CITY OF CHARLOTTESVILLE
Procurement and Risk Management Services

325 4th Street NW (zip 22903)   Phone: (434) 970-3860
PO Box 911   Fax: (434) 970-3069
Charlottesville, VA 22902

Purchasing@charlottesville.gov
www.charlottesville.gov/purchasing

February 25, 2022

ADDENDUM NO. 2 TO ALL OFFERORS: Thirteen (13) Pages Total **Including** Attachments

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.) Please provide OCR Specifications.
Answer: OCR Specifications are attached.

2.) What is the expected first production run/ go-live date after the June 30th award?
Answer: To clarify, June 30, 2022 is the date of the start of the initial contract term not the date of award of the contract. Contractor should expect to receive first data file on July 2, 2022.

3.) **Pricing page: Qty 19,600 - Bill Printing, Folding, Inserting Provide mailing and return envelopes (multiple bills – one customer)** Can you please confirm the total for this? The price page shows 19,600 but on page 4 of the RFP it has the quantity estimated at 1,000 which is probably closer to the actual number than 19,600. We want to make sure our extended price is in line with the correct monthly quantity.
Answer: Estimated quantity of 1,000 – See Revised Attachment I – Revised Pricing Schedule (attached).

4.) **Pricing page: Brochure printing, folding and insert (2nd or 3rd insert)** There would be different pricing for 2 inserts versus 3 for the same month. Should we add an extra line for pricing both?
Answer: See Revised Attachment I – Revised Pricing Schedule (attached).

5.) Who is your current vendor for the services requested or is it currently done in house?
Answer: See Addendum #1.

6.) Who is your current EBPP provider and are they doing the City's ebills? Or are ebills being done by your current bill print provider?
Answer: EBill PDF files are created by current bill print provider and are hosted and billed out to customers by Invoice Cloud, the online payment provider.

7.) Will the print files sent to the vendor be PDF or data file input?
Answer: Data files.

8.) **Page 5, e. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, sub-paragraph, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and sub-paragraph number should be repeated at the top of the next page. The proposal should contain a table of contents which cross-references the RFP requirements. Information which the Offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals not organized in this manner may receive a lower score if evaluators are unable to find where the proposal specifically addresses the RFP requirements.** Can you please clarify what part/pages of the RFP this is referring to? Is it for the Specific Proposal Instructions on page 6, section B.?
Answer: Yes, for Special Proposal Instructions on page 6, section B.

9.) Would you be able to provide a file mapping sample?
Answer: Bill Print File Mapping is attached.

10.) Is the City open to a bill redesign?
Answer: All proposals will be considered.

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

OCR LINE SPECIFICATIONS

OCR Line

For RDI file, we will need to submit the whole string of numbers with calculated check digit
For in-house printing, we need to print this line the existing font.

1000000039099999000000000109008 consists of:

100   → default value '100' → 3 character
000039099999   → contract account number. Default / fixed length = 12 character (right justified)
000000000010900   → bill amount. Default / fixed length = 13 + 2 (decimals for cents). Excluding commas (right justified)
8   → calculated check digit → 1 character

Logic for calculating check digit:

1.   Each of the 27 digits (12 digit account number + 15 digit amount) is multiplied by the following weights, which
     are assigned to the digits of the field from right to left: 2,1,2,1,2,1,2,1
2.   Divide the sum of the digits with 10. The remainder is the check digit.

Example 1: a scanline of 1000000039099999000000000109008 (8 is the check digit), the following is calculated:

Type	Account #	Amount
100	39099999	$109.00

Note: The first four digits in the OCR line do not change and indicate the type of transaction, i.e. utility bill

Row numbers:

< -- 1 0 0 → < ------ Account number : 12 characters ----------→ < ------------ Amount 13 + 2 -------------------------------- > <CD>
  1   2   3   1   2   3   4   5   6   7   8   9 10 11 12   1   2   3   4   5   6   7   8   9 10 11 12 13   1   2   1

  1   0   0   0   0   0   0   3   9   0   9   9   9   9   9   0   0   0   0   0   0   0   0   0   0   1   0   9   0   0
  x
  0   0   0   2   1   2   1   2   1   2   1   2   1   2   1   2   1   2   1   2   1   2   1   2   1   2   1   2   1   2

