 <p>CLAYTON COUNTY <b>Water</b> AUTHORITY</p> <p>1600 Battle Creek Road, Morrow, GA 30260</p>	<b>Bill Print Services</b>	
	<b>ADDENDUM 2</b>	
	DATE	Tuesday, October 30, 2018
	BID NUMBER	2018-CA-22
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**REVISIONS:**

- 1. Replace page 1-2.1 of the RFB package with revised page 1-2.1R provided with this Addendum. Revisions are highlighted in yellow.**
- 2. Replace page 4-1.1 of the RFB package with revised page 4-1.1R provided with this Addendum. Revisions are highlighted in yellow.**

**QUESTIONS:**

- 1. How much are you currently paying for the printing and mailing of a one-page bill?**

Answer: Refer to Addendum 1.

- 2. How much are you paying for 1-2-ounce postage?**

Answer: \$0.38.

- 3. Who is currently performing this service?**

Answer: Current contractor is Cash Cycle Solutions, Inc.

- 4. Reference Division 4, Section 1.1 of the RFP – please confirm that CCWA will accept and store pdf copies of the bills to display to customers.**


Answer: Yes.

- 5. Will you be performing “address hygiene” (CASS and NCOA) on the addresses before sending the pdf to the vendor for printing and mailing?**

Answer: Yes.

- 6. What time is the billing output file is created can it be sent to the vendor by 6 am?**

Answer: CCWA anticipates sending the file to the vendor no later than 10 a.m.; however, CCWA is willing to work with the awarded vendor.

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**7. Will the files sent to the vendor be PDF or flat file? Both formats are indicated in section 1.1.**

Answer: The files will be PDF.

**8. Is the sample provided in the RFP an example of what you describe as a “full color” bill in section 1.1, item d.**

Answer: Yes.

**9. Does CCWA require PDF images of the bills to be returned?**

Answer: No, not at this time.

**10. Who is your current vendor?**

Answer: Refer to Answer #3.

**11. Please provide your current pricing.**

Answer: Refer to Addendum 1.

**12. Can you please tell us how much you are paying for postage to mail a 1-page bill package?**

Answer: \$0.50.

**13. Can you please provide a list of all the vendors who participated in the Pre-Bid Meeting?**


Answer: The list will be provided on the last page of this Addendum.

**14. Can you tell us who your current vendor is?**

Answer: Refer to Answer #3.

**15. Who is your current vendor?**

Answer: Refer to Answer #3.

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**16. Why are you going out for RFP? Has your existing contract expired, or are you outsourcing operations after printing and mailing in-house?**

Answer: CCWA is requesting bids for Bill Print Services as the contract value exceeds the \$50,000 threshold established for competitive procurement process. The existing contract will be expiring soon, reason why CCWA has issued this RFB.

**17. What did you pay for postage in your latest mailing? How many envelopes did that include?**

Answer: CCWA paid \$30,139.69 for 97,724 items in one month.

**18. Would like to offer both paper and paperless statements to your customers?**

Answer: Paper only.

**19. Do you desire lower postage costs or lower printing costs? Or do you hope to reduce costs in both areas?**

Answer: Both.

**20. Do you seek the lowest price or the most qualified vendor?**


Answer: According to Division 1, Section 2 – General Overview: *“A contract will be awarded to the lowest responsive responsible bidder whose bid conforms to the Request for Bids specifications and will be the most advantageous to the CCWA. An evaluation will also be performed to ensure bidder complies with the required submittals. Determination of best responsive responsible bidder will be the sole judgment of the CCWA.”*

**21. Is there a service not being provided to the you by your current vendor that you would like? If so, what would that service be?**

Answer: None.

**22. Do you have a preference for local vendors?**

Answer: CCWA has established a Small Local Business Enterprise (SLBE) program as a way to encourage small local businesses to participate more actively

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in CCWA’s procurement by offering bid discounts for evaluation purposes only. The program is intended to promote full and open competition in all government procurement and purchasing. Please note that *“Participation in the SLBE program is not a requirement to participate in contracting with CCWA. The use of an SLBE is a requirement when bid discounts are to be sought.”* For more information, refer to Division 2, Section 8 of the Request for Bid documents.

