

Printing, Mailing & Payment Services for Utility Billing
Job No. 28-13-FA
June 10, 2013

Questions and Responses to Questions

- 1) As you probably know, all automation postal discounts will be discontinued soon for any mailer who is not Full Service Intelligent Mail barcode certified. Is the City requiring that the chosen mail vendor be a USPS Full Service Certified Intelligent Mail barcode vendor? **YES**

- 2) Could we please get a copy of previous postage reports and/or an address file to help estimate postage for this project? **Looking into getting a file prepared for distribution – will answer this question later.**

- 3) Is the City happy with its current vendor? IF not, why? Could we please get a copy of current contract pricing? **YES. See attached "Fee Structure" from AFTS.**

- 4) Our company is not currently able to process payments, but we can do the entire print and mail portion of the project, up to and including ePresentment. Based on the City's scoring criteria, would this eliminate us from a competitive position for this RFP? **NO**

- 5) For the regular bills:
 - a. What is the weight of the paper? **24#**
 - b. What is the color of the paper? **white**
 - c. Does the back have any printing? If so, is it just black, or is there any colored printing? Is it all static, or is there any variable information? **Back is black printing, preprinted, no changes**
 - d. Same questions regarding the second page? **Same as above**

- 6) For the delinquent bills:
 - a. What is the weight of the paper? **24#**
 - b. What is the color of the paper? **white**
 - c. Does the back have any printing? If so, is it just black, or is there any colored printing? Is it all static, or is there any variable information? **Back is black printing, preprinted, no changes**
 - d. Same questions regarding the second page **Same as above**

- 7) For the #10 envelopes:
 - a. What is the weight of the paper? **24# light weight weave**
 - b. What is the color of the paper? **white**
 - c. Does the envelope just have printing on the front, or is there any printing on the back? **Temp-Return Service requested, just below the return address window on front.**
 - d. What colors print where? **n/a**
 - e. Is there an inside security tint? If so, what color? **NO**
 - f. Is the window a custom size/position, or a standard size/position? **Standard size, clear window for address and return address, both on left side.**

- 8) For the #9 envelopes:
 - a. What is the weight of the paper? **24#**
 - b. What is the color of the paper? **white**
 - c. Does the envelope just have printing on the front, or is there any printing on the back?
Just lines on the front for return address
 - d. What colors print where? **black**
 - e. Is there an inside security tint? If so, what color? **Black cross weave inside**
 - f. Is there a window? If so, is it a custom size/position, or a standard size/position? **Clear window for mailing address lower right side of front.**

- 9) Would the City be okay with changing from a barcode to an OCR A font on the bottom of the statement? It would look like a traditional utility/cable type bill. **YES**

- 10) Would the City be okay with moving the portion of the statement the customer returns to the bottom of the statement? This would eliminate any issues with the perforation or with the customer tearing a portion of the document and possibly damaging the scan line. **YES**

- 11) Will the City accept a proposal without lockbox services? **YES**

- 12) IVR – anticipated monthly volumes – **Based on other payment avenues and inquiries by customers, approximately 10-20%, 2,500 per month**

- 13) On-Line Payments – anticipated monthly volumes – **Approximately 2,500 transactions per month with \$400,000 in payments.**

- 14) On-Line Bill Presentment – anticipated monthly volumes – **We would like to send all bills electronically (23,500 customers – billed bi-monthly), anticipate up to 30% requesting online bill presentment and payment options.**

- 15) Please provide your definitions for “real time processing” and “ease of real time backup”
Real time processing in relation to online payments means when a customer makes a payment, the payment shows up in the database immediately in their account as a pending payment. Ease of real time backup refers to a situation of a batch or other data being deleted or damaged, how quickly can backup data be retrieved from the backup systems?

Please provide your definition for “real time data exchange between the Springbrook database and the Vendor’s billing and payment service.” **Real time data exchange refers to payment services; same answer as above: when a customer makes a payment, the payment shows up in the database immediately in their account as a pending payment.**

- 16) Would it be possible to get the word version (.doc) of the RFP? **YES, it will be provided upon submitting a request to Michael Olson at Molson@kirklandwa.gov. Please note: The posted PDF version of the RFP is the official City RFP document. Any alteration of the City’s terms, conditions or requirements may result in the proposal being deemed nonresponsive.**

AFTS Statement Proposal
 City of Kirkland - RFP# 24-07-FA

Attachment "E" Fee Structure

One-Time Costs

None. Since we are already doing the processing, there are no significant changes outlined in the RFP that need to have their costs offset with a one-time setup fee.

On-Going "Production" Costs

1. Processing/Printing regular utility bills:
 - a. Data processing, inserting, delivery to USPS: \$0.083 each
 - b. Printing⁽¹⁾ the pre-printed perforated base stocks: 0.019 each
 - c. Printing⁽¹⁾ the #10 mailing envelope: 0.025 each
 - d. Printing⁽¹⁾ the #9 remittance envelope: 0.021 each
2. Processing/Printing delinquent bills:
 - a. Data processing, inserting, delivery to USPS: \$0.083 each
 - b. Xerox paper for "electronic overlay" mode: 0.024 each
 - c. Printing⁽¹⁾ the #10 mailing envelope: 0.025 each
 - d. Printing⁽¹⁾ the #9 remittance envelope: 0.021 each
3. Bill Inserts:
 - a. 1st insert: No Charge
 - b. Additional inserts (more than 1 per envelope): \$0.01 each
 - c. Selective inserting: \$25.00 Setup
4. Insert production, client supplied artwork (PDF, etc) and includes paper, printing, trimming or folding so the insert item is ready for "inserting" into the envelope:

	One-Sided	Two-Sided
a. 8.5" x 11" size		
i. Black only:	\$0.054	\$0.087
ii. Color only:	0.129	0.231
iii. Black over Color:	N/A	0.200
b. 3.66" x 8.5" size		
i. Black only:	\$0.022	\$0.032
ii. Color only:	0.046	0.085
iii. Black over Color:	N/A	0.067
5. Delivery (UPS Ground, etc) - None really expected: At Cost
6. Other fees: None
7. Undeliverable processing: No Charge
8. Postage (Est. 5-digit Automation rate of 31.2 cents): At Cost
9. Lockbox: \$150 per month plus \$0.25 each check/stub
10. Other fees: None

Note 1: These pre-printed items are based upon 50,000 order size