Solicitation Title: Utility Bill Printing and Mailing Services

Solicitation No.: IFB 40-17-18 Opening Date: WEDNESDAY, MAY 2, 2018 BY NO LATER THAN 3:30 PM

Attention all potential bidders:

☒ MUST Addendum: Read carefully and follow all instructions. Information included in this Addendum will have a material impact on the submittal for this solicitation. All "MUST" addenda are considered a matter of responsiveness. “MUST” addenda must be acknowledged on Form “A-5. Failure of a Submitter to acknowledge the addenda may be cause for rejection of the bid.

To all prospective bidders, please note the following changes and clarifications:

1. The deadline for submittal for proposals has been extended as follows:

SUBMITTAL DEADLINE:
FRIDAY, APRIL 27, 2018  WEDNESDAY, MAY 2, 2018 BY NO LATER THAN 3:30PM (LOCAL TIME)

Request for Information Questions/Clarification:

Q.1 Who is the current vendor providing these services and at what unit price is the City currently paying for these services?
A.1 The current vendor providing Utility Bill Printing for the City is High Cotton USA. The current pricing is as follows:
• Print 11” 2/1 Envelope Mailer $0.0683
• Insert 11” Envelope Mailer $0.0240
• Perforation $0.0050
• No. 9 Right Window $0.0150
• NCOALink 18 Per Hit $0.1500
• Selective Inserts $0.0100

Q.2 Are the bills printed in color or black ink?
A.2 The bills are printed in black ink.

Q.3 Is there print on the back of the bills?
A.3 Yes, printing is required on the back of the bills.
Q.4  Do you have samples of your current bill?
A.4  Please refer to Attachment “A”

Q.5  #10 outgoing envelope: Is there print on the front and/or back and is it in color or black ink?
A.5  There is no print on the front nor back of the envelope.

Q.6  #10 outgoing envelope: Is the envelope a single or double window?
A.6  The #10 outgoing envelope is double window envelope.

Q.7  #9 return envelope: Is there print on the front and/or back and is it in color or black ink?
A.7  Black ink lines and a “PLACE STAMP HERE” box are required on the front of the return envelope. Please refer to Attachment D.

Q.8  Is the envelope a closed face or does it have a window?
A.8  The #9 envelope is required to have a window.

Q.9  Section 3.2.1 Additional Stuffers: Please clarify the specifications of the 8.5 x 11 stuffer: is it printed in full color, black or white? Is it printed on both the front and the back?
A.9  The stuffer can be printed in color or black & white ink. The printing of the stuffer on the front or back side depends on the stuffer.

Q.10  Section 3.3.1 Postal Fee Reimbursement: How does the City handle postage today? Will the City accept this item as a pass through item and set up an account with the vendor for postal funds?
A.10  In accordance with Section 3.3.1 of the Solicitation, the awarded vendor is to deal directly with the USPS, First Class pre-sort and bill the City for USPS as a pass through cost.

Q.11  Who is the City’s current vendor for utility bill printing and mailing?
A.11  Please refer to Answer A.1.

Q.12  What necessitated going out to IFB for these services. Is this a mandatory process or are you experiencing current vendor problems?
A.12  The City is required by the Procurement Code to competitively bid goods and/or services that are greater than $25,000.

Q.13  Please provide a breakdown of current pricing if you are able to.
A.13  Please refer to Answer A.1.

Q.14  We have a question on your monthly volume. Page 19, section 3.0 Scope of Services/Specifications. Item 3.1 SCOPE OF WORK, 3.1.1 Billing Cycle states estimated average billing per month is 5,000 – 7,000. However, on page 22, the Bid Form, the estimated annual quantity to print, stuff and mail the utility invoices is 100,000, which averages out to 8,333 per month. Can you provide a clearer average monthly volume for mailed invoices?
A.14  In 2017, the City processing volume was 105,730, which averaged to a total amount of 8,810 per month.