**23. If you prefer local vendors, why is that the case?**

Answer: Refer to Answer #22.

**24. Can you provide current pricing or pricing that won the previous contract?**

Answer: Refer to Addendum #1.

**25. Have you had problems previously with a vendor dispatching a mailing late?**

Answer: Generally no problems, except inclement weather at the vendor’s site.

**26. Statement: 8.5” by 11” front in full color and backer in black ink. Question: Will the backer remain the same for 1 year?**

Answer: The backer may change depending on circumstances.


**27. Ability to provide mailing envelope and a return payment envelope. Current sizes are mailing – #10 envelope with one window; #9 envelope with two windows. Question: Will the vendor be allowed to format/design the return portion of the statement to use a #10 large window mailing envelope with return address and logo in the window and a #9 single window return envelope?**

Answer: No.

**28. The bid has a Small Local Business Enterprise (SLBE) bid discount. Question: Does this represent a strong local preference?**

Answer: Refer to Answer #22.

**29. Will files be sent daily and, if so, what size?**

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Answer: It ranges from 6,000 kb up to 15,000 kb.

**30. Question: What is current pricing and name of vendor?**

Answer: Refer to Addendum 1.

**31. Should line 1 Bill Printing include cost of #10 envelope?**

Answer: Yes.

**32. The quantity used for National Change of Address in line 5 seems very high. We typically only see a few hundred per month for a Utility at your size. Just wanted to double check.**


No.	Description	Detail	Cost per document	Estimated quantity <sup>(1)</sup> (per year)	Extended amount
1	<b>BILL PRINT</b>	Bill Printing		1,000,000	
2		Return Envelope		1,000,000	
3		Sorting / Stuffing		1,000,000	
4		Mailing (excluding postage)		1,000,000	
5		NCOA		1,000,000	

Answer: According to the Bid Form: *"These are estimated quantities only"* and will be used for bid evaluation purposes.

**33. Provide measurements of the windows on both #10 envelope and #9 envelope, and pdf copies of both envelopes.**

Answer: See pages 8 and 9 of this Addendum.

**34. In the released addendum you stated, "The majority of CCWA bills are single pages, however, we do have a small percentage of multiple page bills." Under Section 4: Bid Form, the Bill Printing line item captures the processing, printing, paper and outer mailing envelope fee which is fine when assuming**

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**an average bill of 1 physical page. Should there not be another line item to capture cost/fee for subsequent pages applicable to bills greater than 1 page?**

Answer: Yes.

**35. In the released addendum, you listed your current fees. These are the contracted fees. Does this mean that current provider did not increase envelope and/or paper costs during the contract duration? If they did, what are those increases?**

Answer: Prices did not increase during the contract period.

<i>Acknowledgment of receipt of this addendum must be signed and included in your bid response.</i>	
COMPANY NAME	
SIGNATURE	
DATE	



