

**REQUEST FOR PROPOSAL (RFP)  
UTILITY BILL PRINTING AND MAILING SERVICES  
FOR THE CITY OF STOCKTON, CALIFORNIA  
(PUR 23-008)**

ADDENDUM No. 1

DATE: 12/01/22

To All Potential Proponents:

**A. This Addendum shall be considered part of the proposal documents for the above-mentioned project as though it had been issued at the same time and shall be incorporated integrally therewith. Where provisions of the following supplementary data differ from those of the original proposal documents, this Addendum shall govern and take precedence. PROPONENTS MUST SIGN THE ADDENDUM AND SUBMIT IT WITH THEIR PROPOSALS.**

**B. Proponents are hereby notified that they shall make any necessary adjustments in their estimates as a result of this Addendum. It will be construed that each Proponent's Proposal is submitted with full knowledge of all modifications and supplemental data specified herein.**

**PLEASE NOTE THE FOLLOWING QUESTIONS/ANSWERS/CHANGES TO (PUR 23-008). THE CITY'S RESPONSES TO QUESTIONS SUBMITTED ARE IN BLUE**

**Solicitation Changes**

1. Exhibit 2 – Sample Contract: Additional language added to exhibit.
  - a. Exhibit E Compensation has been added to the sample contract.
  
2. Attachment 1 : Sample Documents: Added Examples of current RFP documents.
  - a. Examples of current documents have been added to solicitation PUR 23-008 on the Bid Flash page under the Administrative Services tab.

<https://www.stocktonca.gov/services/business/bidFlash/default.html>

**Questions & Answers**

1. What company is currently providing the services described in the contract? Please provide current contracted pricing, or a recent invoice for services and materials from the company printing and mailing the Utility bills.

Information regarding the current vendor and contract can be found on the City of Stockton's website on the City Council's online meetings page. Documents can be found by searching 2017-07-25-1103 and then clicking on the E-Packet hyperlink.

<http://www.stocktonca.gov/government/oMeetings/councilMeetings.html>

2. Please provide color samples of the front/back of all documents to be printed and mailed under the contract. Please provide samples (front & back) of the envelopes currently used to mail the billing notices.

Attachment 1: Sample Documents have been added to solicitation PUR 23-008 on the Bid Flash page under the Administrative Services tab.

<https://www.stocktonca.gov/services/business/bidFlash/default.html>

3. Please provide PDF samples of the City's regular utility bill, delinquent notice, mailing insert, and all AR invoices that are in-scope for this project.

Please reference the answer from question #2.

4. What software Customer Information Management/CIS software is the City using? Is a test file of input records available for vendor review?

Currently, the City exports a file from our financial package (Central Square, Sungard HTE.) A test file (sample) will be made available during implementation to the awarded vendor.

5. Is the City currently providing electronic distribution of documents via email or text? Who is providing the electronic distribution services? What is the electronic volume of emailed documents each month? Is the vendor linking to the City's website for payment? Who is the City's electronic payment processor?

Electronic file download to vendor portal is being used by the current vendor as mentioned in question #1. The electronic volume of email documents is approximately 110,000 each month. The current vendor does not link to the City's website for payment. Check Processing Inc., Click 2 Gov, Selectron and Bank of the West are the electronic payment processors.

6. Does the City bill all customers in one run, or multiple print runs throughout the month? How frequently is it expected to print/mail utility bills and delinquents?

Multiple print runs are used throughout the month. Approximately, 3-4 times a week.

7. Are AR invoices printed in one batch or more frequently?

One batch at the beginning of the month.

8. Are AR invoices sent in one data file or as separate batches?

Separate batches.

9. Will the City consider price increase provisions for years 2-5 and the optional extension term for the awarded contract?

Please reference Exhibit 2: Sample Contract, Exhibit D, Section 5 Compensation and Exhibit E, Section 3 Hourly Rates.

10. Will the selected vendor be afforded the ability to negotiate contract terms?

Yes, please reference page 9-1, section 9.2 Exhibit 2 – Sample Contract in the RFP.

11. Is local pickup supported by the City's current print/mail vendor?

No.

12. Is it a mandatory requirement for the vendor to pick up the inserts from City designated location? Will the City accept drop-shipping inserts to a non-local vendor? If the vendor has an internal insert printing department, will this be an acceptable alternative?

Proponent shall be required to pick up the inserts from a City designated location. Drop-shipping inserts will not be accepted.

Internal insert printing services will be considered as an additional option for the City, but will not be accepted in lieu of picking up inserts from the City's designated location. If proponent has the option of internal insert printing services, option shall be included in proposal.

13. Does the City have a desired timeline regarding vendor award, implementation and go-live? Does the City have any timing urgencies? Will the City consider accepting the vendor's standard implementation timeline if submitted?

Implementation shall be completed by July 1, 2023

14. How many inserts are inserted into the bill or the notice?

Historically 1 to 2 pages as needed.

15. Does the vendor have to pick up the printed inserts from the City's location and stuff them with the utility bill and deliver them to the postal office? If yes, is the City open to the vendor designing, printing and mailing all inserts at a non-local facility?

Proponent shall pick up inserts from City's designated location, stuff them with utility bill and deliver to post office. Please reference the response to question #12 for internal insert printing services clarification.

16. Do the proponents need to provide their own pricing proposal, or will a price sheet be provided to everyone?

Proponent shall provide their own pricing.

17. Do sections 2.4 Pricing and 6.4 Term mean that proponents would need to provide pricing for 5 years or possible 10 years?

Please provide pricing for the initial five (5) year term. Per section 2.4 Pricing, pricing should also include any anticipated rate increases.

18. Section 2.0 states: Guarantee delivery of bills to Post Office no later than mailing deadline of next postal business day following receipt of data from City. For example:

DAY 1 - City notifies proponent by 5:00 p.m. of material ready for pick-up or transmission for next day.

DAY 2 - Material picked up from City at mutually agreed upon time (not earlier than 11:00 a.m.). Electronic transmission (no earlier than 11:00 a.m.).

What materials are being referred to that needs to be picked up? Is this referring to preprinted bill stock shells? Would it be acceptable to the City if the vendor printed all statements inline and no preprinted stock would be used?

Billing inserts will need to be picked up. Please reference the response to question #12 for internal insert printing services clarification.

**PROPONENT MUST ACKNOWLEDGE THIS ADDENDUM BY SIGNING BELOW AND ATTACHING THE SIGNED ADDENDUM TO THE PROPOSAL:**

Company Name \_\_\_\_\_

Contact Person \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

**Proposals Due** – Promptly by 2:00 P.M., Thursday, December 15, 2022, at the City Clerk’s Office.

-----City of Stockton Use Only below this line-----

Addendum acknowledged and signed? \_\_\_\_\_ (Procurement Specialist’s initials)