

ADDENDUM 1
CITY OF FAIRHOPE

Bid 002-22 Offsite Printing and Mailing of Billing Statements

The bid documents for this Bid shall be amended, revised and changed in the following particulars as provided by Jason Jarvis, Utility Billing Supervisor:

***REVISED BID RESPONSE FORM LOCATED ON PAGE 7**

***The following questions are from potential bidders. Along with clarifying statements:**

Q1: What time in the day would we be receiving your files for Printing?

A1: Currently there is no specific time to send files.

Q2: Will there be an additional insert (a copy of the insert can it be sent) with the bill + the # 9 return envelope? If so, what would the size and weigh paper would be required, and would you vendor be able to print the insert?

A2: An additional cost per envelope for printing and inserting an additional 8.5" x 11" letter sheet and weight of paper 20 lb. is an option should the City of Fairhope might choose from time-to-time.

Q3: Will the vendor be able to use a Permit Indica for the mailing? this will allow the mail to go out the finest extent possible with known upgrades?

A3: Yes.

Q4: Will the City of Fairhope, AL maintain a postage account with the vendor?

A4: No.

Q5: Would it be possible to get an e-mail of your current #10 envelope and # 9 return envelope, this will allow to see your current printing on the envelope and window placement.

A5: Yes. Examples provided below.

Q6: Are bidders required to provide a security deposit of 5% of the annual bid? Do you hold that check until the bid opening and then return if we don't win the bid?

A6: Bids shall be accompanied by a Bid Security equal to 5% (percent) of the bid price, but in no event more than \$10,000.00. Bid Security shall be in the form of a Bid Bond or a cashier's check payable to The City of Fairhope. No Bid Security is required on bids less than \$10,000.00. Cashier's checks will be returned to non-awarded vendors.

Q7: We would like to bid this printing full color inline; no preprinted shells would be used. Would the city consider this option?

A7: Yes.

Q8: What is the anticipated award and begin implementation date?

A8: The anticipated award will be voted on at a future City of Fairhope, City Council meeting after the bid opening. The implementation of services will take place after a contract has been executed.

Q9: What is the anticipated go-live date?

A9: Please refer to A8.

Q10: Who is the current vendor providing the requested services or is this being done in house?

A10: Pinnacle Data Systems.

Q11: If currently outsourcing, are you happy with your current vendor?

A11: No.

Q12: What utility Billing software provider is being used for processing the data files?

A12: Munis.

Q13: Does the city send late or shut off notices? If so, could you please provide samples of these?

A13: Yes. Unfortunately shut off notices are not available at this time. The City has not sent out late notices because of performance issues with the current vendor.

Q14: We require a postage escrow account to be setup before the first billing cycle, is this acceptable?

A14: No.

Q15: Pg. 25, #21 Pg. 25, 21. EQUIPMENT ELECTRICAL CERTIFICATION

All electrical equipment purchased shall conform to, and be identified in, the applicable standard(s), or otherwise be certified as applicable, as of the bid opening date and time, by Underwriters Laboratories, Inc., or other recognized laboratory facility. Bidder must provide satisfactory documentation with returned bid that all such equipment meets the applicable product standard or has otherwise been certified as outlined above. Unless indicated in the bid document, the above certification shall apply to the equipment itself, not the individual components of that equipment. We are not sure what this is asking, does this apply to this RFP?

A15: This provision of the City of Fairhope's Standard Terms and Conditions applies to electrical equipment the City might purchase. This provision is not applicable to printing and mailing.

Q16: What is the name of the City's current software from which you'll be pulling data for the vendor to process?

A16: Please refer to A12.

Q17: Who is currently printing and mailing the billing notices? Please provide a per piece price or a recent invoice for printing and mailing services.

A17: Please refer to A10.

Q18: Can you please provide samples of your current #9 & #10 envelopes?

A18: Yes. Examples provided below.

Q19: Can we quote use our #10 generic double window envelope and generic #9 remittance envelope for this project, or do you use custom envelopes?

A19: You may quote #10 generic double window envelope and generic #9 remittance envelope.

Q20: Who is the City's current billing system / software provider?

A20: Please refer to A10.

Q21: Who is the City's current print and mail vendor?

A21: Please refer to A10.

Q22: Do you have any monthly newsletters or other inserts that run on a monthly basis?

A22: No.

