



ADDENDUM 1

September 8 , 2020

ITB WS 70-20

UTILITY BILL PRINTING, MAILING AND RELATED SERVICES FOR OKALOOSA COUNTY WATER AND SEWER DEPARTMENT

Please find attached the Document and information below, for the above referenced Addendum No. 1. This Addendum is hereby made a part of the Contract Documents and Specifications of the above referenced project. All other requirements of the original Contract Documents and Specifications shall remain effective in their respective order. The purpose of Addendum No. 1 is to set forth changes and/or additional information as referenced herein.

Note: The ITB Opening Date & Time remains unchanged.

The Purchasing Department has received the questions stated below as of 1 September, 2020, which are summarized in Item I.

- I. **Question:** “The ITB document mentions a preference for mail to be sent from within the State of Florida. Will scoring for our responses be impacted by this if we propose mailing from elsewhere?”

Answer: There is no scoring of responses. This is an Invitation to Bid (I.T.B.).

Question: “The County included a form for us to detail our recycled content. Does the County require recycling, and if we do not use recycled content, will that negatively impact our response scoring?”

Answer: Currently, the County does not require recycling and the enclosed document is informational only.

Question: “ What is the County looking for in terms of custom bill re-design. What, according to your provided sample PDF, is your current statement missing? Nothing is missing from the current statement?”

Answer: When designing the bill, the Respondent can choose to make the bills look nearly identical to what they are today, or alter the placement of information. Either way, all of the current information must be displayed somewhere on the bill

and the bill design must be approved, developed and successfully tested prior to December 30, 2020.

Question: “What is the County looking for in terms of electronic notifications?”

Answer: At a minimum, an email needs to be sent to all customers enrolled in “e-billing” that notifies the customer that their statement is available to view online. Ideally, customers enrolled in “e-billing” would receive a PDF rendering of their bill via email.

Question: “Page 50 & 51 of the ITB mentions a “bid security” to be submitted with the bid. Will you provide more information about this?”

Answer: The general bid conditions portion of the solicitation is released as standardized language, as applicable to each requirement. This requirement does not require a bid security from respondents.

Question: “Who is the current vendor?”

Answer: Pinnacle Data Systems, LLC.

Question: “What is the current pricing structure or total pricing of the contract?”

Answer: The current contract (with pricing) can be located and viewed at <http://www.co.okaloosa.fl.us/sites/default/files/contracts/contract/C14-2188-WS.pdf>

Question: “Will the County or the Counties software provider (Superion) be able to provide a mapping document for the record layout?”

Answer: No. The data file layout for each of the associated bill files, along with the definitions and short descriptions, were already provided in the ITB.

Question: “The mailing and remittance envelopes both have a code in the bottom left corner, what does this code indicate and is it mandatory?”

Answer: The code is used by our current vendor for inventory/identification purposes and is not mandatory.

Question: “We mail from Pennsylvania with an estimated First Class Delivery time of 3 – 5 days. Is that acceptable?”

Answer: The ITB does not specify a requirement for mail delivery time.

Question: “Is one large window envelope acceptable for the #10 outgoing envelope rather than 2 windows?”

Answer: No, it is not acceptable.

Question: “Who is your current vendor and would you be able to share current Pricing

model?”

Answer: Pinnacle Data Systems is the current vendor. The current contract with pricing can be located and viewed at http://www.co.okaloosa.fl.us/sites/default/files/contracts/contract_pdf/C14-2188-WS.pdf

Question: “How do we become a license vendor in the State of Florida and receive Certificate of Good Standing?”

Answer: Your company should reach the State of Florida website at [sunbiz.org](http://search.sunbiz.org/Inquiry/CorporationSearch/ByName) <http://search.sunbiz.org/Inquiry/CorporationSearch/ByName> to register for the Certificate of Good Standing.

Question: “ Can you also please provide the previous bid award amount for this project?”

Answer: The previous bid award amount for this project can be located and viewed at http://www.co.okaloosa.fl.us/sites/default/files/contracts/contract_pdf/C14-2188-WS.pdf