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, February 1, 2021, February 2, 2021, February 4, 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.

Question 17. Will the new logo be printing in the same position on all of the billing documents?

Answer. Please see Attachment III and Attachment VII for samples of the utility bill and delinquent notice.

Question 18. Will the new logo be sized and positioned as your current county seal?

Answer. The new logo will be sized and positioned as the current city seal.

Question 19. Other than the new logo, will all other printing on the document be in either blue or black?

Answer. Please see Attachment III on the RFP posting for a sample of the utility bill.

Question 20. Are there any variables printing on the back side of the page, and do all bill types, regular bills, delinquent bills, and shut off notices all have the same backer verbiage?

Answer. There are no variables on the back side of the pages. The City issues regular bills and delinquent notices, and both have a different back page. Please see Attachment III for a sample of the utility bill and Attachment VII for a sample of the delinquent notice.

Question 21. On your pricing pages, can you please clarify what you're looking for on items:
Design – under what scenario will you have design requirements? Are design services a recurring need?
Output file for City's use – is this for a file of return PDF's once the envelopes have mailed?
Web management interface fees – please describe a circumstance under which you'd request web management interface? Is this for file transfer?

Answer. Design - Not knowing the vendor's process during or requirements for implementation, we wanted to ensure all services would be costed.
Output file for City's use – Yes.
Web management interface fees – Please see the Answer to Question 16.

Question 22. Is the information on the back of the utility bills static for all customers, and is this page included in the PDF output from Munis?

Answer. Yes, the information on the back of the utility bills is static for all customers, and this page is included in the PDF output from Munis.

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Question 23. Regarding the animal and business licenses, do these print in full color, or are they black and white only, including the logo?

Answer. Please refer to Attachment VIII for a sample of the City's business license. The City would not utilize a bill print vendor for mailing animal licenses, only animal license renewals.

Question 24. Our company would like to request the following documents in regards to the current RFP:

- Last bid award summary
- Dataprose invoices for bills and letters printed and mailed (and eBilled) in December 2020 and January 2021

Answer. The City has not issued an RFP for this service in recent years. Please see the response to Question 2 for more details.

Please see Attachment X and Attachment XI

Question 25. How often do you have inserts?

Answer. The City typically issues a minimum of two (2) inserts per year. Additional inserts are requested as needed.

Question 26. It appears the notices are simplex, what is the difference in volume between Bills (duplex) and notices (simplex)?

Answer. The approximate number of Bills (duplex) issued per month is 20,500. The approximate number of notices (simplex) issued per month is 4,000.

Question 27. What is the window measurement of the #9, distance between right and bottom? What is in the QR code on the #9 or is that your current vendors QC mark?

Answer. Please refer to Attachment IX for window measurements in centimeters. The code is our current vendors mark.

Question 28. How many additional pages do you typically have?

Answer. For the most part, the bills are duplex printed on a single sheet of paper; however, approximately 200 bills per month run over onto a third page (2nd sheet of paper).

Question 29. How many flat mail pieces do you have per month?

Answer. All of our bills are regular letter size and fit inside a standard envelope.

Question 30. Does the City anticipate a software migration during the term of the initial contract?

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Answer.	The City does not anticipate a software migration for the current utility billing provider, Munis, a Tyler Technologies product. The City does anticipate migrating to a new provider for its business and animal license billing services.
Question 31.	Who is the incumbent provider? Will you send us the current pricing structure for these services?
Answer.	Please see our responses to Question 1 and Question 3, and refer to Attachment I for a copy of the current contract.
Question 32.	OSG has a set of security protocols and critical responses used in escalating issues related data risk. We have never had a security breach to this date, and the process for establishing that a risk is an actual breach requires time to accomplish an established progression of data analyses and critical responses. Will the City consider a guarantee of a 24-hour notification in the event of a suspected security breach, rather than 4 hours?
Answer.	The City would prefer a short timeframe to allow for maximum customer service; however, this would not exclude an interested proposer from submitting a response under this RFP.
Question 33.	Will the City clarify - what issues with implementation/services has the City experienced in the past? What issues might the City be anticipating?
Answer.	The City has not experienced issues with implementation/services in the past. Since the City has not replaced its bill printing services since 2004, we are seeking information from proposers on general issues encountered with the implementation of services, issues the proposer anticipates might apply to an implementation with the City based on the information provided in the RFP, or issues experienced specifically with other Munis user clients.
Question 34.	What are the paper requirements for the inserts? Are the inserts the same paper as the utility bills or something different?
Answer.	The City typically selects the paper that is the most cost-effective while meeting the current needs of the insert. See the response to Question 7 for samples. The paper specifications for the Water Quality Report sample are: 11 x 17, weight .32, duplex on white paper, in color.
Question 35.	Are the printed inserts black and white or color?
Answer.	Printed in color.

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