

**City of Roswell  
Purchasing Division**

**Kay G. Love  
City Administrator**

**Jere Wood  
Mayor**

**ADDENDUM NUMBER 1**

**REQUEST FOR PROPOSAL #16-105-L**

**MAILING AND PRINTING SERVICES FOR BUSINESS LICENSE, UTILITY, AND TAX BILLING**

**March 31, 2016**

**To All Prospective Bidders:**

**The deadline for questions has passed. The due date for the bid remains Thursday April 14, 2016 at 2:00 PM.**

**In reference to the RFP listed above, the following informational items, answers to questions, additions, deletions and changes are hereby incorporated into the Invitation to Bid:**

**Remove Page 17, item 23, Have employees certified in the USPS Mail Piece Quality Control Specialist Training Program. Submit copies of certificates. Replace with Have employees certified with CASS—Address-matching software that evaluates accuracy. Demonstrate USPS Mail Piece Design Expertise on staff. That will require the vendor to be capable of generating mail that will be compatible with the USPS' automated systems. Submit copies of certificates. Certificate must be provided by Contract Execution.**

**The below questions & answers are hereby incorporated into the RFP**

- Are you outsourcing this service currently? If yes, who is the current service provider? Answer: Business License – Data Media Associates  
Utility & Tax Bills- SureBill – Division of Envelopes and Forms Inc**
- Have you had any service issues with the current print/mail service?  
Answer: No service issues**
- May we obtain samples of the Utility, Tax bills and Business License? Answer:  
Copies posted to City of Roswell Website**
- What software platform does Roswell use? Such as: Tyler, SunGard, etc.?  
Answer: Munis/Tyler**

- **As we review your RFP for consideration of a response, it would greatly help us if you could share who is current vendor and their current pricing.**  
**Answer: Business License – Data Media Associates \$5,000**  
**Answer- Utility & Tax Billing, SureBill, division of Envelopes & Forms Inc \$124,541**
- **Will data file be sent as print ready (fully composed documents) or raw data (vendor to compose documents)?** **Answer: Utility & Tax Billing- Raw Data Vendor to compose documents (It is XML format) Business License- Currently the Certificate information are sent in XML format and the Vendor composes the document. The Invoices are Hard Coded (.txt) and the Vendor composes documents (Mail Merge)**
- **Simplex or Duplex printing?** **Answer: Utility & Tax Billing- Simplex with a pre-printed back page. Business License - Simplex; one sided documents**
- **What is average number of document pages (high and low range)?** **Answer: The bills are usually 1-3 pages**
- **How many inserts per package?** **Answer: Utility & Tax Billing- One occasionally Business License- Invoices require Single sheet invoice and #9, single window return Envelope to be enclosed, Certificates will be single sheet Future needs may change and require additional inserts depending upon communication needs.**
- **Please confirm all form sizes (other than 8 ½ x 11)** **Answer - All forms are 8x11**
- **Please confirm all envelope sizes ( any other envelopes from standard #10)**  
**Answer-Utility & Tax Billing- Answer- The outgoing envelope is a standard #10 left window envelope. The return envelope is a #9 right window envelope with window size 1 1/18” x 3 1/2”.** **Business License- #9 single window envelope for remittance with invoices**
- **Section 3.2.7 states “Be ready to accept the first production data/print file within six (6) weeks from date of award of contract and Notice to Proceed.” We feel we would need more time than this due to time needed for development support of this project. Is the City willing to negotiate on this requirement?** **Answer: We would be able to work towards a reasonable compromise if an extension is needed.**
- **Page 16, Q1.**  
**What is the City of Roswell anticipated transmission time of day for sending files?** **Answer: Utility and Tax Billing 8 a.m. to 6 p.m. Business License - It will vary each time. If a specific time is needed, we can take that into consideration.**

- **Page 16, Q4.**  
**What is the method or data element in determining grouping or “householding” of multiple bills into one envelope? Answer- Utility and Tax Billing -We don’t put multiple bills in one envelope. Business License - We don’t currently combine Invoices/Certificates for our mailings**
- **In regards to postage rates to be on City of Roswell mail, I am assuming you what the best rate through the USPS available. What rate is the current rate for USPS Presorted mail for the City of Roswell. Is the City Of Roswell want a quote on proposed Postage used for the year. Will Bidders use City of Roswell Permit account, or will the company maintain a postage account For the City of Roswell. If the Company maintains a postage account, we can commingle your mail with other customer’s mail and qualify for lower postage rates.**
- **Answer- The vendor will provide postage not the City of Roswell.**
- **Should the technical and cost proposal should be in separate envelopes?  
Answer: Yes**
- **Is there a WMBE requirement? Answer: No**

**\*Bidder must acknowledge this addendum on the Bid Form on page 23 of the bid. Insert the addendum number and date as prompted.**