

CITY OF CHARLOTTESVILLE
Procurement and Risk Management Services

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February 24, 2022

ADDENDUM NO. 1 TO ALL OFFERORS: Six (6) Pages Total

Reference – Request for Proposals: 22-49

Title: PRINTING & MAILING SERVICES FOR UTILITY
BILLS

For Delivery To: City of Charlottesville, Charlottesville, VA

Proposals Due: March 8, 2022

This addendum has been issued to address the following questions:

1. What is the reason for going out to RFP at this time?
Answer: Current contract is set to expire with no renewal options remaining.
2. Are there any service related issues with the current vendor?
Answer: Not applicable.
3. Is the City of Charlottesville looking for something specific the current vendor does not provide?
Answer: Not applicable.
4. Is it possible to obtain PDF copies or scans of the statements, notices, #10 and #9 envelopes for this project – front and back, in color if applicable?
Answer: Samples of the Invoices and Dunning Notices can be accessed at www.charlottesville.gov/purchasing, click on bids and proposals. Samples of the #10 and #9 envelopes will not be provided. See solicitation for specific specifications for envelopes.
5. Is it possible to obtain PDF copies or scans of the inserts that have been used in the past for this project?
Answer: Samples of the inserts will not be provided. See solicitation for specifications.
6. What time of day are files typically transmitted to the vendor and how often – daily or weekly?
Answer: Billing files are typically transmitted on a weekly basis as the City bills 4 cycles per month. The day of the week can vary depending on the meter reading schedule and holidays. The time of day for files can vary, but typically transmitted before noon.
7. What is the desired implementation schedule for this project or when would the City like to “Go Live”?
Answer: See solicitation.
8. Who is the current vendor providing service for this project?
Answer: Pinnacle Data Systems.
9. What is the cost the City is paying for the service?
Answer: See Attachment A. Price does not include postage.

10. Given the current economic conditions, would the City consider allowing for annual CPI increases? January PPI was 9.7% and CPI was 7.5% with no signs of slowing.
Answer: See solicitation.
11. Does the City require the awarded vendor to archive bills online in PDF format and if so, for how long – 12, 24, 36 months or longer?
Answer: Yes, for the initial contract period and any subsequent renewal periods.
12. Does the City require an API to the print image archive in order for customers to view their bills online, either through the City’s website or Third Party payment provider site and if so, who is the City’s payment vendor currently?
Answer: The City prefers this function. Current vendor is Invoice Cloud.
13. Does the City require or prefer a vendor with four or more production facilities located in a geographically diverse manner?
Answer: No.
14. Given the sensitive nature of the financial data being shared, does the City require or prefer a vendor be SOC I & II certified and audited, in addition to carrying Cyber Liability Insurance?
Answer: No.
15. Does the City require or prefer a vendor with same-day disaster recovery capability in the event of a weather event, power outage or other emergency?
Answer: The City prefers a vendor who has the ability to able to resume services in the event of inclement weather, power outage, natural disaster or other emergency within one-three days. Offerors should include their disaster recovery capability and their ability, experience, and continuity of services during these types of events in in their proposal.
16. Do you prefer a local vendor?
Answer: All proposals will be considered.
17. Do you have a flow chart of the e-billing process?
Answer: No.
18. Regarding e-billing, are we to provide PDFs only?
Answer: Yes.
19. Will the vendor host the e-billing site?
Answer: Yes.
20. How are payments being handled?
Answer: Payments are not a part of this solicitation.
21. Provide specifications for single sign on and/or interface with SAP.
Answer: Print vendor will not interface with SAP. As stated in the solicitation the print vendor will receive data files. Samples are available at www.charlottesville.gov, click on bids and proposals.
22. Do you want recycled paper only? Would you also like/consider pricing for regular paper to see the cost difference?
Answer: See solicitation. The City will consider regular paper as an option.
23. Envelopes: How many 9x12s are used each month?
Answer: Currently, approximately 200.
24. Will escalation costs for postage be addressed in the contract?
Answer: See solicitation.
25. Please provide sample data, data layout, mapping, and OCR specifications.
Answer: Data file samples are available at www.charlottesville.gov, click on bids and proposals. OCR placement and mapping information will be provided via another addendum.