Q23: Can you confirm that filling in the spaces for pricing in Item III - Bid Response Form is sufficient for providing pricing? Do you want a separate breakdown to be provided?

A23: The requirement of the Bid Response is to give an Approximate Quantity of each mailing per details listed in the Bid Specifications. The Bid Response Form has been revised and is attached to this Addenda.

Q24: Will you please provide a copy of the current contract with your current provider?

When does the current contract expire?

A24: This public record can be obtained through the City of Fairhope's City Clerk's office. The website for the City Clerk is <https://www.fairhopeal.gov/city-government/city-officials/city-clerk>.

Q25: Once the bid has been voted on and assigned to the winning bidder, exactly how long before the winning bidder will take over production?

A25: Please refer to A8.

Q26: Why did you not include the bidding of the late notices?

A26: Late notices were unintentionally left out of the bid because of previous performance issues with the current vendor.

Q27: Would you be open to an aesthetic redesign of the current bill?

A27: Yes.

Q28: How long would we be required to maintain storage of the city records? Would cloud storage suffice or would onsite storage be required?

A28: All records required to be retained shall be preserved for a period of three years unless the City of Fairhope provides in writing that the records are no longer required.

Q29: If we are able to provide substantial savings by providing a solution in our bid proposal would that be acceptable?

A29: Yes.

Q30: What is the reason for going out to RFP at this time?

A30: The City is seeking a vendor that can provide the services outlined in the bid documents on a reliable basis.

Q31: Is the City of Fairhope experiencing any service related or performance issues with the current vendor?

A31: Yes.

Q32: Is the City looking for something specific the current vendor does not provide?

A32: Please refer to A30.

Q33: In addition to billing statements, are there any other document types being produced by the City, such as delinquent notices or shut off notices? If so, how many of each?

A33: Yes. Approximately 3,000 monthly.

Q34: May we recommend industry standard #10 double window envelopes and #9 window reply envelopes for this project?

A34: Please refer to A19.

Q35: Is it possible to obtain a scan of the current billing statement, front and back, in color if applicable? If not, can you please provide the print specifications (simplex or duplex, black and white, spot color, full color, etc)?

A35: This sample was provided in the bid documents. Pages 10 and 11 of the bid documents are a front and back piece of paper mailed to the customer.

Q36: Is it possible to obtain a scan of the outgoing #10 and reply #9 envelopes currently in use for this project?

A36: Yes. Please see below.

Q37: What time of day are files typically transferred to the vendor?

A37: Please refer to A1.

Q38: Does the City require or prefer the selected vendor to be able to imprint marketing messages on the face of the envelope and if so, how often?

A38: This will not be a requirement.

Q39: What CIS platform is the City of Fairhope currently utilizing?

A39: Please refer to A12.

Q40: How many "householded" documents does the City typically send out each month? Are there any statement groupings that contain 7 or more bills to the same household and if so, how many? Does the City use 9 x 12 envelopes for these oversized mailings (7+ bills to an envelope)?

A40: It is unknown at this time. A majority of these bills will be one page, 2-sided, color. There was an example provided in the bid document.

Q41: What is the desired implementation timeline for this project or when would the City like to Go-Live?

A41: Please refer to A8.

Q42: Who is the current vendor for this project?

A42: Please refer to A10.

Q43: What is the cost per piece that the City is paying on its current contract?

A43: Please refer to A24.

Q44: Given the inflationary nature of the economy, especially with regards to raw materials, does the City allow for CPI increases annually at the time of renewal?

A44: No.

Q45: Is the City interested in Electronic Billing Payment and Presentation services as part of this bid?

A45: Not at this time.

Q46: Does the City require bills to be archived in PDF online for customer access with API to the City's payment provider and if so, how long – 12, 24, 36 months or longer?

A46: Please refer to A28.

Q47: Please confirm that the City requires a Bid Bond for this project equal to 5% of the bid price.

A47: Please refer to A6.

Q48: Please confirm that the City does NOT require a Performance Bond for this project.

A48: Performance Bond and Labor and Materials Bond is WAIVED as stated in the bid document.

Q49: Does the City require any inserts be quoted for this project?

A49: Please refer to A2.

Q50: Given the sensitive nature of the billing and financial data being provided, does the City require or prefer the awarded vendor to carry Cyber Liability Insurance, be PCI compliant and be SOC I & II certified and audited?

A50: Yes.

Q51: Does the City require or prefer the awarded vendor have multiple production facilities located in a geographically diverse manner?

