



Request for Proposals 2023-081

Print and Mail Services



ADDENDUM No. 2

ISSUE DATE: July 17, 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. Who is the current vendor providing these services?

Answer UC Water: PMSI

Answer Tax Admin: EverView (Formally, SouthData).

2. Have you had any issues with the current vendor over the last 12 months?

Answer: n/a

3. Are you satisfied with their performance per the requirements of the current contract?

Answer: n/a

4. Please provide current pricing agreement, or a recent invoice for services and materials.

Answer: n/a

5. Do you plan to continue to use Paymentus, or are you considering changing your ePay provider?

Answer UC Water: Currently, we plan to continue using Paymentus, but this could change with a new Customer Service Information system in the future.

Answer Tax Admin: Invoice Cloud.

6. For the pricing pages – please clarify what you’re looking for in the “cost each” column: it looks like you’re asking for a per piece price for each item – such as for each #10 envelope, or each processed document, not a total annual price or a total 3 year price, correct?

Answer: Yes, that is correct; price per piece.

7. We noticed the Tax application pricing has a line item for archival, but the Utility does not – Do you need archival for utility bills? If so, will 13 months suffice?

Answer UC Water: We do not need archival for utility bills (as we pull these to our internal storage). However, you are more than welcome to include the price for 13 months archival should be chose to include that option.

8. For the “Full page Notices not to be mailed with a bill” Should a #10 mailing envelope be included in this price? Should a remittance envelope be included in this price?

Answer: Yes, please include a #10 mailing envelope. No, remittance envelope should not be included in this price.

9. Do your Tax Collector Installment Coupons require perforated paper stock with 3 perforations?

Answer UC Water: n/a

Answer Tax: Yes.

10. Can all of the 8 ½ x 3 ½ full color buckslips and/or 8 ½ x 11 inserts have a narrow white margin around the copy?

Answer: No, these should be full-bleed. This is our current design.

11. What certifications do you require if any? Do you require USPS Seamless acceptance, SOC-2, or PCI-DSS?

Answer: Unknown.

12. What is the reason for going out to bid at this time?

Answer: n/a

13. Are there any service related issues with the current vendor?

Answer: n/a

14. Is the County looking for something specific the current vendor does not provide?

Answer: No

15. Is it possible to obtain a sample of the inserts – “full color, double sided, full page, half page, ad 1/3-page” as described in the RFP so we may see what types of graphics or ink coverage to expect and whether or not there are any image or bleeds?

Answer: Please refer to the solicitation, page 6, Scope of Work, final paragraph. Links to template documents are provided.

16. What time of day are files typically sent to the vendor?

Answer UC Water: Files typically must be sent to the vendor by 10:00am.

Answer Tax: It depends.

17. Please confirm that the County expects same-day mail service for any files submitted and approved by 10:00am EST and next business day for any files submitted and approved after 10:00am EST.

Answer: Same day mail out if approved by the 11:00 am.

18. Does the County currently imprint marketing messages onto the face of the outgoing envelope and if not, would this type of service be of interest in the future?

Answer: No.

19. Please confirm that billing data will be sent in TXT or CSV format and that tax data will be sent in PDF format.

Answer: UC Water and the Tax Administration will always send in the TXT or CSV.

20. Does the County require “householding” or groupings of multiple statements going to the same address and if so approximately how many of these should we expect? Keep in mind that statements exceeding 7 pages in length will need to be inserted into a 9x12 envelope

Answer UC Water: No

Answer Tax: Yes, the volume is unknown at this time.

21. What is the desired implementation time for this project or when would the County like to “Go Live”?

Answer: We would like to go live as soon as possible.

22. Who is the current vendor providing service to Union County?

Answer: See Question 1.

23. What is the cost per piece that the county is paying for utility bills and tax notices, including paper and envelopes?

Answer: N/A

24. Given that we have recently seen CPI increases far exceeding the 4% cap mentioned in the RFP, would the County consider removing the cap and using actual CPI as a measure?

Answer: No.

25. What service does the County use to provide Electronic Bill Presentment and Payment?

Answer UC Water: If I’m understanding this question correctly it would be PAYMENTUS whom we use for E-Bill and payment method.

Answer Tax: Invoice Cloud.

26. What is the anticipated award date for this project?

Answer: As this is an evaluation process, an award date has not been established. However, we intend to move expeditiously to award.

27. Does the County require or prefer a vendor with multiple production facilities located in a regionally diverse manner for the purposes of disaster recovery in the event of a power outage, weather related event or other emergency?

Answer: No.

28. Does the County require or prefer a vendor with Harris NorthStar experience and track record of successful implementations?

Answer: No.

29. Does the County require or prefer a vendor that can provide same-day disaster recovery?

Answer: No.

30. Is this open for all businesses or set aside for a specific category, like Minority Business Enterprises (MBE), Woman Business Enterprises (WBE) or Socially and Economically Disadvantaged Business Enterprise?

Answer: This solicitation is open to all experienced and qualified firms.

31. What are the dates of the tax mailings?

Answer UC Water: n/a

Answer Tax: Annual tax bills – 2nd week of August; PP Listings: 2nd week of December; Final Notice Tax Bills: end of February; Change of Assessment Notices: 1st week of March (these dates could change).

32. What is meant by Inserts - Pre-Printed form? Is this for a pre-printed utility bill?

Answer: They are not pre-printed. We will send a file. Vendor is expected to send proof back and once received, include in bills.

33. Confirm whether the County wants pre-printed or blank paper. Not clear based on Scope of Work.

Answer: Vendor will print on blank paper.

End of Addendum No. 2