



Date: August 11, 2023
To: All Vendors
Subject: Addendum #3

REFERENCE: P059-23 Printing and Mailing Services for Utility Bills and Reminder Notices

This Addendum forms part of the contract and clarifies, corrects or modifies original proposal document.

Question 1: Since the data will be sent to us in PDF format, how much manipulation are we permitted to make to the documents in order to fit the envelopes, etc.

Answer 1: The formatting of the PDF file is static. There should be no further manipulation once file is provided.

Question 2: We would like clarification on the next day mailing requirement. Page 3 states "To comply with city ordinance the bills must be sent out to the customers (issued) no later than 5 days after billed...". Will the print vendor receive the bills on the bill generated date?

Answer 2: Vendor will receive the bills same day of the date generated on business days and for bills generated on the weekend, no later than 1 day before the next business day.

Question 3: Page 3, scope of services, item 1.b., "b. Amount of daily mail pieces may be increased up to 10 times." We don't understand what this means, please elaborate.

Answer 3: There are times when additional communication needs to be mailed out to customers or two cycles need to be billed on one day. While those situations are not common, there is a need to have such an option.

Question 4: Page 3, scope of services, item 2, Confirm: "household" means mailing address only, or name+address? What about commercial/apartment complexes?

Answer 4: Name and address.

Question 5: Page 4, scope of services, item 5, "Postage shall be billed at actual cost". Provide example postage billing reports that you are receiving now, so that we can better understand your expectations.

Answer 5:

Postage Summary (estimated)

Name	Count	Amount
Postage (Level-1 Sort) (554 Mailpieces)	1	\$276.46

Question 6: Page 4, scope of services, item 6, “special off-cycle mailings”. Are these in the same input format as the routine cycles? How much notice will we have for these special mailings?

Answer 6: Off-cycle mailings are in the same input format as normal mailings. Off-cycle can mean that a mailing is being sent on a different date. For example, a bill is usually sent on the first of each month. Due to business needs, we now decide for that one bill to be mailed on the 3rd of this month. The bill will be considered to have been generated on the 3rd and all applicable timelines adjusted based on the generated date. Off cycle billing is requested on average twice a month and it includes less than 500 bills.

Question 7: Page 4, scope of services, item 7. Please provide example of current confirmation you are receiving for confirmation of completion that includes totals and counts.

Answer 7: See attached file. Information is communicated via email.

Question 8: Page 4, scope of services, item 8. “...does contemplate purchasing exclusively” -- What does this mean? Will BPUB purchase the same services from more than one vendor during this contract period?

Answer 8: Depending on business needs, it is possible for BPUB to purchase services from more than one vendor during this contract period.

Question 9: Page 5, specifications, printing & inserting, item 7. “...pull out printed bills...”. What is the communication, timing, and mechanism for pulls? Please explain the pull process in detail.

Answer 9: The current vendor has an online portal where we can request for a bill to be removed from printing.

Question 10: Page 5, specifications, mailing, item 4. “metered first-class separately.” Mailing permit indicia is synonymous with “metered”, in this context, correct?

Answer 10: A customer with multiple accounts being billed on the same cycle and being delivered to the same address will need to have all bills mailed out in one envelope.

Question 11: Page 5, specifications, technology/hardware, item 2. “...bar graph for previous 12 months...”. Will 12-month history be provided with the data feed (PDFs) at each cycle? – or – will print vendor extract and retain a database of the historical meter data from the PDFs directly? If the later is the case, then it is understood that BPUB will provide the new vendor 12 months of historical PDFs in order to build the history.

Answer 11: The PDF file already includes the graph. The PDF file will consist of text and images. Vendor is responsible for printing provided bills and process for mailing.

Question 12: Page 5, specifications, technology/hardware, item 9. “Capability to confirm daily...”. Provide example of how this is being presently performed.

Answer 12: See attached file. Information is communicated via email.

Question 13: Page 6, specifications, technology/hardware, item 11. “Ability to interface with BPUB billing system”. Please provide details and specifics of how this interface is used, what data is exchanged, protocol, etc.

Answer 13: Ability to interface with BPUB billing system is no longer needed. Only pdf files will be provided.

Question 14: Page 6, specifications, technology/hardware, item 12. “...archive data...”. What is the data retention period? E.g. 30 days, 6 months, etc.

Answer 14: 3 weeks.

Question 15: Page 6, specifications, technology/hardware, item 13. “... output report per bill for BPUB’s archive.”. Provide example of this report, naming convention, how transmitted, etc.

Answer 15: This information is not currently available.

Question 16: Page 6, specifications, technology/hardware, item 14. Cayenta and Cognos provide digital bill reports. Provide all technical details regarding this report, Cayenta, and Cognos API.

Answer 16: It will not be implemented with the new bill changes.

Question 17: Page 6, specifications, technology/hardware, item 15. “...process compatibility...”. How does one acquire "process compatibility" with Cayenta and Cognos? Are you restricting this opportunity to companies that have an established relationship with Cayenta/Cognos?

Answer 17: Test files will be provided; however, this request is not currently needed since this process will not be implemented with the new bill changes.

Question 18: Page 6, specifications, technology/security, item 1. “cloud”. Is using a third-party "cloud" provider a requirement?

