

ADDENDUM No. 1

RFP No.: 09-1920
Title: Invoice Printing and Mailing Services for Beaches Energy Services

The purpose of Addendum No. 1 to RFP No. 09-1920 Invoice Printing and Mailing Services for Beaches Energy Services is to answer the following questions.

Question 1:

What is the reason for issuing the RFP at this time and are there any service related issues with the current vendor?

Answer 1:

Current RFP is expiring. There have been no issues with current provider.

Question 2:

The RFP states the need to produce multi colored utility bills, 8.5 x 11 on paper provided by the City – can the prospective vendor recommend supplying the paper stock as part of a full outsourcing solution?

Answer 2:

Not at this time due to stock paper previously purchased.

Question 3:

Who is the current vendor and what is the current rate being charged for this service?

Answer 3:

TC Delivers - .15 per invoice.

Question 4:

Is Beaches Energy Services looking for anything specific the current vendor does not provide?

Answer 4:

Not at this time but if/when we migrate to new software that may change.

Question 5:

Can Beaches Energy Services provide samples of the #10 outgoing window envelope, #9 reply envelope, utility bill and delinquent notices, front and back?

Answer 5:

Due to stock previously purchased, we are not requesting bids on those materials or services at this time.

Question 6:

Are materials standard for utility billing mailings acceptable, such as a #10 double window envelope, and #9 single window envelope with security tint acceptable or do prospective vendors need to bid to current specifications?

Answer 6:

Due to stock previously purchased, we are not requesting bids on those materials or services at this time.

Question 7:

What is the current monthly volume for the utility bill mailings?

Answer 7:

Daily totals are stated in RFP.

Question 8:

Would the City consider a response for Utility Bill outsourcing only that does not include daily office mail pick up?

Answer 8:

Not at this time.

Question 9:

Are there any inserts to quote as part of this RFP or will the vendor quote them on a as needed basis?

Answer 9:

Not at this time.

Question 10:

Confirming that files are to be transmitted by noon daily, approved by 1pm and mailed the same day?

Answer 10:

Correct.

Question 11:

Confirming the CIS platform that Beaches Energy Services currently utilizes is Tyler Technologies?

Answer 11:

Currently, we are using CentralSquare/Sungard software and possibly migrating to Tyler Munis within the next 12-18 months.

Question 12:

What is your desired implementation timeline from contract signing to Go Live?

Answer 12:

Immediate, as we bill every business day.

Question 13:

Will Beaches Energy Services require the vendor to archive utility bills, email them, allow for text payments or online payments?

Answer 13:

No.

Question 14:

Given the sensitive nature of billing communications and financial data being exchanged, will the City require the vendor to carry Cyber Liability insurance?

Answer 14:

No. The RFP states that the pdf's will be created by internal software. The PDF's do not contain financial data and is transmitted via FTP.

Question 15:

Does the prospective vendor need to be PCI compliant or conduct security audits?

Answer 15:

No. See #14.

Question 16:

Is this bid being offered strictly to a vendor(s) located in Northeast Florida or can other Florida based vendors respond to this RFP? We have over 500 utility customers nationwide with production facilities in Florida, Texas, California and Illinois, including clients in North Florida. This requirement appears to limit competition to just a few respondents, leaving many of the most well-known and highly qualified firms excluded from participating. Are vendors outside of Northeast Florida welcome to bid on this project?

Answer 16:

Requirement is stated in RFP, #5 Eligibility.

COMPANY NAME: _____

ADDRESS: _____

CITY, STATE & ZIP: _____

SUBMITTED BY: _____

Printed name of authorized submitter

TITLE: _____

SIGNATURE: _____

DATE: _____