A51: No.

Q52: Does the City require sample approval prior to mailing each billing cycle?

A52: Yes.

Q53: Who is the current vendor providing these services and at what cost(s), not including postage?

A53: Please refer to A10.

Q54: When is the City looking to have it's first Live mailing with the selected vendor?

A54: Please refer to A8.

Q55: Are the majority of bills single page?

A55: Yes.

Q56: Do you have samples of your current #10 and #9 envelopes? If not, please confirm the

A56: Yes. Please see below.

Q57: Is the City open to utilizing industry standard generic #10 double window envelopes and #9 single window envelopes to maximize cost and production efficiency?

A57: Please refer to A19.

Q58: Additional Cost per envelope for printing and inserting additional 8.5 x 11 letter sheet as described in paragraph I of these Bid Specifications. This will only be billable if the City chooses to use this optional feature for a specific insert. Is this one sided or two sided? Printed using black ink or color?

A58: This option has been addressed in the revised BID RESPONSE FORM. The City would like to receive bids on Black and White 1-sided, Black and White 2-sided, Color 1-sided, Color 2-sided.

Q59: Are you already set up with ACS or will we have to start that process with you?

A59: The bid states "E. The Vendor must utilize Address Change Service (ACS) post mailing services to receive electronic notification of change-of-address and other non-delivery reasons to reduce manual address notifications. The Vendor must provide an electronic report or portal access to this return information for the City. The Vendor will utilize this and any other viable means to provide a continuous process of mailing address quality improvement to the City". It is assumed this would be the responsibility of

the vendor.

Q60: Can we get scans of the envelopes you use, or can we use our inhouse envelopes if they work with you statement?

A60: Yes. Please see below.

Q61: The inserts that need printed are they in color or black/white?

A61: This option has been addressed in the revised BID RESPONSE FORM. The City would like to receive bids on Black and White 1-sided, Black and White 2-sided, Color 1-sided, Color 2-sided.

Q62: Will the Bid bond does that include the postage amount?

A62: Bids shall be accompanied by a Bid Security equal to 5% (percent) of the bid price, but in no event more than \$10,000.00.

Q63: Are bills printed duplex?

A63: Yes.

Q64: Is the backer static or dynamic?

A64: Static

Q65: Are bills printed in color?

A65: Yes.

Q66: Please confirm that approval is required for each run prior to printing.

A66: Approval is required for each run prior to printing.

Q67: Do you prefer a local vendor?

A67: No.

Q68: Does your software vendor provide any incentives when selecting one of their "preferred partners"?

A68: No.

Q69: Please provide samples of current envelopes (#10 and #9). Are you open to change if cheaper options are available?

A69: Please see below. Yes.

Q70: What is the City of Fairhope's current software system?

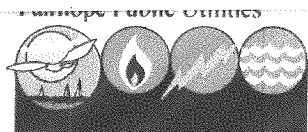
A70: Please refer to A12.

Q71: Please confirm all required forms that must be submitted with the proposal.

A71: Signed and Notarized Bid Response Form with acknowledgement of the Addenda (included in this Addenda), Bid Bond, and Contractor Information. Bidders should refer to 1.11 BID SUBMISSION AND PREPARATION in the bid documents.

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First-Class Mail
PRSR
U S Postage Paid
PDS



161 North Section St.
PO Drawer 429
Fairhope, Alabama 36533
(251) 928-2136
www.fairhopeal.gov

TEMP - RETURN SERVICE REQUESTED

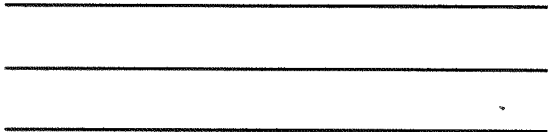
Check here for any corrections and Speed Relief

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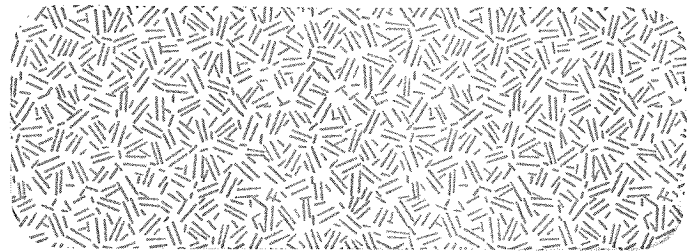


10945 1 AV 0.423
VACANT
PO BOX 429
FAIRHOPE AL 36533-0429

PIN1090E



PLACE
STAMP
HERE



**ITEM III
BID RESPONSE FORM**

Date: ____ / ____ / ____

Bid No: 002-22 Offsite Printing and Mailing of Billing Statements

Bids Due: Friday, November 12, 2021, 2:00 P.M.