  0   0   0   0   0   0   0   6   9   0   9 18   9 18   9   0   0   0   0   0   0   0   0   0   0   2   0 18   0   0 = 98

Remainder of 98/10 = 8

Example 2: a scanline of 1000000370264010000000000000002 (2 is the check digit), the following is calculated:

	Type	Account #	Amount
	100	37026401	$0.00

Note: The first four digits in the OCR line do not change and indicate the type of transaction, i.e. utility bill

Row numbers:

< -- 1 0 0 → < ------ Account number : 12 characters ----------→ < ------------ Amount 13 + 2 -------------------------------- > <CD>

1	2	3	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	13	1	2	1

1	0	0	0	0	0	0	3	7	0	2	6	4	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

x

0	0	0	2	1	2	1	2	1	2	1	2	1	2	1	2	1	2	1	2	1	2	1	2	1	2	1	2	1	2

0	0	0	0	0	0	0	6	7	0	2	12	4	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	= 32

Remainder of 32/10 = 2

Example 3: a scanline of 1000000024045670000000000078005 (5 is the check digit), the following is calculated:

	Type	Account #	Amount
	100	02404567	$78.00

Note: The first four digits in the OCR line do not change and indicate the type of transaction, i.e. utility bill

Row numbers:

< -- 1 0 0 → < ------ Account number : 12 characters ----------→ < ------------ Amount 13 + 2 -------------------------------- > <CD>

1	2	3	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	13	1	2	1

1	0	0	0	0	0	0	0	2	4	0	4	5	6	7	0	0	0	0	0	0	0	0	0	0	0	7	8	0	0

x

0	0	0	2	1	2	1	2	1	2	1	2	1	2	1	2	1	2	1	2	1	2	1	2	1	2	1	2	1	2

0	0	0	0	0	0	0	0	2	8	0	8	5	12	7	0	0	0	0	0	0	0	0	0	0	0	7	16	0	0	65

Remainder of 65/10 = 5

BILL PRINT FILE MAPPING

Header Record Structure

Each document starts with the 'H' flag that introduces the header (structure STXRDIH).

Data Element Description	Size	Start Position	Stop Position	Value/Mapping
Record Type	1	1	1	H = File Header record
RDI Version	6	2	7	046A11
Client	3	8	10	<Sending client >
Document Number	10	11	20	SAP Document Number
Language	1	21	21	Value = 'E'
Form Name	16	22	37	Value = ZOBI_BILL
Device Type	8	38	45	Values = PRINTER or SCREEN
Computer Name	64	46	109	Name of the computer from which the processing was started – Blank in the file
Background Processing	1	110	110	Background processing mode , values 'X' or Space
YOU CAN IGNORE REST OF THE FIELDS IN THE HEADER RECORD				

Sort Record Structure:

After the header record, the sort fields follow (structures ITCSNDSORT, ITCRCVSORT), initiated by 'S'. There are 10 internal and 5 external sort fields of 32 characters in length.

Data Element Description	Size	Start Position	Stop Position	Value/Mapping
RECORD TPYE	1	1	1	Value = 'S'
SNDSORT01	32	2	33	SAPscript: Sort criterion Value = Blank
SNDSORT02	32	34	65	SAPscript: Sort criterion Value = Blank
SNDSORT03	32	66	97	SAPscript: Sort criterion Value = Blank
SNDSORT04	32	98	129	SAPscript: Sort criterion Value = Blank
SNDSORT05	32	130	161	SAPscript: Sort criterion Value = Blank
SNDSORT06	32	162	193	SAPscript: Sort criterion Value = Blank
SNDSORT07	32	194	225	SAPscript: Sort criterion Value = Blank
SNDSORT08	32	226	257	SAPscript: Sort criterion Value = Blank
SNDSORT09	32	258	289	SAPscript: Sort criterion Value = Blank
SNDSORT10	32	290	321	SAPscript: Sort criterion Value = Blank
RCVSORT01	32	322	353	SAPscript: Sort criterion Value = Blank
RCVSORT02	32	354	385	SAPscript: Sort criterion Value = Blank
RCVSORT03	32	386	417	SAPscript: Sort criterion Value = Blank
RCVSORT04	32	418	449	SAPscript: Sort criterion Value = Blank
RCVSORT05	32	450	481	SAPscript: Sort criterion Value = Blank

Control Record Structure

The data records can be interrupted by a control record. A control record contains important information for interpreting the data. It starts with the flag 'C', followed by the control information. This information is stored as character string in the form KEY WORD VALUE.

