

EMERALD COAST UTILITIES AUTHORITY  
BID 2016 03  
RFP UTILITY BILLS & DELINQUENT NOTICE OUTSOURCING  
November 10, 2015

ADDENDUM NUMBER 2

Prospective Bidders:

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

1. Please provide color scanned samples of the current envelopes (OME and BRE)?

**Response:** The envelopes being used are standard window envelopes. The OME has two windows, one for the return address and one for the mailing address; both of which are printed on the bill. The BRE is a one window envelope for the mailing address which is also printed on the bill.

2. Can you provide color scanned samples of the News Letter?

**Response:** You can see a color copy on our website, [www.ecua.fl.gov](http://www.ecua.fl.gov), under the reports tab and look for customer newsletter.

3. You noted the following: "Paper supplies use 8.5x11" blank #20 paper with perforation 3.67" from bottom, one sided". Are you looking for the vendor to offer color or black and white print?

**Response:** Our bills are printed in color.

4. The RFP states the following "The ECUA desires the Vendor to provide bill presentment on a website which allows customers and/or ECUA employees to login and view any bill as an exact replica of the printed bill and customer newsletter". Are you looking for the vendor to manage the entire site (enrollments, login) or will ECUA be managing the portal and looking for eBill presentment integration via web services?

**Response:** I would price both ways.

5. Under Fees for production: Please change a to indicate the fee is for an average mailing of 1 physical sheet and add another line item to account for printing, insertion fees of additional pages, when needed.

a) Fee for printing, inserting and mailing \$\_\_\_\_\_ per unit

**Response:** Please feel free to add the line if pricing is something different.

6. Volumes – I see a mix of the following and just want to confirm, is it 126,000 bills/month?

- a. Pg 5 Scope of Work - #2
  - i. 120,000 utility bills/month
  - ii. 18,000 delinquent bills/month
  - iii. 25,000 additional bills quarterly
- b. Pg 6 Scope of Work - #7
  - i. 126,000 fold and inserted into #10

**Response:** The monthly utility bills run between 105,000 and 110,000. The first part of each quarter we send an extra 20,000 to 25,000 bills out in one day. We also send out delinquent notices each month which run around 18,000. We just need to know that you can handle the volume with room to grow.

7. What percentage of the overall monthly volume of bills is more than one page and what is the max number of pages possible?

**Response:** 99.9% of what we bill only has one page plus the extra insert. We do occasionally have some customers that will have a second page to the bill plus the insert.

8. Single page newsletter insert – is the volume 120,000 or 110,000?

Pg 6 Scope of Work - #7 says 120,000

Pg 25 Proposal Form - #7 says 110,000

**Response:** See above #1. The only thing we do not put the newsletter in would be the delinquent notices.

9. DPI question for minimum 600 X 600 dpi

Pg 5 Scope of Work - #2

What is driving this requirement? Is a 600 X 450 acceptable?

**Response:** We have to make sure the print is clear enough that the scanners we use for the payment coupon can be read with no issues. We need to ensure the print on the bills is clear as well. We would need samples of anything less than what we are asking for.

Regards,

Amy Williamson, CPPB, FCCM  
Senior Purchasing Agent