1600 Battle Creek Road, Morrow, GA 30260

## Bill Print Services

### ADDENDUM 2

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## BILL PRINT SERVICES

**Non-Mandatory Pre-Proposal Conference Call**  
 Tuesday, October 16, 2018 at 2:00 p.m. (local time)

### PARTICIPANTS LIST

Company Name	Representative	Phone Number	Email Address
Cathedral Corporation	Tara Goldsmith	407-351-0232	<a href="mailto:tgoldsmith@cathedralcorporation.com">tgoldsmith@cathedralcorporation.com</a>
CCWA	Teresa Worley	770-960-5223	<a href="mailto:ccwa_procurement@ccwa.us">ccwa_procurement@ccwa.us</a>
CCWA	Rodney Perkins	770-960-5223	<a href="mailto:ccwa_procurement@ccwa.us">ccwa_procurement@ccwa.us</a>
CCWA	Karen Riser	770-960-5223	<a href="mailto:ccwa_procurement@ccwa.us">ccwa_procurement@ccwa.us</a>
CCWA	Kathy Bogaert	770-960-5223	<a href="mailto:ccwa_procurement@ccwa.us">ccwa_procurement@ccwa.us</a>
CSGI	Michael Mangano	512-666-2345	<a href="mailto:mike.mangano@csgi.com">mike.mangano@csgi.com</a>
DATAMATX	Johnson, Jake	804-365-1026	<a href="mailto:jjohnson@datamatx.com">jjohnson@datamatx.com</a>
DataProse	Tenille Randolph	972-462-5434	<a href="mailto:trandolph@dataprose.com">trandolph@dataprose.com</a>
Digital Graphics (Data Management)	Bryan Stephens	321-372-4377	<a href="mailto:bstephens@digitalgraphics.com">bstephens@digitalgraphics.com</a>
Dove Direct	Darrell Coffee	404-629-0122	<a href="mailto:dcoffee@dovedirect.com">dcoffee@dovedirect.com</a>
Kubra	Jordan Khamra	414.308.7251	<a href="mailto:jordan.khamra@kubra.com">jordan.khamra@kubra.com</a>
Pinnacle Data Systems	Bonnie Curry	205-307-6853	<a href="mailto:bonnie.curry@pinnacledatasystems.com">bonnie.curry@pinnacledatasystems.com</a>
SouthWest Direct	Audra Maxwell	239.600.6733	<a href="mailto:audra@swdirect.com">audra@swdirect.com</a>
SureBill (a Division of Envelopes and Forms, Inc.)	Scott N. Madigan	770-623-5188	<a href="mailto:scottm@envelopesandforms.com">scottm@envelopesandforms.com</a>
TC Delivers	Holly Amick	904.210.1920	<a href="mailto:holly.amick@tcdelivers.com">holly.amick@tcdelivers.com</a>
The Master's Touch, LLC	Annelisa Wu	509-326-7475	<a href="mailto:AnnelisaW@themasterstouch.com">AnnelisaW@themasterstouch.com</a>
Utilitec	Chris Macres	248-526-4826	<a href="mailto:hazergian@utilitec.net">hazergian@utilitec.net</a>



1600 Battle Creek Road, Morrow, GA 30260

# Bill Print Services

## ADDENDUM 2

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## No. 10 ENVELOPE

1324313 EM-15151\_1230652 10/24/17 2:05 PM Page 1

15151

window\_FPO  
 Left: 3/8" Bottom: 2-5/8"  
 7/8" x 3-3/8"


window\_FPO  
 Left: 3/8" Bottom: 1/2"  
 1-3/8" x 4-3/8"