26. Please clarify - does this mean "...an electronic copy on CDs, flash drives, or USB sticks"? Are six (CDs, flash drives, or USB sticks) to be submitted with the 6 printed copies of the proposal?
Answer: The solicitation states, "One (1) printed version original marked "Original" and five (5) copies of each Proposal shall be transmitted to the City, along with an electronic copy of the proposal on CD. **The City will accept flash drives or USB sticks. The proposal should be formatted either in Microsoft Word or PDF." Therefore, one electronic copy must be submitted.**
27. Regarding this statement, 'along with an electronic copy of the proposal on CD. **The City will accept flash drives or USB sticks.**' Please clarify - does this mean "...an electronic copy on CDs, flash drives, or USB sticks"? Are six (CDs, flash drives, or USB sticks) to be submitted with the 6 printed copies of the proposal?
Answer: The solicitation states, "One (1) printed version original marked "Original" and five (5) copies of each Proposal shall be transmitted to the City, along with an electronic copy of the proposal on CD. **The City will accept flash drives or USB sticks. The proposal should be formatted either in Microsoft Word or PDF." Therefore, one electronic copy must be submitted.**
28. It states all pages should be numbered. Historically, we leave our cover page, table of contents and cover letter without a page number and begin numbering on the actual proposal content. Is that ok or should ALL of the pages be numbered. including the cover page, table of contents and cover letter?
Answer: Offerors should follow the instructions in the solicitation.
29. If the City wants an Oral Presentation, would this be on-site and in-person, or via teleconference?
Answer: As stated in the solicitation, the City will schedule the time and location of these presentations with the selected offeror(s).
30. In other bids we in which we have participated, we learned that we were at a competitive disadvantage because the City's software vendor charged the City for interface and implementation fees. These fees were discounted to the City when the integration was done with the Software vendor's "participating partners". We want to make sure we are bidding in a fair playing field. Does your software vendor provide any incentives when selecting one of their "preferred partners"?
Answer: Print vendor will not interface with SAP. All proposals will be considered and evaluated per the criteria listed within the RFP.
31. Please provide an example of a billing file receipt.
Answer: See Attachment B.
32. Please provide an example of a recent progress report.
Answer: The City is unsure of what progress report is being referred to.

All other terms, conditions and specifications remain the same.

Note: A signed acknowledgment of this addendum must be received at the location indicated on the RFP either prior to the proposal due date and hour or attached to your proposal. Signature on this addendum does not substitute for your signature on the original proposal document. The original proposal document must be signed.

Respectfully,
Vernice G. Grooms, CPPB, VCO, VCA
Procurement Manager

Name of Bidder/Offeror

Signature & Title

Date

ATTACHMENT A

UOM	DESCRIPTION OF MONTHLY BILLING - REGULAR	Unit Price
EA	Bill Printing, Folding, Inserting provide mailing and return envelopes (comprehensive)	\$.079
EA	Bill Printing, Folding, Inserting Provide mailing and return envelopes (multiple bills – one customer)	\$.079
EA	Brochure printing, folding and insert (1 st insert)	\$.025
EA	Brochure printing, folding and insert (2 nd or 3 rd insert)	\$.025
EA	Brochure printing, and insert – 1/3 page insert	\$.015
EA	Pre-printed brochure folding and insert (1 st insert)	\$.01
EA	Pre-printed brochure folding and insert (2 nd or 3 rd insert)	\$.01
EA	Pre-printed brochure, insert – 1/3 page insert	\$.005

UOM	DESCRIPTION OF MONTHLY BILLING - DELINQUENT	Unit Price
EA	Bill Printing, Folding, Inserting, Provide mailing envelopes	\$.095
EA	Set Up/Formatting Costs	\$.00

ATTACHMENT B
 SAMPLE 5 - BILLING FILE RECEIPT

DATE: 02/23/2022 OPACS Work Order Number - 3979210 201/MASS MAILER REPORT
 TIME: 10:42:26 AM SeFas Job Number/Application - 614482/COC101
 OPACS Application - COC101

Input File - #3979210.Dunning02232022.zip

PRINT AND MAIL

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*****
SPLIT/
PAGE
GROUP      FILE      DESCRIPTION      IMAGES      SHEETS      DOCS      HOUSE      MAIL
          NAME                                     HELD      PIECES      COMMENTS
*****
000/001    614482-001-0  1oz              1474        737         737        0          737    Print Catch All
-----
Totals for Print and Mail              1474        737         737        0          737
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SUPPLEMENTAL FILES

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*****
120/001    614482-002-0  - FTP            1474        737         737        0          737
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