

**Bill Printing and Mailing Services
23GEN016G**

Notice to All Prospective Bidder

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| Deadline for written questions | 12:00 p.m. Wednesday, July 13, 2022 |
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RESPONSE #1 AND ADDENDUM #1 RELEASED (FRIDAY, JULY 15, 2022)

The Town is releasing this RESPONSE to issue answers to the following received questions:

Can we obtain a sample of the data output? Main-frame type data files have mostly been replaced in the utility space and although we have hundreds of utility customers, none currently send this type of format.

Response: Yes, we have attached PDF sample txt export documents for property tax and utility billing.

Can we get images of the current invoices and envelopes?

Response: Yes, we have attached scans of the documents. We have included scans of Real Estate Tax, Personal Property Tax, Water/Sewer Bill, Demand Bills, and Mailing, Return and Tax Assistance Envelopes.

Could the vendor use their standard double-window, security tinted delivery envelopes and standard reply envelopes if it is advantageous for the Town?

Response: Yes.

Is it assumed the vendor use their company permit indicia on the delivery envelopes to pay for postage?

Response: No, the current vendor runs the mail through a postage machine and charges the Town for the postage.

“Vendor is to provide Proof of Mailing to the Treasurer/Tax Collector within two business days from when the bills are mailed.” Would IMB tracking and a real-time update of the status of each mail piece, obtainable via a proprietary web portal be acceptable?

Response: Yes.

Is it preferred the presentation be done in-person or via Zoom?

Response: The Town is receptive to in-person or ZOOM. If the presentation is via ZOOM, the Town would send out the ZOOM link.

Can the 8.5 x 11 insert be printed from a PDF as the last page of the billing statement?

Response: The Town is not clear on the question. If the question is can other information (such as an additional insert) be printed as the last page of the bill, the answer is no. The additional insert usually is not related to the bill, but rather providing other information to the recipient, and therefore the information must be printed separately from the bill, but the insert would be included with the bill in the mailing envelope.

Post-consumer recycled paper is difficult if not impossible to find these days. Can this requirement be waived in light of the supply chain issues?

Response: Town policy requires the promotion of recycling and the use of recycled products when feasible. The Town is waiving the requirement that the envelopes must be from recycled content, for this contract. However, we ask bidders to provide pricing for recycled envelopes under “Other Charges and Services” as an option. The Town has revised the Bid Price Proposal Form (pages 28 – 30 of the RFP) to remove the requirement. The revised form is attached.

The above information was prepared by or in consultation with: **David Davison, ATM/Director of Finance/CPO; Roger MacDonald, Director of MIS; Evelyn Poness Treasurer/Collector; Cecilia Simchak, Director of Finance and Administration for Public Services.**

Bidders are reminded to acknowledge receipt of any and all addendums.