PRESORTED  
 FIRST-CLASS MAIL  
 U.S. POSTAGE  
 PAID  
 CCS

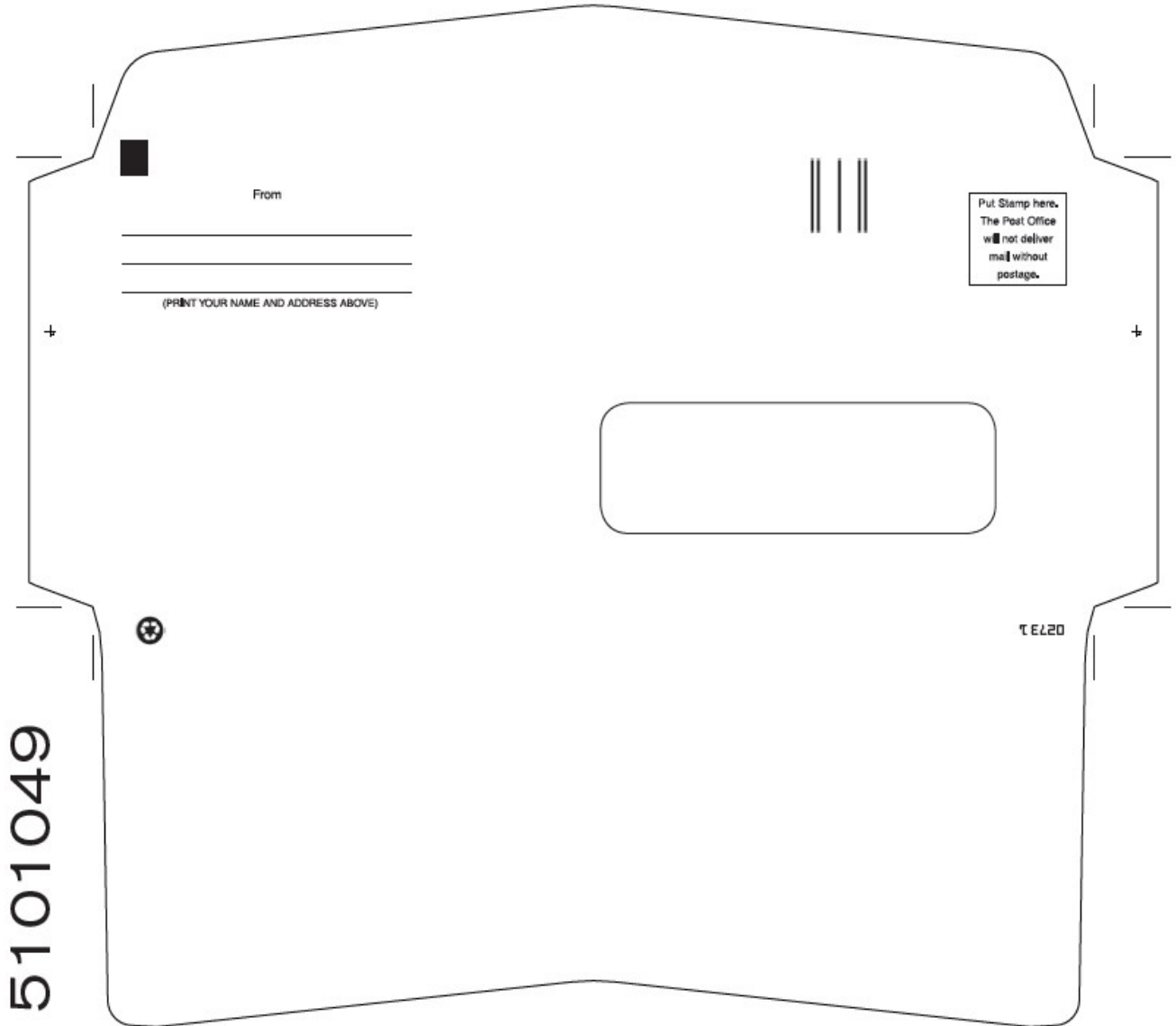
Date: 10.24.17 Customer: Business Ink Job Number: 1324313 Form Number #: EM-15151-TBI  
 Envelope Size: 4-1/8" x 9 1/2" OSSS\_outside side seams Dieline: 4.125 Contour  
 Window # 1: Left: 3/8" Bottom: 2-5/8" 7/8" x 3-3/8"  
 Window # 2: Left: 3/8" Bottom: 1/2" 1-3/8" x 4-3/8"  
 Colors: 1/0, Black / 22# WW

Please note that provided PDF Proofs are NOT to be used for color accuracy. Please use for checking color breaks, copy, and placement only.



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## No. 9 ENVELOPE



PROOF DATE: 05/10/13	FORM NUMBER: ER-11742-RWSECURITY	CLIENT: CASH CYCLE SOLUTIONS	QTY: 300,000	CSR: L.KLINE
ENV. SIZE/STYLE: 9-7/8" x 8-7/8" OSSS CONT	TOOLING/DIE: 068_DD/68/68.D.01C	PAPER: 20#WW	INK/COLORS: BLACK	
WINDOW #1: 1-1/8" x 3-1/2" L: 4-1/2" B: 5/8"	WINDOW #2:	WINDOW #3:		
APPROVED: AS IS <input type="checkbox"/>	WITH CHANGES <input type="checkbox"/>	CORRECT & RE-PROOF <input type="checkbox"/>	BY: _____	DATE: _____
<b>NOTES: FLEXO FACE, BACK &amp; FLAP, FULL GUM</b>				
<b>ATTENTION:</b> THIS PROOF IS FOR COLOR SEPARATION, COPY AND PLACEMENT ONLY. YOUR APPROVAL INSTRUCTS US TO PROCEED WITH THIS PROJECT AS-IS PER YOUR SIGNED REQUEST, OR AS SPECIFICALLY INDICATED BY THE "APPROVED WITH CHANGES" INFORMATION FURNISHED BY YOU ABOVE.				

