



Date: April 21, 2026
To: All Vendors
Subject: Addendum #5

REFERENCE: P034-26 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: The RFP notes that approximately 90% of bills are 2 sheets (4 pages), 9% are 3 sheets (6 pages), and 1% exceed 3 sheets or require household merging/purging; can you provide sample statements for those exceeding 3 sheets and clarify the criteria used to determine when accounts are household merged or combined into a single envelope?

Answer 1: Multiple statements to the same customer and mailing address must be matched and inserted in the appropriate size envelope.

Question 2: RFP states that vendors must utilize the closest United States Postal Service (USPS) distribution center to Brownsville; can out-of-state vendors utilize their existing mailing facilities if they can demonstrate equivalent or better delivery timelines?

Answer 2: BPUB may consider additional options.

Question 3: The RFP requires “billing delivered to USPS within 24 hours of receipt of data”; is BPUB required to review and approve proofs prior to mailing, and if so, does the 24-hour turnaround begin after proof approval?

Answer 3: No, BPUB is not required to review and approve the proofs prior to mailing.

Question 4: The RFP specifies delivery to a USPS mail processing center with a maximum three business day delivery to Brownsville, Texas; would same-day mailing be considered an acceptable approach to meet or exceed this requirement?

Answer 4: Yes, it would be considered.

Question 5: The RFP states that vendors must have process compatibility with Cayenta Utility Management System and Cognos Analytics; can you please provide any specific integration requirements, including data formats, transfer methods, and level of expected BPUB staff involvement?

Answer 5: The vendor must have the ability to ingest Cognos-generated batch outputs that BPUB produces daily for billing. The vendor’s system must also support automated processing of

incoming files so that statements, inserts, and barcodes can be generated without BPUB modifying field layouts or manually triggering processes. The vendor is responsible for any internal transformations required to convert Cayenta and Cognos outputs into the vendor's print-ready formats. This includes the ability to create transformation scripts or map fields within the vendor's own system – BPUB will not develop or maintain these scripts. The vendor must also be able to accommodate future Cayenta upgrades or minor field changes with minimal BPUB involvement, following a documented change-control process. In short, the vendor's system must be able to consume BPUB's standard Cayenta and Cognos outputs as-is, perform all necessary internal transformations, and reliably generate printed statements with minimal operational effort from BPUB staff.

Question 6: Is it permissible for vendors to propose alternative remittance designs, such as utilizing a right-side windowed envelope?

Answer 6: BPUB will review alternative designs and may consider them.

Question 7: Can BPUB provide current pricing from the incumbent provider, InfoSend, to assist bidders in benchmarking competitive proposals?

Answer 7: Matrix Imaging Solutions is the current vendor. BPUB does not believe the release of the requested information is necessary for prospective bidders to offer a proposal in response to this RFP solicitation.

Question 8: If a vendor also offers integrated online payment solutions in addition to print and mail services in-house, would BPUB consider bundled service offerings, either as part of this RFP or as a future opportunity, to achieve potential cost savings?

Answer 8: BPUB may consider additional options.

Question 9: Are you able to provide sample documents and envelopes?

Answer 9: Yes, the awarded vendor will be provided sample documents and envelopes.

Question 10: Is there another document with Scope of work that is expected?

Answer 10: No, the scope of work for this RFP is on pages 3-8.

Question 11: What are the expected printing timeline requirements per month/week and expected volumes?

Answer 11: See Page 3 & 4 General Background & Scope of Service.

Question 12: The bid notes a requirement for 10 years of prior utility statement billing experience, along with two or three current customers and one past customer as references. Since this would be our first opportunity in this specific area, we have not yet produced utility statements for other clients. Would this impact our eligibility to participate?

Answer 12: BPUB will evaluate responses based on evaluation criteria and minimum requirements specified in the RFP document.

Question 13: Would it be possible to request a copy of the previous bid abstract and/or the current contract abstract?

Answer 13: For this information, the Open Records Department will need to be contacted.

Question 14: Could you please advise on the preferred process for submitting this request to BPUB?

