CITY OF KINGMAN

UTILITY BILL PRINTING AND MAILING SERVICES

FIN21-001

RESPONSES TO PROPOSER QUESTIONS

Responses Dated: January 12, 2021, January 13, 2021, January 21, 2021

Question 1. Who is the City's current vendor for utility bill printing and mailing?

Answer. Dataprose is the City of Kingman's current vendor for utility bill printing and mailing services.

Question 2. What necessitated going to bid for these services? Is the City experiencing current vendor issues?

Answer. The City of Kingman has utilized Dataprose for its utility bill printing and mailing services since 2004. In 2020, the City of Kingman updated its procurement code which doesn't allow for contract terms that extend longer than five years. Since the contract with Dataprose has exceeded that time frame, it is in the City's best interest to issue a Request for Proposal as a means to encourage competition.

The City of Kingman has not experienced any issues with Dataprose.

Question 3. Please provide current contract pricing for all items in the City's pricing table.

Answer. Please see Attachment I for a copy of the current contract.

Question 4. As an alternative to the requested outgoing envelope with preprinted City logo, we would like to propose a windowed envelope displaying the City's logo as well as "Utility Bill Enclosed" through the window. Is this acceptable? If you are able to provide a higher quality PDF of the City's bill we can mock up a version of what this would look like.

Answer. Yes, this is acceptable.

Question 5. We don't see USPS move update services addressed in the pricing tables. Is the City currently utilizing either NCOA or ACS? Where should we price these services?

Answer. The City is utilizing NCOA via Dataprose. Please include the price of these services in the Cost Proposal under the "Recurring Fees" section if it is a recurring fee or under the "Additional Service Costs or Deposits (if necessary)" section if it is a non-recurring cost.

Question 6. Please provide more context on the pricing table item "Output file for the City's use/Import fees". Is this related to PDF archives of the City's processed bills?

Answer. The City of Kingman creates and electronically maintains utility bills generated by the utility billing software, Munis. However, in the event the internal electronic copy is damaged or deleted, an electronic copy of the vendor's processed bills would need to be saved or imported to Munis.

Question 7. Regarding the insert on the Cost Proposal, can you please provide a sample insert for vendors to review and price? Insert pricing can vary depending on colors printed as well as volume requested. We need more detail in order to provide an accurate price.

Answer. In most instances, the volume of bill inserts requested would be about 22,000. Please follow the links below to view two samples of bill inserts:
https://www.cityofkingman.gov/Home/ShowDocument?id=4395
https://www.cityofkingman.gov/Home/ShowDocument?id=4113

Question 8. Is the City interested in considering cost saving alternatives?

Answer. The City of Kingman is always interested in cost saving alternatives as long as the product or service offered isn't diminished in quality.

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Question 9. Is it acceptable to provide optional services pricing as an attachment to the Cost Proposal?

Answer. Yes.

Question 10. Can the City please provide Exhibit IV in a word document format so that we can easily provide our detailed proposer response?

Answer. Please see Attachment II for the Word document format of Exhibit IV in the RFP.

Question 11. I saw not restrictions regarding location in the RFP. Is there anything that would restrict doing the print in Texas?

Answer. There are no restrictions on bill print locations. Once the evaluation committee has completed its scoring, the top Proposers will be contacted and asked for their standard bill delivery mail time to Kingman, Arizona.

Question 12. Are any bills sent via email? If no,
    a. would you like a solution that would allow that also?
    b. If yes, would you like an electronic online payment solution also?

Answer. The City of Kingman delivers approximately 2,000 bills to its customers via email and already provides customers with an online payment solution. As part of this RFP, an electronic online payment solution alternative is not being considered.

Question 13. Could you email a sample of a bill?
    a. If not available can you tell me the size of paper that it is currently being printed on?
    b. Does the City want the envelope to be custom printed with the City name?
            i. If yes, can you provide a sample of the envelope? Or
            ii. (better yet) is the City going to provide the envelopes for the vendor to us for your mailings?

Answer. Please refer to Attachment III for an electronic copy of the utility bill. The selected vendor will be responsible for supplying bill and return envelopes. Please refer to Attachment IV for a sample of the bill envelope and Attachment V for the return envelope currently being used.

Question 14. Can you please provide a sample of both the business license and animal license renewals?

Answer. Please refer to Attachment VI for a sample of the business license and animal license renewals.

Question 15. On page 26, additional inserts, vendor provided. Do these print in color or black & white? One-sided or two?

Answer. Please see our response to Question 7 above.

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Question 16.   On the price sheet you have a place for Web management interface fees. Can you describe the service you are wanting with Web management?

Answer.   The City would like a site that can be used to view and download the vendor generated bills and notices, address change files, and the progress of each bill and notice file uploaded to the vendor. The search functionality for the vendor generated bills and notices should contain fields for the customer's account number and customer name to make it easy for the City's team to locate.