



Request for Proposals 2023-081

Print and Mail Services

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ADDENDUM No. 1

ISSUE DATE: July 6, 2023

Responding Offerors on this project are hereby notified that this Addendum shall be made a part of the above-named RFP document.

The following items add to, modify, and/or clarify the RFP documents and shall have the full force and effect of the original Documents. This Addendum shall be acknowledged by the Offeror in the RFP document.

Question/Answer Section

1. Will there be any required integrations, during the transition, with Paymentus or your new Portal provider for the transfer of PDF's?

Answer UC Water: We will require integrating with PAYMENTUS and new portal provider for the transfer of PDF's.

Answer Tax Admin: Yes, integration will be required to link the PDF documents to our customer portal Wedge.

2. What is the anticipated "Go Live" date should you decide to change print vendors?

Answer UC Water: As soon as possible.

Answer Tax Admin: The first mailing would be our Personal Property Listings forms. We normally start working with the printer the end of November for a mailing deadline of the 3rd week or sooner of December.

3. For the "Printed Insert" pricing in each service type – Please clarify if you would like pricing for simplex or duplex inserts, and whether they will be black print on white paper or full color.

Answer UC Water: Provide pricing on both simplex and duplex inserts in full color (these inserts are standard either full page or 1/3-page inserts).

Answer Tax Administration: We will have both. With our tax bills, we have a duplex full color insert. Included with our Personal Property listing, we have a simplex, black and white insert.

4. Please clarify "Paper File Copies" on your pricing sheet.

Answer: "Paper File Copies" refers to electronic file of all bill batches that we can pull for our records for audit and retention purposes.

5. Please clarify specifications for Electronic Presentment –
 - a. Will the County, 3rd party processor, or chosen vendor be hosting the opt in/opt out and the username/password management processes for electronic bills?

Answer Union County Water: The County will be hosting management of electronic bill copies.

Answer Tax Administration: We have had to both ways; it will be determined by the best practices of the vendor.

- b. Will the County, 3rd party processor or chosen vendor be verifying/ authorizing the username/password prior to bill presentment?

Answer Union County Water: The County will be authorizing username/password prior to bill presentment.

Answer Tax Administration: It depends on the best practices of the vendor.

6. Will the print and mail provider archive and present the documents via API upon County/3rd party authorization of username password? Or will the print and mail provider send PDFs to the County/3rd party to archive the documents?

Answer Union County Water: The print and mail provider can send PDFs to the County.

Answer Tax Administration: It depends on the best practices of the awarded vendor.

7. If the chosen vendor is providing secure online archival of documents, what is the retention period for online documents?

Answer Union County Water: We will store our own archives.

Answer Tax Administration: It depends on the best practices of the awarded vendor.

8. Will the County/3rd party vendor require PDFs of all documents to archive internally?

Answer Union County Water: We will store our archives – the print and mail vendor will not be required to archive PDFs.

Answer Tax Administration: Yes.

9. Is electronic presentment archival for customer viewing ALL bills, or only bills for the opted in customers?

Answer Union County Water: Only customers who opt into electronic bills need electronic presentment archival.

Answer Tax Administration: ALL documents mailed from vendor.

10. Utility Bill: Samples of envelope
- a. #10 outgoing Envelopes, double window, Printing on envelope, window specifications for envelope, is tinting required?
 - b. # 9 Remittance envelope with single window, printing required on envelope, window specifications for envelope, tinting required on envelope?
 - c. Volume for the year?

Answer Union County Water: Tinting is not required for #10 or #9 envelopes. (Samples are provided in the RPF attachment). In 2022, we used 476,269 total envelopes.

11. Tax Administration notices

- a. #10 outgoing Envelopes, double window, Printing on envelope, window specifications for envelope, is tinting required?
- b. # 9 Remittance envelope with single window, printing required on envelope, window specifications for envelope, tinting required on envelope?
- c. Volume for the year?

Answer Tax Administration: Tinting is not required for #10 or #9 envelopes. The volume number varies. Annual tax bills – any tax bills not escrowed. Personal Property listing forms – approximately 28,000. Property characteristics verification form – 110,000 or more every four years.

End of Addendum No. 1