Answer 14: The preferred process for submitting this request to BPUB is by hardcopy, although it can also be submitted through the electronic bidding software, BidNet, <https://www.bidnetdirect.com/texas/brownsville-pub>.

Question 15: Will BPUB upload PDF files or raw data (XML) files to the vendor?

Answer 15: BPUB will provide PDF files to the awarded vendor.

Question 16: Does BPUB include a #9 return envelope with the Reminder Notices?

Answer 16: A return envelope is not required.

Question 17: Who is the current vendor for these services?

Answer 17: The current vendor is Matrix Imaging Solutions.

Question 18: Why is BPUB out for RFP?

Answer 18: The current contract is expiring.

Question 19: What does BPUB currently pay for these services?

Answer 19: BPUB does not believe the release of the requested information is necessary for prospective bidders to offer a proposal in response to this RFP solicitation.

Question 20: What postage rate does BPUB currently pay?

Answer 20: The rate BPUB currently pays is first class \$0.74.

Question 21: Are the files being sent data files that need composition or are they PDF print ready files?

Answer 21: The files do not require composition; the files being sent are PDF print-ready files.

Question 22: Would Brownsville consider a three-year Quote?

Answer 22: No, the term of the agreement will be for one (1) year from the date of award with option to renew for two (2) additional one (1) year periods if price and services are satisfactory and agreed upon in writing by both parties.

Question 23: Would Brownsville consider extending the deadline?

Answer 23: Yes, the new deadline for submission is April 22, 2026 by 5pm.

Question 24: Will BPUB allow a Print/Mail operator to bid that is not located in Texas? And if so, are all the Certifications and Other Required Forms in Tab 7 required, given that some of those certifications appear to be for Texas based facilities?

Answer 24: Yes, if submitting a response, the Required Forms will need to be completed and submitted with the RFP response.

Question 25: What type of billing file will Brownsville provide, PDF, Comma Delimited, etc.?

Answer 25: BPUB will provide a PDF file.

Question 26: How often do inserts run with the bills?

Answer 26: Inserts are only created when specifically requested by a department, regulatory requirement, or customer communication need. There is no fixed schedule; timing depends entirely on the request.

Question 27: When reviewing Exhibit C for the #9 return window envelope, the envelope window appears to be center justified. However, when reviewing the rear lower-right corner of Exhibit A and Exhibit G, it appears that the return address on the perforated section of each document is lower-right justified, so BPUB's mailing addresses would not easily show through the envelope window. Would an in-house, privacy-tinted, window envelope for return mail suffice for BPUB, or are preprinted envelopes with the return address in the top-left corner required, as in Exhibit C?

Answer 27: A tinted envelope is not required for return mail; however, we would consider other available options to ensure proper alignment. Yes, preprinted envelopes with the return address are required.

Question 28: Please confirm if the electronic communications are in scope as part of this RFP.

Answer 28: In phase one electronic communication is already done by our Payment Processor. In phase two electronic communication might be required from the vendor.

Question 29: If electronic communications are not in scope, please confirm if the supplier will process all records (print & mail and electronic) and send the electronic records to another supplier for electronic presentment.

Answer 29: In phase one BPUB will not need to send the electronic records to the vendor. In phase two there might be the need to send the electronic records back to BPUB and the vendor daily.

Question 30: Can BPUB provide historical daily volume distribution across billing cycles (not just monthly totals)?

Answer 30: The information is currently unavailable.

Question 31: What triggers the stated “10x daily spike” scenario, and how often has this occurred historically?

Answer 31: Historically, such spikes are rare and usually tied to specific incidents, such as outages, delayed processing, issues with billing (e.g. unable to bill accounts, missing or delayed bills).

Question 32: Are off-cycle mailings (<500 pieces) predictable (e.g., regulatory notices), or ad hoc?

Answer 32: Off-cycle mailings under 500 pieces can be either predictable or ad hoc, depending on the organization and the purpose of the mailing.

Question 33: Is there a growth forecast (customer base increase, regulatory changes)?

Answer 33: The responding vendor should include a growth increase of approximately 2 to 3 percent increase.

Question 34: What is the expected mix of bills vs. reminder notices monthly?

Answer 34: Approximately 62,500 bills and 13,300 reminder notices.