Q.15  On page 22, the Bid Form, item #3, you have an estimated annual quantity for postage rate per piece of 240,000, which averages out to 20,000 per month. Why is this different from the 100,000 mail pieces per month on item #1 for the same chart?
A.15  Please refer to the Revised Bid Form, attached hereto as Attachment “B”
Q.16 There are no bill specifications included in the IFB. Can you give invoice specifications, or a sample invoice?
A.16 Please refer to Attachment “A”.

Q.17 There are no envelope specifications included. Should we assume the City requires remit envelopes to be included in the pricing for item #1 on the Bid Form on page 22? And should we assume since no specifications were provided that we can utilize standard, non-custom, windowed #10 and #9 envelopes?
A.17 Yes, remit envelope pricing should be included in the pricing. The City only use standard envelopes for mailing services.

Q.18 Who is the City’s current UBS vendor, whom the winning vendor for this IFB would receive data from? What type of data will be provided from that system for the winning vendor to process?
A.18 Please refer to Answer A.1. The awarded vendor receive and process all data as a XML Format through Eden/Tyler Technology system.

Q.19 Who is incumbent and annual 2017 spend?
A.19 Please refer to Answer A.1. The expenditure during the 2017 calendar year was $52,748.19.

Q.20 Section 3.2 states envelopes to be provided by awarded vendor, please clarify specifications for all envelopes including any BREs and printing required
A.20 Please refer to Answers A.5 and A.6.

Q.21 Section 4.0 Bid Form – estimated quantities #3 postage piece quantity does not add to items #1 and #2
A.21 Please refer to the Revised Bid Form, attached hereto as Attachment “B”

Q.22 Section 4.0 Bid Form – print specs for items #1 and 2: Black and white print or color, single sided or double, perforation, etc.?
A.22 The invoices are printed on color paper with black ink. The invoices are double sided and perforated for the remittance stubs.

Q.23 Section 3.5: Technical file transmission – how do you currently process? Type of structured data we will receive (PDF, CSV, XML, MRDF, etc.) Any data cleansing requirements, any mail tracking requirements, any output files needed to send back to client? Any special reporting requirements
A.23 The file will be processed as a XML Format. The current vendor runs National Change of Address (NCOA) for address corrections. We are currently not use mail tracking. Not currently. Please attachment 2” for current vendor report for each file processed.

Q.24 Is the invoice one or full color, can you post a sample?
A.24 Please refer to Attachment “A” for a sample.

Q.25 Is the invoice simplex or duplex?
A.25 The City’s invoices are in duplex.

Q.26 If the invoice is duplex, is there variable date on one or both sides?
A.26 The date on the invoice is printed on one side.
Q.27 Is the #10 envelope a window, is it a special window envelope or standard window?
A.27 The City only use standard double window envelopes for mailing services.

Q.28 Is the #10 envelope one or full color, can you post a sample?
A.28 Please refer to Answer A.5. Please refer to Attachment “C” for a sample #10 Envelope.

Q.29 Is the Stuffer one sided or two and printed in black and white or full color?
A.29 It depends on the stuffer, it could be both color or black/white and/or one or two sided.

Q.30 Is there a stuffer with every invoice? If not, how often do they occur?
A.30 YES. Depending on the stuffer, it could be included with selective invoices or every invoice.

Q.31 Is there a #9 reply envelope included with this invoice package, can you post a sample?
A.31 Please refer to Attachment “D” for sample #9 Return Envelope.

Q.32 If there is a #9 envelope in this invoice package, is it printed one side or two sides, one color or full color?
A.32 The printing on the envelope inside an invoice package is to be printed on one side and in one color.

Q.33 Will you provide a bid tabulation from the last IFB awarded?
A.33 Please refer to Attachment “E”.

Q.34 Who is your current vendor for this service?
A.34 Please refer to Answer A.1.

Q.35 What are you currently paying for your current invoice package?
A.35 Please refer to Answer A.1.

Q.36 What are you currently paying for your current stuffer?
A.36 Please refer to Answer A.1.

