

**EL PASO WATER
PURCHASING DEPARTMENT
1154 HAWKINS BLVD.
EL PASO, TEXAS 79925**

**EPWater Bill Printing and Mailing Services
RFP18-23**

ADDENDUM 4

September 5, 2023

Attention of all bidders is directed to the following addendum to this Bid Proposal:

- A. Remove and Discard Section 2.1 Specifications, Pages 4 through 6 and Replace with Section 2.1 Specifications, Page 4 through 6 Addendum 4.**
- B. Response(s) to Bidder's question(s):**

Question #9:

Will EP Water consider a two-month postage deposit/escrow? All our other municipalities average a two-month deposit that covers postage and then we bill the actual postage used so it's replenished. Otherwise, we are fronting a significant amount of money from the time of mailing to NET30.

No

Question #10:

Will the cost proposal excel sheet that was mentioned on the pre-bid call be added to the EP Water website or included as an attachment in an addendum?

The Excel Bid Form is not part of this solicitation.

Question #11:

Cost sheet item: Print color- is this simplex or duplex? 8.5x11?

Bills are duplex monochrome 8.5" x 11"

Question #12:

Please provide samples of the utility bill, outer and return envelopes.

Samples are provided in Addendum 1.

Question #13:

How many colors print on each side of the bill?

Bill is printed only in black ink. Occasionally, inserts are needed to be included with bill and may require color or front and back printing.

The bill is printed in black ink for both front and back. For any inserts included with the bill, printing in color is required front and back.

Question #14:

Is the back of the bill a static backer or does it change frequently? If changes, how often?

The information printed on the back may change to fit the needs of EPWater.

Question #15:

Are the Vendor Information Form and W9 due with the proposal or after notice of award?

The Vendor Information Form and W9 are due with the proposal as well as any form in the solicitation.

Question #16:

EP Water has a system for bill payment notifications. The presentation is rendered internally and made available thru the payment portable. have an EBPP provider? If so, who is the provider?

EPWater does not have an electronic bill payment system through Paymentus. The Presentment is rendered internally and made available through the payment portal.

Question #17:

Will the chosen vendor be sending out e-bill notifications? Do we need to provide pricing for e-bills?

Yes. The chosen vendor may possibly be sending out e-bill notification in the future.

Question #18:

Who is the current vendor for the requested services or is this being done inhouse?

EPWater/Doxim (Pinnacle)

Question #19:

If outsourced, what is the current contract expiration date?

The current contract expiration date is October 31, 2023

Question #20:

What is the reason for issuing RFP?

To obtain a vendor that can process, print, fold, insert, sort and mail an average of 220,000 utility bills per month.

Question #21:

Is EP Water seeking any additional services not currently available?

No

Question #22:

What time will the daily file be sent to the vendor?

The bills are generated by the system in the evening. The daily bill files are sent the morning of the next business day.

Question #23:

Would a #10 pistol window envelope be considered? This would allow the EP Water name, logo and return information to be shown through at the top of the window and the bill can be designed to fit as such during implementation. These are always in stock, warehoused in our climate-controlled facility and available at our other facilities in the event of an emergency or disruption.

No

Question #24

Would a #9 single window return envelope be considered?

No

Question #25

What is the anticipated first production run “go live” date?

The anticipated “go live” date is November 1, 2023.

Bidder shall acknowledge receipt of this addendum and submit this acknowledgment with their bid submittal. Failure to acknowledge addendum(s), may result in rejection of bid.



Mirtha Solis
Senior Purchasing Agent

BIDDER'S ACKNOWLEDGEMENT OF RECEIPT

*The signature of the purchasing staff certifies only that this document shall become part of the Contract Documents for the referenced project and is NOT a representation that the content of this document is technically correct.