Question 35: What is the exact file format (e.g., XML, PDF, AFP, CSV) and schema of billing data?

Answer 35: BPUB uses Planet Press to create the bill in PDF format.

Question 36: What is the cutoff time for “same-day/next-day” processing?

Answer 36: All transactions are expected to be completed immediately upon processing.

Question 37: Are there file naming conventions and version controls already in place?

Answer 37: Yes.

Question 38: How are file corrections or re-runs handled after submission?

Answer 38: File corrections and re-runs are managed through our established vendor Portal process. Any individual bill within a batch that requires replacement is loaded directly into the portal, provided the correction is submitted. If a full file replacement is required, we notify the vendor immediately and provide details regarding the necessary changes. Upon confirmation, the corrected file is uploaded to portal and processed as the official version. This ensures accuracy, maintains version control, and supports timely batch completion.

Question 39: Are there SLAs for print quality defects (e.g., acceptable error rate thresholds)?

Answer 39: The vendor must ensure that all printed materials are accurate, legible, and free from defects.

Question 40: What are the exact color requirements (full color vs. spot color)?

Answer 40: BPUB Blue = PMS 280 or 100% cyan + 72% magenta + 18% black, BPUB Gray = PMS 403 or 6% magenta + 18% yellow + 43% black. The logo will need to be reviewed by our Communications & PR Department for approval.

Question 41: Are there branding or compliance constraints for bill layout?

Answer 41: Yes, the bill print layout must follow established branding and compliance requirements. BPUB bills use specific logos, colors, and font standards. BPUB branding guidelines will be provided to the awarded vendor.

Question 42: For householding/merge-purge, what are the business rules (same address, account holder name, etc.)?

Answer 42: Multiple statements to the same customer and mailing address must be matched and inserted in the appropriate size envelope, metered first class separately, and delivered to the USPS at the same time all other bills are delivered.

Question 43: Are there maximum envelope thickness/weight constraints to stay within postage tiers?

Answer 43: No, use appropriate size envelope, metered first-class.

Question 44: Does BPUB currently use First-Class, Presort, or a hybrid mailing strategy?

Answer 44: BPUB uses First-Class.

Question 45: What is the target delivery SLA vs. cost optimization priority?

Answer 45: Turnaround-Billing delivered to USPS within 24 hours of receipt of data, with a maximum three business days delivery to Brownsville, Texas.

Question 46: Can commingling with other clients be used to optimize postal discounts?

Answer 46: No, commingling with other clients will not be used. This decision is driven by our need to maintain strict compliance controls, ensure a consistent and high-quality customer experience, and meet defined turnaround time SLAs.

Question 47: Is there a preferred USPS entry point, or must it strictly be the closest to Brownsville?

Answer 47: Mail must be issued to customers no later than 5 days after billing to comply with city ordinance. As a result, USPS entry points will be selected to support the fastest delivery timelines. The awarded vendor is required to utilize the closest USPS distribution center.

Question 48: How are returned mail and undeliverable currently handled?

Answer 48: Returned and undeliverable mail is currently handled in house.

Question 49: How frequently do bill inserts change, and what is the approval process timeline?

Answer 49: Inserts are only created when specifically requested by a department, regulatory requirement, or customer communication need. There is no fixed schedule; timing depends entirely on the request.

Question 50: Will inserts be static for all customers or dynamically targeted?

Answer 50: Both static and dynamically targeted inserts depending on business requirements.

Question 51: Who is responsible for insert design vs. print-ready artwork?

Answer 51: Brownsville PUB is responsible for both the design and preparation of print-ready artwork for all bill inserts, enduring compliance with city ordinances and regulatory requirements. The print/mail vendor is responsible for production and mailing using the files provided by Brownsville PUB.

Question 52: Are there regulatory requirements governing messaging content?

Answer 52: The information is currently unavailable.

Question 53: What specific compliance frameworks are required (e.g., SOC 2, HIPAA, CJIS, PCI if payments referenced)?

Answer 53: The primary compliance framework applicable to billing and bill insert are SOC2 (for protection of customer data), and PCI DSS if payment information is included. All processes must also comply with relevant city ordinances.