Any other questions, clarification can be found in the specifications. All other terms, conditions and specifications remain unchanged for this solicitation.

END OF ADDENDUM
Conservation is key. Your water and sewer rates are based on your water usage.

**If Total Due includes a previous balance, service is subject to be DISCONNECTED at anytime, additional charges may apply.**

<table>
<thead>
<tr>
<th>Customer Number:</th>
<th>383197-434873</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Location:</td>
<td>10500 BISCAYNE BLVD</td>
</tr>
<tr>
<td>Billing Date:</td>
<td>02/27/18</td>
</tr>
<tr>
<td>Turn Off Date:</td>
<td>03/19/18</td>
</tr>
<tr>
<td>Last Payment Date:</td>
<td></td>
</tr>
<tr>
<td>Previous Balance:</td>
<td>$90.84</td>
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<tr>
<td>Payments:</td>
<td></td>
</tr>
<tr>
<td>Current Charges:</td>
<td>$36.57</td>
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<tr>
<td>Total Due:</td>
<td>$127.41</td>
</tr>
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</table>

**Utility Billing Details**

Account #: 41-31-10828-07  10500 BISCAYNE BLVD
Service from 01/02/18 to 02/01/18  # of Units: 1

- **CSF**: County Service Fee $1.82
- **INSP**: Back Flow Inspection $2.08
- **MSUTAX**: Miami Shores Utility Tax $2.42
- **OWSS**: Outside Water and/or Sewer Surcharge $6.05
- **WATER**: Commercial 1" Water Base Charge $24.20

Total Current Charges $36.57

**Meter Information**

- **Meter #: Z 538516**
- **Estimated: N**

<table>
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<tr>
<th>Previous Read 1: 1863</th>
<th>Current Read 1: 1863</th>
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</thead>
<tbody>
<tr>
<td>Usage: 0</td>
<td>Days: 31</td>
</tr>
</tbody>
</table>

Your water usage is billed per thousand gallons

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***THIS BILL COVERS SERVICE DATES***
FROM 01/02/18 TO 02/01/18

UTILITY BILLING (WATER SERVICE) ACCOUNT ACCESS AVAILABLE ONLINE

The City of North Miami is offers online access to utility billing (water service) accounts to all water utility customers. The goal is to provide quick access to account information, such as payment history and account summaries. Water service customers can also be able to track water consumption and set up paperless statements, which are services that will help to reduce the environmental impact of our operations over time.

The online utility account access is part of the ongoing efforts to phase in online account services. These services can be accessed at NorthMiamiFL.gov under E-Services. Customers will create an online account in Citizen Services, which can be found under Citizen E-Portal.

***Please provide your current phone numbers on the back of the remittance stub.

***Effective May 1st, Waste Pro of Florida is the exclusive service provider of solid waste collection service to commercial, as well as residential properties in the city of North Miami. For details, contact Waste Pro at 305-651-7011.

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**PLEASE RETURN BELOW PORTION WITH YOUR PAYMENT. MAKE CHECK PAYABLE TO: CITY OF NORTH MIAMI**

**PLEASE CHECK BOX FOR CHANGES IN ADDRESS OR TELEPHONE (SEE BACK)**

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**CUSTOMER INFORMATION**

City of North Miami
776 NE 125th St
North Miami, FL 33161

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**ACCOUNT INFORMATION**

Customer Name: OWNER

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**AMOUNT ENCLOSED**

TOTAL AMOUNT DUE $127.41

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**ADDRESS INFORMATION**

CITY OF NORTH MIAMI
PO BOX 31489
TAMPA, FL 33631-3489

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**BAR CODE INFORMATION**

41311062807 4 000012741 6 0
ATTACHMENT B

“REVISED BID FORM”

NOTE: Description of Work items are listed below (per Section 3 “Scope of Services”).

