

EMERALD COAST UTILITIES AUTHORITY
BID 2016 03
RFP UTILITY BILLS & DELINQUENT NOTICE OUTSOURCING
November 1, 2015

ADDENDUM NUMBER 1

Prospective Bidders:

This addendum is issued to clarify questions received about this request for proposal for this RFP.

1. Can you provide a sample or color PDF of your current #9 remit envelope, and of your #10 mailing envelopes so that we can provide a quote for materials.

Response: No. We use a standard two window outgoing envelope and a single window envelope for the return.

2. Can you provide a sample or color PDF of your current billing documents? I'd like to see what you're currently doing so that I can compare to best practice options available at our company.

Response: Provided as an attachment.

3. While we work with many SunGard HTE clients, I'd still like a sample live test file of 50+ records so that my IT manager can review and see if anything is out of the ordinary. Is this possible?

Response: No. Each statement will be generated from data contained in up to 12 data files produced by the SunGard Public Sector CIS billing software. This is the standard bill files that are used created by the software.

4. Can you provide a current cost per bill for print and mail services?

Response: \$0.084 per bill with postage being a pass thru.

5. Per your RFP it appears you're printing and mailing in house, is that correct? And if not, who is your current vendor?

Response: We currently are using Pinnacle to process our Utility Bills and Delinquent notices.

6. On page 10, number iii, 3 - Can you clarify what "flexibility" you'd like addressed? Are you just talking about the ability to receive files at various dates/times, or is there something else I'm missing here?

Response: After electronic receipt, the statements are to be printed in runs averaging

between 0 and 25,000 statements corresponding to our billing cycles. The vendor should be aware these billing cycles are driven by meter reading, and are not fixed and occur on different days each month. The ECUA must have flexibility in when we can have bills printed.

Regards,

Amy Williamson, CPPB, FCCM
Senior Purchasing Agent