Question 54: Are there data residency requirements (U.S.-only hosting)?

Answer 54: Yes, there are requirements.

Question 55: What is the expected retention period for archived billing data?

Answer 55: The expected retention period is 3 weeks.

Question 56: What are the incident response expectations and notification timelines?

Answer 56: The expected incident response is to take action immediately, and all required notifications should be made without delay.

Question 57: What version of Cayenta Utility Management System is currently in use?

Answer 57: Version for CIS Application is 9.0.0.012.

Question 58: How is integration with Cognos Analytics expected to function (batch vs. real-time)?

Answer 58: Integration with Cognos Analytics functions through a batch process. A scheduled daily batch file is generated in Cognos and passed through Planet Press, which formats the output and delivers it to a designated billing folder for final review and audit. Once the audit is completed, the approved files are uploaded to the vendor Portal for processing. BPUB may upload multiple batches at the same time, depending on operational needs. This workflow is entirely batch-based; real-time integration is not required.

Question 59: Are there existing APIs or middleware, or will custom integration be required?

Answer 59: If the vendor does not have a Portal to load the bills, a custom integration might be required.

Question 60: Who owns and maintains the data mapping and transformation logic?

Answer 60: BPUB owns and maintains all data mapping and transformation logic. Our Cayenta consultant defines the required field mappings, rate-related transformations, and any business rules necessary to support billing and reporting processes. During Phase Two, vendors may be asked to implement a new Bill Print. In that case, any new design may need the assistance of Cayenta, and implementation must be reviewed and approved by the Director of Customer Service before deployment, operational Accuracy.

Question 61: What level of BPUB IT support will be available during implementation?

Answer 61: The CIS Support Team will lead the integrating efforts, and any required assistance from the IT Department will be coordinated through this team.

Question 62: What are the penalties or service credits for missing the 24-hour turnaround SLA?

Answer 62: We may decline renewal for an additional term or cancel the contract due to non-performance.

Question 63: What is the required accuracy threshold for mail piece counts and inserts?

Answer 63: 100% match integrity.

Question 64: What reporting format is expected for: - Daily production confirmation? - Postage reconciliation? - Exception handling?

Answer 64: Email -based: Confirmation Report with the following information: File Name, Received Number, Bill Date Driver File. Processing Description Report (see below). Exception/Errors report.

PROCESSING DESCRIPTION REPORT		4/8/26 12:52	
Client: Brownsville PUB		VBC	
File Processed: BPN_LETTERS.040801.zip			
Project Description: Cross Connections Letters		Project #: 159391CA08	
Mailing Group	# of Bills	# of Impressions	Postage

Question 65: How should discrepancies in counts be resolved?

Answer 65: If corrections are needed, the updated file is regenerated and re-audited prior to upload. BPUB does not process with vendor submission until all counts are fully reconciled and verified as accurate.

Question 66: What scenarios define a “service interruption” from BPUB’s perspective?

Answer 66: An event that prevents BPUB from delivering its core services.

Question 67: Is a geographically separate disaster recovery site required?

Answer 67: The vendor must have an emergency back-up plan to maintain the Turnaround-Billing time within 24 hours.

Question 68: What is the maximum acceptable downtime?

Answer 68: There is no acceptable downtime.

Question 69: Are there priority tiers (e.g., bills vs. reminders during outages)?

Answer 69: Yes, BPUB may define priority tiers to ensure that the most critical outputs (utility bills, urgent customers notifications) are processed first, while less critical communication (reminders, promotional materials) are delayed during outages.

Question 70: Will BPUB require pre-approval of paper/envelope stock vendors?

Answer 70: Yes, BPUB may require pre-approval of all paper and envelope stock vendors.

Question 71: Who owns inventory risk (e.g., obsolete inserts due to changes)?

Answer 71: BPUB provides clear direction each cycle regarding which inserts are to be included. Inventory risk is mitigated through cycle-by-cycle direction, as we specify which inserts are to be included and provide the appropriate quantities for each cycle. This approach is designed to prevent excess or obsolete inventory; however, residual inventory may occur in limited cases due to operational variances or change.