At present, the control record is used for the following information:

a) Code page and Language

After header and sort record and before the first data record, always a control record of this type follows.

The key words are CODEPAGE and LANGUAGE.
Example

Control record for a German text with codepage 1100:

CCODEPAGE 1100 LANGUAGE DE

b) Page Name

At the beginning of a new page, specify its name using the key word PAGENAME.
Example

Control record for page FIRST:

CPAGENAME FIRST

c) CRDI-CONTROL %%LINES-BEGIN ZPWB_BILL_NEW_WINDOW TEXT ST EN – New Window

d) CRDI-CONTROL %%LINES-BEGIN ZPWB_BILL_CHARGES TEXT ST EN – Start of a new Line in the above created window

e) CRDI-CONTROL %%LINES-END ZPWB_BILL_HISTORY TEXT ST EN

f) CRDI-CONTROL %%LINES-END ZPWB_BILL_CHARGES TEXT ST EN – this will end the current line

Data Record Structure

The data record are initiated by 'D'.

Data Element Description	Size	Value/Mapping
Record Type	1	D = File Header record
Field_Name	30	No fixed length. Field _Value field start after a space
Filler	1	Space
Field_Value	450	

Possible Values:

Meter Reading – Element 'ZPWB_BILL_METER'

Field Name	Field Description	Additional Notes
SERVICE_TYPE	Service Type	
READ_TYPE	Read Type	
PREV_READ	Previous Read	
CURR_READ	Current Read	
USAGE	Usage	
TFACT	Thermal Factor	This will only be for 'GAS' line item
CFACT	Correction Factor	This will only be for 'GAS' line item
PFACT	PGA Factor	This will only be for 'GAS' line item

Usage History – Element 'ZPWN_BILL_HISTORY_HDR'

Field Name	Field Description	Additional Notes
USAGE_TYPE		No header text displayed on the pdf. Only display the value 'GAS', 'WATER', OR 'SEWER'.

Usage History – Element 'ZPWN_BILL_HISTORY'.

Field Name	Field Description	Additional Notes
USAGE_UOM		No header text displayed on the pdf. Only display the value
USAGE_LY	Last Year	
USGAE_LM	Last Month	
USGAE_TM	This Month	

MESSAGES – Element 'ZPWB_BILL_MESSAGES'.

Field Name	Field Values	Additional Notes
CUSTOMER_MESSAGE	Message Text	

Bill Charge Items – Element 'ZPWB_BILL_CHARGES'.

Field Name	Field Value	Additional Notes
ITEM_DESC	Text = 'Previous Balance'	
ITEM_AMNT	Amount	

Field Name	Field Values	Additional Notes
ITEM_DESC	Text = 'Payment'	
ITEM_DATE	Payment Date	
ITEM_AMNT	Amount	

Field Name	Field Values	Additional Notes
ITEM_DESC	Text = 'Beginning Balance'	
ITEM_AMNT	Amount	

Field Name	Field Values	Additional Notes
ITEM_DESC	Text = 'Gas'	
ITEM_AMNT	Amount	

Field Name	Field Values	Additional Notes
ITEM_DESC	Text = 'Water'	
ITEM_AMNT	Amount	

Field Name	Field Values	Additional Notes
ITEM_DESC	Text = 'Sewer'	
ITEM_AMNT	Amount	

Field Name	Field Values	Additional Notes
ITEM_DESC	Text = 'Utility Tax – City'	
ITEM_AMNT	Amount	

Field Name	Field Values	Additional Notes
ITEM_DESC	Text = 'Current Charges'	
ITEM_AMNT	Amount	

Field Name	Field Values	Additional Notes
ITEM_DESC	Text = 'Account Balance'	
ITEM_AMNT	Amount	

Field Name	Field Values	Additional Notes
ITEM_DESC	Text = 'Pay this Amount'	
ITEM_AMNT	Amount	

Address – Element 'ZPWB_BILL_ADDRESS'.