Answer 18: Cloud provider is not a requirement; however, security documentation is needed for party that is maintaining the data.

Question 19: Page 6, specifications, technology/security, item 5. “...using the proposed hosted services...”. What does this requirement mean? What hosting is being provided as part of this scope?

Answer 19: This is for vendors that use a third party cloud service to store and/or maintain files.

Question 20: Page 7, materials requirements, item 1, “Proposal shall include sample of all bills, envelopes, and billing inserts”. Is the intent here for BPUB to see the "blank" stock? To provide samples, we would have to partially execute the requirements of this work. How is this practical?

Answer 20: The provided bill sample should be used as demonstration.

Question 21: Page 7, materials requirements, item 5, mailing envelope. Addendum 2 says that this is a double window envelope. Please confirm. Also, confirm if this is a TINTED envelope.

Answer 21: It is a double window envelope. It is not tinted.

Question 22: Page 7, bill redesign services, item 3. “Does "period of review" mean prior to commencement of this new contract?”

Answer 22: Correct. Period of review means prior to the commencement of this new contract.

Question 23: Page 7, artwork, item 2. Are the additional inserts or flyers printed in color? What size and type of paper? Single or double sided?

Answer 23: Additional inserts or flyers are printed in color and are double sided. It’s a standard 8.5x11 inch paper.

Question 24: Page 11, minimum qualifications, item 4. What is the meaning of “large public entities”? Do you mean government entities such as BPUB, or publicly traded companies (such as NASDAQ or NYSE traded)?

Answer 24: Provide references of government entities, similar in size to BPUB.

Question 25: Is there a specific length the Board prefers for statement archiving, if so, how long?

Answer 25: Statement archiving is not required.

Question 26: Can you please provide the insert specifications we are to price so that all bidders are pricing based on the same specifications?

Answer 26: Inserts are to be printed in color in 8.5x11 size front and back.

Question 27: The RFP provides a reference form for previous client, but not current clients. Should we provide our current clients in separate format or will a reference form for current clients be provided?

Answer 27: The reference form that was provided can be used for both current and previous clients.

Question 28: Will the files be provided to the chosen vendor in data or PDF format?

Answer 28: Files that need to be printed will be sent in PDF format.

Question 29: What time will file be available?

Answer 29: File will be available and approved by end of business day at the latest during workdays. However, file is usually available by 10am Central Time.

Question 30: How many cycles runs per month? Daily, weekly, or once a month?

Answer 30: There are 20 cycle runs per month. In most cases, one cycle is billed per day; however, there are limited instances where two cycles may need to be billed in one day.

Question 31: What is current mail processing time? Next day or two days from file receipt?

Answer 31: See page 5 (“Mailing”) item 3.

Question 32: Would the Board consider a #10 pistol window envelope in place of a #10 double window OE? We will include a sample in our proposal for reference.

Answer 32: A pistol envelope can be considered.

Question 33: Provide some clarification regarding this statement: “Proposal shall include sample of all bills, envelopes, and billing inserts”. Are you asking that we include hardcopy samples from our existing client base?

Answer 33: Samples should use the bill examples provided in this proposal.

The signature of the company agent, for the acknowledgement of this addendum, shall be required. **Complete information below and return via e-mail to: dsolitaire@brownsville-pub.com.**

I hereby acknowledge receipt of this addendum.

Company: _____

Agent Name: _____

Agent Signature: _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

Phone Number: _____ **E-mail address:** _____

If you have any further questions about the Proposal, call 956-983-6366.

BY: ***Diane Solitaire***
Purchasing

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The summarized list of the file(s) processed is shown below. If you have requested that any special reports be appended to your process confirmation, please open the attached text file to read the report in its entirety. You can also view or download a copy of the attached report at www.infosend.com.

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NO. REFERENCE AMOUNT(\$) ORIGINAL SINGLES MULTIPLES UAR/SPECIAL TOTAL
FILE(S)/SPECIAL NOTE

1. BPU0809A 940837.62 13858 0 3305 0 3305
DATE: IF_IND_FCM_LTR_3
FROM: BPU_STMT.080906.PDF
BPU_STMT.080905.PDF
BPU_STMT.080904.PDF
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TOTALS = 940837.62 13858 0 3305 0 3305
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FROM : INFOSEND, INC.
DATE : 08/10/2023
RE : FILE TRANSFER ACKNOWLEDGEMENT

THIS EMAIL CONFIRMS THAT THE FILE(S) LISTED BELOW HAVE BEEN RECEIVED. IF YOU FIND ANY DISCREPANCY OR IF YOU HAVE ANY QUESTIONS OR SPECIAL INSTRUCTIONS REGARDING THIS LIST, KINDLY GIVE US A CALL AT (714) 993.2690 OR TOLL-FREE (800) 955.9330.

THANK YOU.

NO.	NAME OF FILE(S) (BYTES)	FILE SIZE COUNT	PAGE/RECORD RECEIVED	DATE
1.	BPU_DISCONN.081001.PDF	2228785	994	08/10/2023 12:23:01 PM
2.	BPU_FINAL.081001.PDF	338331	48	08/10/2023 12:23:01 PM
3.	BPU_REMINDER.081001.PD	371335	72	08/10/2023 12:23:01 PM

TOTAL PAGES/RECORDS: 1114