PART 2 – GENERAL CONDITIONS AND SPECIFICATIONS

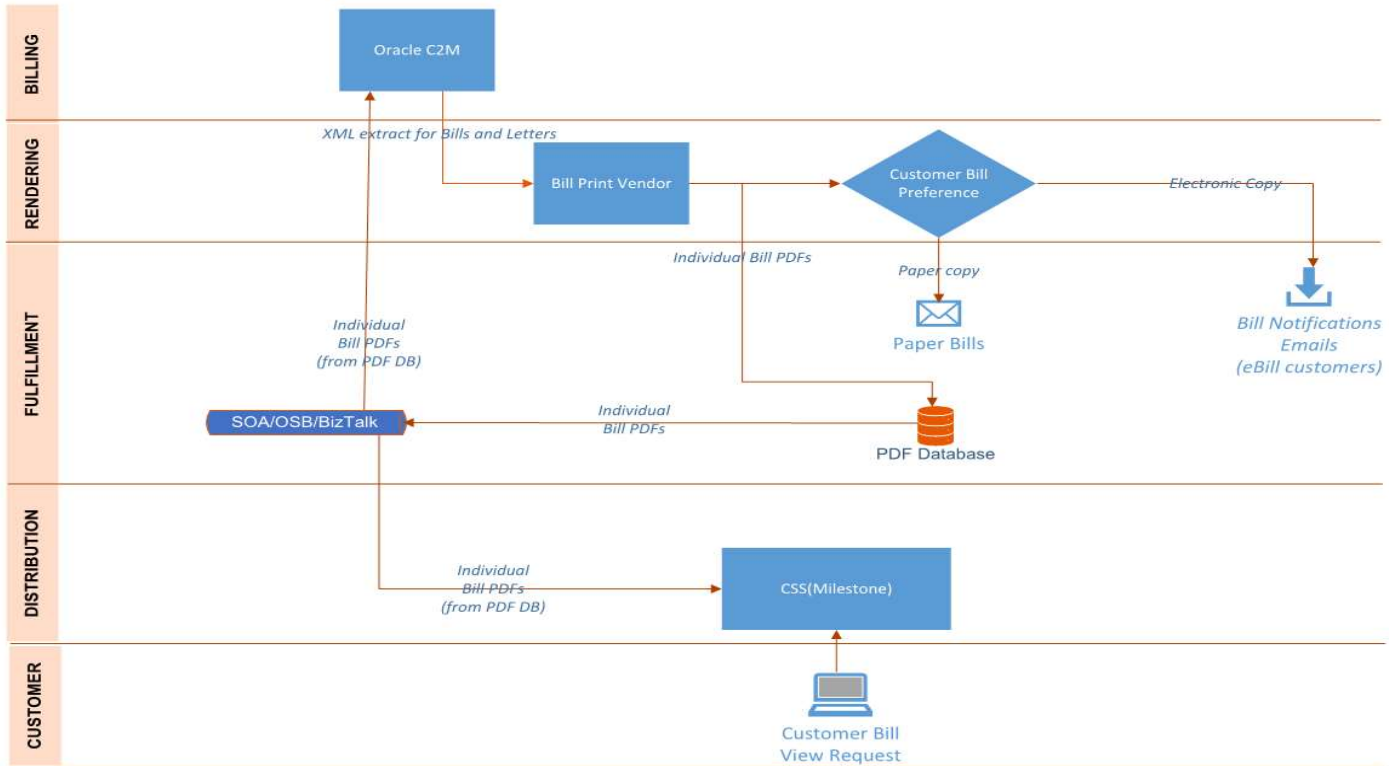
2.1 SPECIFICATIONS

THE ITEM(S) CONTAINED WITHIN THIS BID PROPOSAL IS / ARE TO BE PROVIDED IN ACCORDANCE WITH THE FOLLOWING AND/OR SPECIFICATIONS:

1. The vendor must accept daily data via SFTP (Secure File Transfer Protocol).
2. The vendor must have the ability to replicate current EPWater bill design from XML data and can modify/edit layout as required by EPWater.
3. Vendor must provide a web-based interface to:
 - a. Track the status of bill print jobs through the production process
 - b. View bill print reports
 - c. Manage bill inserts
 - d. Process exceptions or special handling of bill documents
 - e. Upload test files
 - f. Possibly send e-bill notifications
4. Vendors must provide the capability to view and approve bills online before they are printed and mailed. The bills must include a summary of the total counts of printed bills, suppressed bills, and number of inserts included with the batch.
5. Vendor must provide the capability for EPWater to suppress the printing of bills for certain customers, the suppression could be on a regular ongoing basis or one-time from a live production file.
6. Vendor must be able to accept bill files in their current format as the Utility may be unable to change the bill file format without manual intervention and/or a modification to the billing system.
7. Vendor must have capability to print utility bill remittance stub to work with the utility's remittance processing equipment and software used to process bill payments.
8. Vendor will be required to print, insert, meter and mail utility bills via first class postage within 24 hours of receipt. Confirmation of utility bill file receipt must be provided. This schedule must be contractually guaranteed.
9. Vendor must have and provide as part of the response a comprehensive quality control plan for ensuring the data, printing and mailing is error free.
10. Vendor must provide a description of the printing and mailing equipment used, a list of all print facility locations and the backup contingency plan used in the event of equipment failure.

11. Vendor must be able to archive bill images as PDF files and provide process for viewing archived bill images. PDF images must be available on the same day that the utility bill file is processed. PDF record retention of all bills is two (2) years beyond the life of the contract and must remain accessible for daily viewing for EPWater during this period. All PDF files remain the property of EPWater. Vendor may not provide access to these records to any other part for any reason.

El Paso Bill Print Flow



12. Vendor must provide unlimited customer support to EPWater personnel during vendor's business hours and procedures for receiving after-hours support.

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SUBJECT: EPWater Bill Printing and Mailing Services
BID NUMBER: RFP18-23
BID DEADLINE: 10:30 A.M. MOUNTAIN TIME, September 12, 2023
TO BE OPENED: 11:00 A.M. MOUNTAIN TIME, September 12, 2023

Materials

8.5x11", 24# bond, with a micro-perforation (duplex monochrome print)
 #10 EPWater Custom, OE (Outgoing Envelope), double window with security tint.
 #9, EPWater Custom, BRE (Business Return Envelope) with security tint.

Postage Rates

All postage costs will be incurred by the vendor and billed at cost to EPWater as part of the monthly bill. Vendor must mail utility bills via presorted First-Class mail using maximum postal discounts to minimize EPWater postal costs.

Pricing Tables

Vendor must provide a cost proposal for print and mail development, project implementation, ongoing maintenance and all costs to be billed to the project, including out-of-pocket expenses such as travel and office support.

Please adhere to the table form provided below:

Initial and Ongoing Professional Services Fees		
One-Time Implementation Fee Includes all phases of the project prior to the production phase: initial programming, testing and implementation	\$	One-Time Fee
Professional Services Charges Charge for requested programming changes after initial implementation	\$	Per Hour
Maintenance and Support	\$	Per Year

Service Fees for an average 208,000 mailings per month	Cost Per Piece
Print Black & White (Duplex)	\$
Print Color	\$
Fold and Insert (Water Bill)	\$
Fold and Insert (Additional Pieces)	\$
NCOA or Intelligent Barcode	\$
Postage	\$
File Transfer	\$