

Addendum #1



Project Information

Project Name: Utility Billing, Stuffing & Mailing

Bid Number: F23-01-002

Date: March 14, 2023

Project Manager: Erik Dial

Addendum Questions

Question #1 Can you please confirm the bill prints simplex, black and grey per the sample provided?

Answer YES

Question #2 Are there any other colors on the bill? Is there a backer?

Answer Currently, the City only uses black & grey per the sample.

Question #3 Can you please provide the specifications and monthly quantity for the Shut Off Letter? Does this require a return envelope?

Answer On average we send out no more than 900 notices. Yes, the City prefers a return envelope be included.

Question #4 Is the outer envelope a standard large or double window envelope? Could you provide a scanned sample?

Answer Standard No. 10 with one window.

Question #5 Is the return envelope a standard single window envelope? Could you provide a scanned sample?

Answer Standard No. 9 with no window.

Question #6 Does the City desire statement archive services? If so, for how long?

Answer The City does not need archive services.

Question #7 Who is the current vendor for the requested services, or are these currently being done inhouse?

Answer Currently, printing is done inhouse. The mailing is done under a temporary contract with Consider It There.

Question #8 We require a 2 month postage deposit, would this be acceptable to the City?

Answer	Yes.
Question #9	The Scope of Services section includes the statement “If we select a vendor to print bills..” Does the City desire proposers to include printing services as a component it response to the Scope of Services? If so, will the City increase the maximum page count accordingly?
Answer	Yes. Include printing costs as a separate line item. The City will determine whether to utilize printing services upon contract award.
Question #10	What are the current unit costs the City is paying for the form, #10 envelope and #9 envelope used for its utility bills?
Answer	Currently the materials (paper and envelopes) are purchased by the City in bulk therefore, calculating unit cost is not feasible.
Question #11	Will the City provide color scanned samples of the envelopes and forms used for utility bill statements and shutoff letters?
Answer	Currently there is no color other than black and grey used in any mailings. Envelope samples are attached.
Question #12	What is the estimated monthly volume of shutoff letters produced?
Answer	See answer to question #3
Question #13	What software system is the City utilizing for its utility billing?
Answer	Community Plus 9.1 SunGard Public Sector - CentralSquare
Question #14	Since the bid is being submitted electronically, are electronic signatures acceptable?
Answer	Yes
Question #15	What is the anticipated notice of award date?
Answer	May 1, 2023 (tentative)
Question #16	What is the City’s desired first production run “go-live” date?
Answer	1-Jul-23

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