



ADDENDUM #1

UTILITY BILL PRINTING

BID # 17/18-009

BIDS DUE NO LATER THAN: 1:45 PM ON NOVEMBER 7, 2017 - REVISED

PUBLIC BID OPENING: 2:00 PM ON NOVEMBER 7, 2017 - REVISED

This addendum is to notify all potential proposers of clarifications made to the Bid documents as stated below.

Bid Due Date Changed from Original Date of November 1, 2017 to Revised Date of November 7, 2017

Bids must be in the hands of the Contracts and Risk Manager at 431 Prater Way, Sparks, Nevada, NO LATER THAN **1:45 PM ON November 7, 2017**. Bids postmarked prior to, but not received until after this deadline will not be accepted. Bids will be opened and publicly read at **2:00 PM ON November 7, 2017**.

Questions provided by potential bidders as of 7/12/17, and Answers provided by the City of Sparks:

- 1) Residential Quarterly Bills – $29,000 \times 4 = 116,000$ / year – For us to cost both version can you please tell us many of these are the Delinquent version?**

Answer: Roughly 10 percent, but this number may increase or decrease drastically each quarter based on the number of people who do not pay their bills.

- 2) Can you please provide the historical count of how many blanks the City of Sparks would purchase for in house use of the Residential Quarterly Bills and Residential Quarterly Delinquent Bills?**

Answer: This is rare and would not be more than 100 per year. With our current vendor, we simply contact them and they send us what we need from what they have on hand.

- 3) Commercial Monthly Bills – $1,800 \times 12 = 21,600$ / year – For us to cost both version can you please tell us many of these are the Delinquent version?**

Answer: Roughly 10 percent, but this number may increase or decrease drastically each month based on the number of people who do not pay their bills.

- 4) Can you please provide the historical count of how many blanks the City of Sparks would purchase for in house use of the Commercial Monthly Bills and Commercial Monthly Delinquent Bills?**

Answer: This quantity is included in the amount detailed in Question 2 (above)

- 5) **Can you please confirm the art on the #10 envelopes the same for all mailings whereas the total required per year would be 137,600?**

Answer: Artwork on all envelopes is the same.

- 6) **What quantity(s) of a light BLUE #9 would you like to see costs for?**

Answer: Estimated at 1800 per year.

- 7) **Is there any backer verbiage on these bills, that will be included on the pre-print or during laser imaging?**

Answer: Yes. Please see last page of this Addendum for an example.

- 8) **Will any inserts be included? Randomly on some runs?**

Answer We do not currently do inserts. We have however done 1 in the past so it would be very seldom. We have a comment section on the billing to add any notes or information for the customer during that billing period.

- 9) **Will the City of Sparks need costs on producing any inserts?**

Answer: If we choose to do one, we will contact our chosen vendor to discuss our options.

- 10) **The return envelopes in green (for quarterly billings) and orange (monthly billings are defined by quantity. But the number needed for return envelopes (light blue) for the in house production runs are not defined by quantity or need. All of these envelopes would be custom ordered so the price for them is highly dependent upon quantities ordered. Is there a quantity that can be assigned to the in house return envelope? If so, what is that number? If not, how would you like this to be addressed?**

Answer: We are estimating around 1800 per year.

- 11) **On the pricing page, there is nowhere to list the return envelope light blue pricing. How would you like this to be handled?**

Answer: The City will negotiate pricing at the time of need separately from this bid.

- 12) **Is there any need for archiving images of say a year's worth of bills for access? If so, how would you like the pricing for this feature listed?**

Answer: Our current vendor provides this service and bidders should price the same in to their cost of service (not as a separate line).

- 13) **Is there need for address updates to be run and returned to you to correct addresses to keep up with the USPS requirements that addresses be updated to qualify for the lowest postage rates? If so, how would you like for this pricing to be listed?**

Answer: This would be helpful, but not necessary as we receive this information from the post

office as well.

- 14) Would a single window return envelope be acceptable as opposed to the customer printed envelope for price savings? This is generally an envelope where the return address on the bill stub is through the window and the return address for the customer sending in the bill payment would put there address on manually. May require some bill design movement to fit.**

Answer: No. The City will require the return envelope design that is defined in the bid document.

- 15) In the form examples, there is a form with red on it for delinquent bills. But nowhere in the RFQ does it list a quantity or frequency for these bills. Additionally, there isn't any pricing line for these bills.**

Answer: Delinquent billings currently run simultaneously with the regular billing process. We are estimating approximately 10 percent but this number can vary greatly depending on the number of customers who do not pay their bill during any given month or quarter.

- 16) For the delinquent bills, there doesn't seem to be any envelope quantities either. Do these bills use one of the other existing outgoing and return envelopes? Is so, per question 1 above, do these quantities get added? Short runs of envelopes and forms are more expensive than larger runs.**

Answer: There is no change in the envelope colors. The quantity is included in the total number of accounts. Not in addition.

- 17) In the RFQ, it asks: "Preprinted stock must be available for purchase by the City of Sparks when necessary for any bills created in house. (all colors specified, with matching envelopes)". Are there specific quantity requirement overages on all requested materials available so we would know how many to order when ordering runs of all the customer materials being ordered?**

Answer: This occurs extremely rarely. Currently we contact our vendor and request the number of pages from current stock they have on hand. Less than 100 a year.

Please note and adjust your submittal according to the revisions, additions, deletions, clarifications or modifications as presented on this Addendum #1

Dan Marran, C.P.M., CPPO
Contracts and Risk Manager
October 24, 2017



Your sewer account information is available 24 hours a day. It is quick, easy, and secure. Visit www.cityofsparks.us and click on the icon



24 HOUR CITY HALL
Pay Your Sewer Bill

The City of Sparks is delighted to offer you a number of options in paying your sewer bill.

- Pay **Online** at www.cityofsparks.us . Make a one-time payment or schedule recurring payments.
- Make payments online with your bank's **Bill Pay** services. When scheduling a payment, please reference your account number.
- Authorize a **Direct Debit** from your checking or savings account. Look for the authorization form at www.cityofsparks.us/directdebit.
- By **Mail** to the City of Sparks PO Box 857 Sparks NV 89432-0857 with check or money order.
- By **Phone** 8-5 M-F with VISA or MasterCard (775) 353-5555.
- **In Person** with cash, check, money order, VISA, MasterCard, or Discover.
- **Drop Box** located at the east entrance of City Hall at 431 Prater Way.

ADDRESS CHANGE INFORMATION

If the address information printed on the other side has changed, please make the changes below.

Account(s) _____

Name(s) _____ Telephone (____) _____

Municipal Code 13.27.010 requires the City to bill the owner of record according to the Washoe County Assessor.

Address _____

City _____ State _____ Zip _____

Email _____ Cell Phone (____) _____

Note: Be sure to check the box on the front of this coupon if you updated your address.