



## **ADDENDUM 2**

**June 05, 2020**

**ITB WS 57-20**

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

This Addendum is hereby made a part of the Contract Documents and Specifications. The purpose of Addendum No. 2 is to set forth changes and/or additional information as referenced herein.

The County received three questions regarding the project. The questions are summarized within Item I below.

- I. **Question:** Will vendors be required to provide insert pricing in their response or will inserts be provided or quotes requested on a case by case basis?

**Answer:** Please refer to the bid sheet included in the ITB for all required pricing. There is a request for pricing for hourly custom insert design services, as well as a section specific to inserts themselves, which requests pricing for inserts based on a specific size with several options. Generally, the inserts will either be provided to the vendor for inclusion with the bills, or the vendor will be asked to design a custom insert.

**Question:** Who is the current vendor for OCWS providing bill print and mail services?

**Answer:** Pinnacle Data Systems, LLC

**Question:** What is the current cost per bill OCWS is paying for this service?

**Answer:** \$.082 per mailed bill statement, which includes all services and supplies excluding postage.

**Question:** Who is the current vendor provides online payments for OCWS?

**Answer:** Selectron Technologies hosts Okaloosa County Water & Sewer's online services web portal. There are several features associated with this portal, including the ability to view and pay bills.

**Question:** When is the anticipated Award date for this ITB?

**Answer:** Expected to award by August 12, 2020

**Question:** When is the anticipated Go Live date for this ITB (or desired implementation timeline)?

**Answer:** October 1, 2020.

**Question:** Is the County open to having a postage account with the vendor in order to have postage funds available prior to each mailing? { i.e. estimated postage would be invoiced and the County would provide the funds to the vendor on a monthly basis for each months' upcoming mailings}.

**Answer:** The County will provide the vendor with a \$25,000 postage escrow amount for the term of the contract. Upon termination of the contract, the postage escrow amount shall be refunded. Actual postage costs shall be invoiced to the County each month and the County will remit corresponding payment.

**Question:** Storage of bill PDFs for employee/customer access: Please confirm you are you looking for the vendor to host these documents and they are not just for the payment provider ?

**Answer:** The County is looking for the vendor to retain these documents in a manner such that they can be accessed through a fixed format URL/URI utilizing Customer ID number, Location ID number, and no more than a single fixed security token.

**Question:** Is the County seeking additional services that are not currently (under current contract) an option?

**Answer:** The County is requesting pricing that is not within the current contract.

**Question:** What is the reason for issuing the ITB?

**Answer:** The contract term of the established contract is expiring. Since the County still requires a third-party vendor to perform these services, the form bid solicitation process will be utilized.

**Question:** Can you please provide samples of the outer and return envelopes?

**Answer:** See below for provided sample

**Question:** On the Bid Sheet, "Charge for Combine Bills" – Can you please clarify this request? As an example, we can insert up to 7 sheets into a #10 envelope and anything over that would go into a 9x12 envelope, each of those would be a different price.

**Answer:** This refers to having bills that are going to the same mailing address inserted into one envelope.

**Question:** One the Bid Sheet, “Charge for Bill Insertion” – it seems to be missing a line to fill in the pricing. Will the Bid Sheet be updated or do we need to include this pricing on an additional pricing page?

**Answer:** The missing line is intended on the Bid Sheet. The bidder is instructed and expected to provide this information as an attachment to this bid sheet.

**Question:** Envelope Overprint Message- Will the overprint be on one side of the envelope or both?

**Answer:** One side

**ITB Opening Date & Time remains unchanged.**