Question 72: Are there environmental or sustainability requirements (recycled paper, certifications)?

Answer 72: No, there are no environmental or sustainability requirements.

Question 73: What are the primary customer pain points with the current bill design?

Answer 73: The information is currently unavailable.

Question 74: Are there accessibility standards required (e.g., ADA readability, large print)?

Answer 74: No, there are no accessibility standards required.

Question 75: Will redesign require regulatory approval before rollout?

Answer 75: Yes, BPUB PR Department will approve.

Question 76: What KPIs define a successful redesign (call reduction, payment speed, etc.)?

Answer 76: The information is currently unavailable.

Question 77: Should pricing be structured as: - Per-piece (tiered)? - Fixed + variable? - Separate postage pass-through?

Answer 77: The vendor must use the minimum required postage for bulk-rate mail or provide the most economical method for utility bills and reminder notices. The pricing structure should be per-piece.

Question 78: How should volume variability (including 10x spikes) be priced?

Answer 78: The vendor must use the minimum required postage for bulk-rate mail or provide the most economical method for utility bills and reminder notices.

Question 79: Are there penalties for underperformance or incentives for exceeding SLAs?

Answer 79: Yes. Underperformance against established SLAs may impact contract renewal, including the possibility that the agreement is not extended for an additional year. There are no incentives provided for exceeding SLA requirements.

Question 80: What is the contract term and renewal structure?

Answer 80: The term of the agreement will be for one (1) year from the date of award with option to renew for two (2) additional one (1) year periods if price and services are satisfactory and agreed upon in writing by both parties.

Question 81: Who are the key stakeholders and decision-makers?

Answer 81: A BPUB committee will review the proposals submitted in response to this RFP and will make recommendations based on the evaluation criteria with corresponding weights and minimum requirements listed in the RFP document. Final approval will be the BPUB Board of Directors.

Question 82: What is the escalation path for operational issues?

Answer 82: Operational issues are escalated through the designated points of contact, beginning with the project manager.

Question 83: How often will there be service review meetings?

Answer 83: Service review meetings are held on an as-needed basis, scheduled upon request.

Question 84: Will there be a dedicated account manager requirement?

Answer 84: Yes, this ensures consistent support, accountability, and a clear communication channel.

Question 85: What is the expected implementation timeline?

Answer 85: See Page 11; Projected Project Timeline.

Question 86: Will there be a parallel run/testing phase, and for how long?

Answer 86: Yes, the exact duration will depend on business requirements and system performance.

Question 87: What are the acceptance criteria for go-live?

Answer 87: When all acceptance criteria are signed off.

Question 88: Is there an incumbent vendor, and will there be a knowledge transfer period?

Answer 88: The incumbent vendor is Matrix Imaging Solutions. If current vendor is not awarded the contract the transfer period should be approximately 3 months.

Question 89: Brownsville Public Utilities Board (BPUB) states that the printing and mailing of utility bills and reminder notices must include payment of all required postage. Would BPUB pay postage through an EPS account directly with the USPS, provide postage funds upfront for the print vendor to manage as an escrow or is the expectation that postage would be invoiced by the print vendor?

Answer 89: The postage would be invoiced by the printing and mailing vendor.

Question 90: What file format would be transmitted to the print vendor for production of your utility bills and reminder notices?

Answer 90: A PDF file will be provided.

Question 91: Under the Technology/Hardware section it states for the ability to provide consumption bar graph for previous 12 months on each billing statement. Is the expectation for the

print vendor to keep the data for a rolling twelve months to create and generate these graphs or will the graph data be part of the data file provided by BPUB with each cycle transmission?

Answer 91: BPUB can provide the 12-month consumption data required to generate the bar graph on each billing statement. If the selected file format or data structure does not permit BPUB to supply this information, then the print vendor will be responsible for maintaining a rolling twelve-month consumption history in order to generate the required graph.

The signature of the company agent, for the acknowledgement of this addendum, shall be required. **Complete information below and return via e-mail to: MaGaytan@brownsville-pub.com or 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 956-983-6365.

BY: *Diane Solitaire*
Purchasing