No**
12. If currently outsourced, who is the current vendor for the requested services? **Yes, The Sourcing Group**
13. We require a 2-month postage deposit. Would this be acceptable to the city? **Yes**
14. What is the reason for going out to bid at this time? **To procure mailing services**
15. Are there any services related issues with the current vendor? **No**
16. Is the City of Conway looking for something specific the current vendor does not provide? **No**
17. Does the City require or prefer that the bill printing vendor also send out the 2,000 electronic ebills on the City's behalf? **Require**
18. Please confirm that the City only sends utility bills in 1 cycle at the end of the month. **Confirm**
19. Please confirm that the City only send utility bills and past due notices **Confirm**
20. The print specifications refer to an "8.5x11 page duplex - color perforated stub for the invoice" – is this spot color or full color and is the backer in color as well or black only? **See website**
21. Is it possible to obtain a scan or PDF copy of the billing documents, front and back and in color if applicable? **See website**
22. May we recommend an inline insert for the requirement of "The City would also like to have the option to add an 8.5x11 page duplex insert, as needed" **Sure**
23. What time of day are files typically sent to the vendor? **Afternoon**
24. Does the City require or prefer marketing messages to be imprinted onto the face of the #10 envelope. **No**
25. What CIS software does the City currently utilize? **BS&A**
26. What is the data output that the City will be sending to the vendor – XML, TXT, CSV, XLS, DAT, PDF or other database format? **TXT**

27. Does the City require householding or grouping of mail with multiple mail pieces all going to the same address and if so, approximately how many per month and are any of these 7 pages or longer which would require a 9x12 envelope? **Yes, we do require groupings. We currently have about 25 that go out in 9X12 envelops.**
28. What is the desired implementation timeframe or when would the City like to Go Live? **No set time frame. Hopefully by September.**
29. Who is the current vendor providing service to the City for this project? **The Sourcing Group**
30. What is the cost the City is currently paying for this service? **N/A**
31. What is the City's preferred length of contract for this project? **3 YEARS WITH OPPORTUNITY FOR ADDITIONAL 2 YEAR EXTENSION**
32. Given the current inflationary economic conditions, is the City open to annual CPI increases in the event that they are needed or is the expectation that the pricing will be fixed for the duration of the contract? **Yes**
33. Does the City require or prefer a vendor with an existing business relationship serving Invoice Cloud clients as well as a ready made and functional API between both firms for bill presentment? **Prefer**
34. Does the City require archiving of utility bills and if so for how long – 12, 24 or 36 months? **Not required**
35. Please confirm that a Bond Security is required for this bid and that a performance bond will also be required. We would need to know the length of contract in Question 18 in order to determine if it will exceed the \$25,000 and \$50,000 performance bond. **not required**
36. Please confirm that the deadline for questions is April 12th at 2:00pm EST **confirm**
37. The RFP states that "the names of the offerors and bid amounts will be announced" at the bid opening on April 19th at 2:00pm EST. Short of attending the bid opening in person, is there a dial in number, zoom call link or other method to hear the names be announced? **Bid tabulation will be posted to the website.**
38. Given the sensitive nature of the billing data being transmitted to the vendor, does the City require or prefer a vendor that is SOC 2 audited and certified and carries Cyber Liability insurance? **Prefer**
39. Does the City require or prefer a vendor with multiple backup facilities located throughout the US in a regionally diverse manner? **Prefer**
40. Does the City plan on providing a postage deposit to the awarded vendor to cover the postage that is incurred at the time of mailing but not reimbursed for 30 days? **The City will cover postage.**
41. Can you speak to the specific award criteria or what items the bid respondents will be scored on? **Listed on page 5 section I-5**
42. Does the City require or prefer a vendor that can provide same day disaster recovery in the event of a power outage, weather related event or other emergency by re-routing the City print file to one of 5 back up facilities? **Prefer**
43. Who is currently providing these services to the City? **The Sourcing Group**
44. Is a recent invoice for these services available for review? **No**
45. Are you providing a data file or a PDF file as input? **TXT File**
46. Is an input file sample available? **No as this file contains sensitive material**
47. Is a sample of the billing notice(s) available for review? **Yes, please see attached pdf.**

48. Do you mail daily, weekly or monthly? **Monthly**
49. What is your billing schedule? Bills are usually submitted to the printers at the latest by the 24th of each month. **Customer must receive bills by the 1st of each month at the latest.**
50. Does the City manage the opt in/username/passwords via the City's website, or does the vendor manage the opt in/username/password function? **City**
51. Does Invoice Cloud or the City archive PDFs for customer viewing, or does your print vendor archive the PDFs? **Invoice Cloud**