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
<th>Est. Annual Qty</th>
<th>Unit Price Per Pcs</th>
<th>Extended Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>To print, stuff envelopes, and mail the utility invoices</td>
<td>100,000</td>
<td>$</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Price to include (1) additional 8.5 x 11 stuffer to each envelope</td>
<td>80,000</td>
<td>$</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Postage rate per piece</td>
<td>100,000</td>
<td>$</td>
<td></td>
</tr>
</tbody>
</table>

Grand Total Line Items: $

1. Respondent, individual, partnership, corporation or association responding to this Solicitation certifies that all statements made in this document are true and correct to the best of their knowledge. Also the Respondent agrees to hold this offer open for a period of ninety (90) days from the deadline for receipt of Response.

2. Respondent understands and agrees to be bound by the conditions contained in this Solicitation and shall conform to all the requirements.

Company Name

Authorized Company Representative (Print Name)  Date

Signature  Title
<table>
<thead>
<tr>
<th>#</th>
<th>Description</th>
<th>Est. Qty</th>
<th>Current Contract Price</th>
<th>Current Contract Price</th>
<th>Unit Price</th>
<th>Extended Price</th>
<th>Unit Price</th>
<th>Extended Price</th>
<th>Unit Price</th>
<th>Extended Price</th>
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<th>Extended Price</th>
<th>Unit Price</th>
</tr>
</thead>
<tbody>
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<td>$0.130000</td>
<td>$31,680.000000</td>
<td>$0.119690</td>
<td>$31,680.000000</td>
<td>$0.128000</td>
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<td>$0.140000</td>
<td>$31,680.000000</td>
<td>$0.132000</td>
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<tr>
<td>2</td>
<td>Price to include (1) additional 8.5 x 11 stuffer to each envelope</td>
<td>80,000</td>
<td>$0.030000</td>
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<td>$0.060000</td>
<td>$3,500.000000</td>
<td>$0.055500</td>
</tr>
<tr>
<td>3</td>
<td>Postage rate per piece</td>
<td>240,000</td>
<td>$0.341000</td>
<td>$81,840.000000</td>
<td>$0.360000</td>
<td>$86,400.000000</td>
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<td>$81,840.000000</td>
<td>$0.335000</td>
<td>$83,400.000000</td>
<td>$0.335000</td>
</tr>
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</table>

**Grand Total:** $141,721.60

**Local Preference:**

- Postal Center International Inc: Yes
- AXIS Inc: Yes
- Pride Enterprises: Yes
- Southwest Direct Inc: Yes
- High Cotton USA Inc: Yes
- Matrix Imaging Solution Inc: No
- Infosend Inc: No

**Local Preference Affirmed:**

- Yes: 1
- No: 5

**Contract #:**

<table>
<thead>
<tr>
<th>Contract Title:</th>
<th>Bid Opening Date:</th>
<th>Prepared By:</th>
<th>Reviewed By:</th>
</tr>
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<tbody>
<tr>
<td>23-09-10</td>
<td>3/9/2010</td>
<td>Marc Anthony Tulloch</td>
<td></td>
</tr>
</tbody>
</table>

**Address:**

- Postal Center International Inc: 3406 SSW 26th Tr Ft Lauderdale, FL 33312
- AXIS Inc: 8811 Boggy Creek Road Orlando, FL 32824
- Pride Enterprises: 2851 TPC Drive Orlando, FL 32822
- Southwest Direct Inc: 6245 28th St North St. Petersburg, FL 33716
- High Cotton USA Inc: 2129 Andrea Lane Fl Myers, FL 33912
- Matrix Imaging Solution Inc: 2901 Alton Way Birmingham Way Al 35210
- Infosend Inc: 6144 Induco Drive East Sanborn, NY 14132

**Bid Opening Date:**

3/9/2010

**Prepared By:** Marc Anthony Tulloch

**Reviewed By:**

**Comments:**

- Axis Inc: Provided 2 prices for line item #1 the second price indicating recycled materials was not considered.
- Infosend Inc: Has taken exemptions to the bid. Also have not signed their bid there for their bid is being declared Non-Responsive