## **Division 1**

## **General Information**

### **Section 2: General Overview – Revised**

#### **2.1 Bid Overview**

This is an invitation to your firm to submit a sealed bid for Bill Print Services for a 12- month period beginning approximately on **July 1, 2019**, contingent to going live with new CIS system.

The initial term of this contract will be for twelve (12) months, with the option to extend up to four (4) twelve months renewal terms with no changes in price, terms, and conditions, by written mutual consent by the Contractor and CCWA.

The bids shall be delivered or mailed to the Clayton County Water Authority (CCWA), located at 1600 Battle Creek Road, Morrow, Georgia 30260, in a sealed envelope, on or before **Tuesday, November 6, 2018 at 2:00 p.m. (local time)**. The envelope shall be marked “Sealed Bid” and carry the bid title, date, and time of bid opening (refer to General Instructions to Bidders). Any and all bids received after this date and time will be considered unresponsive.

#### **2.2 Intent and Purpose**

CCWA bills approximately 83,000 water, sewer and stormwater customer accounts each month. We have 20 cycles with one cycle being billed daily. **A pdf file** is generated for printing and a “pdf” copy is posted on vendor site for CCWA customer viewing for up to 12 months. The customer uses the CCWA customer self-service portal (eCare) to access the pdfs of bills. The current software is Harris NorthStar Customer Information System (CIS).

The objective of this Request for Bid (RFB) is to find an experienced, reliable proposer to provide the Clayton County Water Authority (CCWA) with bill print services and bulk mail discount for customer bills created by the Authority. CCWA is in the process of implementing a new Customer Information System (Cayenta Utilities). The Bill Print Services being procured in this bid would start in conjunction with the Cayenta Utilities go-live date, tentatively scheduled for late June of 2019.

#### **2.3 Bid Evaluation**

A contract will be awarded to the lowest responsive responsible bidder whose bid conforms to the Request for Bids specifications and will be the most advantageous to the CCWA. An evaluation will also be performed to ensure

## Division 4

## Specifications

### Section 1: General Requirements – Revised

#### 1.1 Scope of Services

Clayton County Water Authority invites bill print providers to submit a bid for printing of bills, provision and insertion of payment return envelope, and bulk mailing of the bills utilizing pre-sort to carrier route for the best postage pricing. CCWA requires the ability to insert up to three (3) one page inserts each month without any additional costs. The successful proposal must be able to accept a file with a pdf of each bill to be printed. CCWA will store the pdfs and display to customers.

Bill print providers should include any additional options available to CCWA outside of the identified scope in a separate section of the proposal, to include bill file track/audit/approval system, if available.

Services must include:

- a) Ability to process and mail approximately 85,000 bills monthly.
- b) Ability to print bills on 60# paper and create a perforation for the returning statement.
- c) Ability to provide mailing envelope and a return payment envelope. Current sizes are mailing – #10 envelope with two windows; #9 envelope with one window.
- d) Ability to print bill in full color and duplex (see attached sample of bill).
- e) Ability to mail bills same day as received.
- f) Ability to accept pdf file from CCWA's Cayenta Utilities.
- g) Ability of folding, inserting and mailing of bills in Zip + 4 order.
- h) Ability to insertion of payment return envelope with bills.
- i) Ability to insert up to three (3) one-page inserts with no additional costs. Inserts to be provided by CCWA. Historically, CCWA has provided at least one insert every month.
- j) Ability to support combined multiple page bills.
- k) Ability to add OMR marks to manage inserts and number of pages per bill.
- l) Provide service to compare and approve data base of mailing addresses against National Change of Address (NCOA) files.
- m) Ability for staff to approve bills prior to mailing.