Bid Duration: One (1) year from signing date of CONTRACT, with the option to renew bid or CONTRACT for up to two (2) additional years if terms and conditions, including pricing remain the same, and both parties are in written CONTRACT to renewing the bid or contract.

Billing Statements - Approximate Quantity of each mailing per details listed in the Bid Specifications

@ \$ _____ / each

Additional Cost per envelope for printing and inserting additional 8.5 x 11 letter sheet as described in paragraph I of these Bid Specifications. This will only be billable if the City chooses to use this optional feature for a specific insert.

Black and White 1-sided Firm Fixed Price @\$ _____ / each.

Black and White 2-sided Firm Fixed Price @\$ _____ / each.

Color 1-sided Firm Fixed Price @\$ _____ / each.

Color 2-sided Firm Fixed Price @\$ _____ / each.

Any brochures or specification material that is being offered should be attached to this Response Form. Reference Information on at least three projects similar in size and scope (including contact names and phone numbers) should be attached to this Response Form.

Bid will include all labor, materials, equipment, shipping and postage, overhead, profit, bonds, insurance and all other costs necessary to provide the complete services outlined within this CONTRACT and scope of work.

Receipt of the following Addenda to these documents is hereby acknowledged by the undersigned (CONTRACTOR to complete below):

ADDENDUM NO.	DATE ISSUED	ADDENDUM NO.	DATE ISSUED
_____	_____	_____	_____
_____	_____	_____	_____

Each bid must give the full business address of the CONTRACTOR and must be signed by him with his usual signature. Bids by partnerships must furnish the full names of all partners and must be signed with the partnership name by one of the members of the partnership, or by an authorized representative, followed by the signature and designation of the person signing. Bids by corporations must be signed with the legal name of the corporation followed by the name of the State of Incorporation and by the signature and designation of the president, secretary, or other person authorized to bind it in the matter. The name of each person shall also be typed or printed below the signature. A bid by a person who affixes to this signature the word "president," "secretary," "agent," or other designation without disclosing his principal, may be held to be the bid of the

individual signing. When requested by the City of Fairhope, Baldwin County, Alabama, satisfactory evidence of the authority of the officer signing in behalf of the corporation shall be furnished.

The undersigned agrees to furnish the goods/services as requested by you for the City of Fairhope, Baldwin County, Alabama in your invitation to bid, and certifies that they will meet or exceed the specifications called for. The undersigned has read all information pertaining to this bid and has resolved all questions. It is also understood and agreed that all prices quoted are F.O.B. described in the bid documents and specifications. The undersigned also affirms he/she has not been in any CONTRACT or collusion among BIDDERS or prospective BIDDERS in restraint of freedom of competition, by CONTRACT to bid at a fixed price or to refrain from bidding or otherwise.

If Individual or Partnership

(Name of Individual or Partnership)

(Name of Partner Print)

(Name of Representative Authorized to sign Bids and CONTRACTs for the firm Print)

(Name of Partner Print)

Address _____

Phone Number () _____ Fax Number () _____

E-mail address _____ Alabama Contractor's License No. _____

Foreign Entity ID (if outside of Alabama) _____

If Corporation or LLC

Company _____

State of Incorporation _____

Company Representative _____
(Representative Authorized to sign Bids and CONTRACTs for the firm Print)

Company Representative _____
(Representative Authorized to sign Bids and CONTRACTs for the firm Signature)

Address _____

Phone Number () _____ Fax
Number(____) _____

E-mail address _____

AL CONTRACTOR's License No. _____

Foreign Vendor Id _____

BID PROPOSAL NOTARIZATION:

STATE OF _____ }

COUNTY OF _____ }

I, the undersigned authority in and for said State and County, hereby certify that _____, as respectively, of _____, whose name is signed to the foregoing document and who is known to me, acknowledged before me on this day, that, being informed of the contents of the document they executed the same voluntarily on the day the same bears date.

Given under my hand and Notary Seal on this _____ day of _____, 2021.

NOTARY PUBLIC _____

MY COMMISSION EXPIRES ____ / ____ / ____