Field Name	Field Value	Additional Notes
CUST_BILL_ADDR_LINE1	Customer Address	
CUST_BILL_ADDR_LINE2	Customer Address	
CUST_CILL_ADDR_LINE3	Customer Address	

Header – Element 'ZPWB_BILL_HEADER'.

Field Name	Field Value	Additional Notes
PRINTDOC	Print document Number in SAP	
ACCT_NO	Account Number of the customer	
RESP_PARTY1	Name of the Customer	
BILL_DATE	Invoice Billing Date	
BILL_PERIOD	Invoice Billing Period	

Balance Message – Element 'ZPWB_BALANCE_MESSAGE'.

Field Name	Field Value	Additional Notes
DUEDATE	Due Date	
FINANCE_CHARGE	% charged for Past Due	

MICR Line – Element 'ZPWB_BILL_OCR'.

Field Name	Field Value	Additional Notes
MICR_LINE	MICR number	

Footer – Element 'ZPWB_BILL_FOOTER'.

Field Name	Field Value	Additional Notes
BILL_DATE	Invoice Bill Date	
ACCT_NO	Account Number of the Customer	
TOTAL_DUE	Total Amount Due	
BILL_PERIOD	Invoice Billing Period	
SERVICE_ADDR	Address of the	

Service Address – Element 'ZPWB_BILL_SERVADD'

Field Name	Field Value	Additional Notes
MICR_LINE	MICR number	

REVISED - PRICING SCHEDULE

FORM 1: MONTHLY BILLING				
Qty	UOM	Description	Unit Price	Extended Price
19,600	EA	**Bill Printing, Folding, Inserting provide mailing and return envelopes (comprehensive)**	$ _____	$ _____
1,000	EA	**Bill Printing, Folding, Inserting** Provide mailing and return envelopes (multiple bills – one customer)	$_____	$ _____
19,600	EA	**Brochure printing, folding and insert (1st insert)**	$_____	$ _____
19,600	EA	**Brochure printing, folding and insert (2nd insert)**	$_____	$ _____
19,600	EA	**Brochure printing, folding and insert (3rd insert)** **--if different price than 2nd insert**	$_____	$ _____
19,600	EA	**Brochure printing, and insert – 1/3 page insert**	$_____	$ _____
19,600	EA	**Pre-printed brochure folding and insert (1st insert)**	$_____	$ _____
19,600	EA	**Pre-printed brochure folding and insert (2nd insert)**	$_____	$ _____
19,600	EA	**Pre-printed brochure folding and insert (3rd insert)** **--if different price than 2nd insert**	$_____	$ _____
19,600	EA	**Pre-printed brochure, insert – 1/3 page insert**	$_____	$ _____
	EA	**Set Up/Formatting Costs** Monthly Utility Bill	$ _____	$ _____
	EA	**E-Billing** E-Billing Set-up (per application)	$ _____	$ _____
			TOTAL	$_____

FORM 2: DELINQUENT NOTICES

Qty	UOM	Description	Unit Price	Extended Price
3,000	EA	**Bill Printing, Folding, Inserting, provide mailing envelope (comprehensive)**	$ _____	$ _____
	EA	**Set Up/Formatting Costs** Delinquent notices	$ _____	$ _____
			TOTAL	$ _____

Describe the proposed method for providing bill PDF files separate from printed bill file and amount of compensation for E-Billing Capabilities.

Contractor should provide total costs and a break-down of those costs to the City per account e-billed, and costs avoided per account by not sending a paper bill as well as cost associated with initiating and maintaining the services, such as but not limited to the items listed below.

Set up/Formatting Costs Monthly Utility Bill	$_____
E-Billing E-billing Set-Up (per application)	$_____
E-Billing Statement Processing (per email transfer)	$_____
E-Billing Annual Maintenance	$_____
E-Billing System Upgrades	$_____