

RFP Questions and Answers
Printing, Mailing and Payment Services
Job #36-19-FA
July 17, 2019

Questions and Answers

Following is the questions and provided answers received by the July 12th deadline for this project:

1. Does your statement print in color or grayscale? If color, is the graph in color or are only static fields in color?
 - a. The statements print in grayscale.
2. Does the winning vendor need to carry Cyber Liability insurance?
 - a. The City does require the winning vendor to carry the insurance outlined in the sample contract included in the RFP. In addition to the insurance identified, the City will also require the winning vendor to carry employee theft protection and cyber liability insurance.
3. What day of the month do you typically upload statements?
 - a. Past due or delinquent notices are uploaded on Tuesdays. The larger files for regular billings are typically uploaded on Thursdays. However, we many send some regular billing files on Fridays in the future.
4. Is it the City's expectation that we execute all documents upon submission of RFP or upon award of business?
 - a. The City's expectation is that the documents would be executed upon award of business.
5. Would you supply a statement for Lock Box to show volumes?
 - a. In the bid documents, we mentioned that we estimate the lockbox volume as follows:
"The current lockbox provider (AFTS) processes approximately 2,700 payments per month, deposits funds daily into the City's bank account, and submits a file to the City each day of the payments recorded that the City imports into its billing software system."
6. Do you have scan able coupons for the false alarm program?
 - a. Our false alarm program customers will include a document with their payments that has their account information. These coupons do not have any bar coding that can be scanned for receipting.
7. What necessitated going out to RFP for these services. Is this a mandated process or are you experiencing current vendor problems?
 - a. The City of Kirkland is required to complete a competitive process for this type of service due to the contract and current extension expiring. Based on the assumed total value of the contract, a formal RFP is being conducted. While the City is happy with the service being provided, we are interested in seeing what services and pricing are available in the current marketplace. We are committed to moving forward with a vendor that provides the best pricing along with the best service and solution to the needs identified in the RFP.
8. Please provide a breakdown of current pricing including printing, mailing, and lockbox services
 - a. Below is the current pricing for both bill printing/ mailing and lockbox services.

Utility Billing Production

Regular utility bills & delinquent notices

Production services:\$0.0445 each
#10 mailing envelope (Price fixed first year only):\$0.0275 each
#9 payment envelope (Price fixed first year only)::..... \$0.0215 each
Custom printed and perforated stocks (Price fixed first year only)::\$0.0211 each

Bill Inserting (adding the "insert" to the envelope)

First (1st) generic or selective insert added to any cycle run:No Charge

Additional generic or selective inserts (2nd _ 6111) added:\$0.01 each

Other services or optional items

Zero balance bills the City asks to have purged (no print/mail): \$0.05 each
Programming (non-expected):\$125.00 per hour
Subject to written requests I quotes provided in advance of any work.
Folding I Trimming (if needed, not expected):.....\$0.01 each
PDF "docu1nent extract"!\$0.01 each

Inserts (newsletters, flyers, etc..... Quoted

We can produce non-billing "inserts" from PDF or Word, as requested.
Pricing is a function of the quantity needed, size, paper, colors used, etc.

Any delivery charges (Third party couriers, shippers, postage): At Cost

Any processing charges over and above the per item pricing : None

"Undeliverable" processing:No Charge

Postage (Estimated at S0.403 per envelope mailed):At Cost

A postage deposit will be collected to pre-fund postage. Invoicing will restore the postage deposit and provides a detailed breakdown of the postage costs incurred.

Lockbox Services

Account Management Fee:\$150.00 per month
Covers all non-payment costs of providing services

Per Item Fee:\$0.16per account / stub
Fee is charged per account number not per check.
Covers OCR or barcode data capture and limited hand-key input SmartDataBase "exception" conversion

AFTS staff courier (Seattle core bank stops):..... \$8.00 per stop

X9 (ICL) electronic deposit: ..,..... \$5.00 per deposit day

Subject to banks AFTS has setup for ICL processing.

Photocopies, if needed:\$0.10 each