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This addendum incorporates the following changes into the subject solicitation:

I. This addendum revises the Instructions of the subject solicitation as follows:

Section 1. – Introduction, Paragraph 1.3. – Timeline, Schedule of Events extends the Offer Due Date to: **Tuesday, March 25, 2025, at 2:00 P.M. (Local Phoenix Time).**

The reference form must be received by the Procurement Officer no later than the solicitation deadline: 2:00 p.m. Phoenix local time on Tuesday, March 25, 2025

All other including schedule of events including written inquiry deadline remain unchanged

II. This addendum revises the Scope of Work of the subject solicitation as follows:

1. Section 3, Scope of Work, Paragraph 3.2, General Bill Insert Schedule is replaced with the following:

3.2. GENERAL BILL INSERT SCHEDULE

City provided inserts will be delivered a minimum of five (5) days in advance of expected insertion date. Designs for vendor printed inserts will be provided a minimum of seven (7) days in advance of expected insertion date.

- December 15th

III. This addendum replaces **Exhibit 1 – Samples City of Phoenix Billing_Letters_Envelopes**: *See separate attachment.*


IV. This addendum replaces **Attachment I – Price Schedule.xlsx**: *See separate attachment.*

V. This addendum adds **Exhibit 3 – Estimated Document Volume**. *See separate attachment.*

VI. This addendum revises Section 3, Scope of Work, Paragraph 3.4, File Transfer and Data Processing Requirements, Sub-Section E to the following:

E. “Have the ability to produce documents with:

1. Intelligent bill messages based on customer type (City currently has 3 messages, transmitted through batch).
2. Logos (design specifications will be provided by City)
3. Usage history graphs

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4. Multiple-page bills as needed (ranging from 2 pages to up to 36 pages)."

VII. This addendum replaces Section 3, Scope of Work, Paragraph 3.6, Document Archive and Retrieval Requirements, sub-section D to the following:

D. "The City of Phoenix launched a new customer (CC&B, version 2.9) portal in October 2024. This portal incorporates bill and letter presentation capability (REST API standard). The selected vendor will provide modern system interfaces that will allow the City of Phoenix portal to display bills and letters. The selected vendor will host the bill images, letter images and associated index lists."

VIII. This addendum replaces Section 3, Scope of Work, Paragraph 3.7, USPS Presort and Mail Requirements, sub-section C and E to the following:

C. "Use National Change of Address Link (NCOALink) to correct and deliver mail to all addresses that have been updated in the USPS database. (no link back to CC&B needed)"


E. "Deliver mail in trays that contain only City bills and letters to the USPS. Do not intermingle City's mail with mail from other clients. No specific USPS tray labeling or delivery timing requirements beyond the 24-hour processing window."

IX. This addendum answers the following questions, which the City of Phoenix received (before, during or after) the subject solicitation's pre-proposal conference:

1. Question: (Page 17 of the RFP, item C, states "Furnish and warehouse all forms and envelopes used to produce bills and letters at its Arizona location." We don't understand why this is relevant, since we can perform all of this in Houston, Texas.

Answer: The City of Phoenix will consider vendors located outside the State of Arizona. However offeror must explain their solution for meeting the requirement to have the documents mailed and delivered to the USPS Bulk Mail Center located within Phoenix city limits within 24 hours of document print file receipt or intercept release. Per Section 3.12(A), Operating Requirements, offeror must be a full service supplier that prints, inserts, and mails documents at one facility, preferably located in the State of Arizona.

2. Question: A similar statement on page 21, item A, states "Be a full-service supplier that prints, inserts, and mails documents at one facility, preferably located in the state of Arizona." Do these points disqualify us from consideration?

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Answer: The City of Phoenix will consider vendors located outside the State of Arizona. However offeror must explain their solution for meeting the requirement to have the documents mailed and delivered to the USPS Bulk Mail Center located within Phoenix city limits within 24 hours of document print file receipt or intercept release. Per Section 3.12(A), Operating Requirements, offeror must be a full service supplier that prints, inserts, and mails documents at one facility, preferably located in the State of Arizona.

3. Question: Who is the current vendor for these services?

Answer: The City Clerk Department maintains contracts and other public records for the City of Phoenix. This information is provided to the public on request via e-mail or in person. If you cannot find a document, please contact the City Clerk Department at 602-262-6811.

4. Question: What does the County currently pay for these services?

Answer: The City Clerk Department maintains contracts and other public records for the City of Phoenix. This information is provided to the public on request via e-mail or in person. If you cannot find a document, please contact the City Clerk Department at 602-262-6811.


5. Question: Is it acceptable to propose a windowed envelope in lieu of the 9x12 manila envelope with City of Phoenix return address and logo?

Answer: Refer to Section 3, Scope of Work, paragraph 3.5, Material Requirements for acceptable materials.

6. Question: Section 3.6 Document Archive and Retrieval, items B and C reference hosting historical archives for 48 months but then purging all documents more than 36 months old each July 1st. Please confirm the intended archival period.

Answer: Offeror must host documents for up to 48 months. This is because documents more than 36 months old must be purged each July 1st. For example, if a document is only 35 months old on July 1st, it must be hosted until the following July 1st, which would make it nearly 48 months old at the time it is eligible to be purged.

7. Question: Will the City pay a postage deposit to cover the vendor's upfront postage expenses at the time of mailing?

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Answer: Refer to Section 5 Special Terms and Conditions, Paragraph 5.7, Costs and Payments, sub-section E, No advance Payments.

- 8. Question:** Is the City drop-shipping or hand delivering inserts to the current print vendor? If so, how frequently?

Answer: We do monthly inserts.

- 9. Question:** Certification of recycled products, Attachment F
- We utilize sustainably sourced paper (SFI certified) for our roll-fed inkjet printers. Is this acceptable in lieu of the "no less than ten percent (10%) post-consumer recycled material.
 - Are the City's current utility bills and letters printed on recycled paper? If so, what % content?
 - Are the City's current envelopes printed on recycled paper? If so, what % content? Should we match this in our proposal?
 - Are the City's current inserts printed on recycled paper? If so, what % content? Should we match this in our proposal?


Answer: Please describe recycled products used in the Attachment F submittal form. The City will determine if recycled products meet the requirements as set forth in Attachment F.

- 10. Question:** Regarding 3.7. USPS PRESORT AND MAIL REQUIREMENTS item F. Invoice the City for postage at cost on a monthly basis, providing counts of regular bills, large bills, and letters mailed, is the City currently paying contract postage rates or actual USPS postage costs?

Answer: Refer to section 3, Scope of Work, Paragraph 3.7, USPS Presort and Mail Requirements, Sub-section F.

- 11. Question:** Regarding 3.12. OPERATIONS REQUIREMENTS The Contractor shall: A. Be a full-service supplier that prints, inserts, and mails documents at one facility, preferably located in the state of Arizona, how many evaluation points will the City assign to a proposer located in the state of Arizona?

Answer: The City of Phoenix will consider vendors located outside the State of Arizona. However offeror must explain their solution for meeting the requirement to have the documents mailed and delivered to the USPS Bulk Mail Center located within Phoenix city limits within 24 hours of document print file receipt or intercept release. Per Section 3.12(A), Operating Requirements, offeror must be

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a full service supplier that prints, inserts, and mails documents at one facility, preferably located in the State of Arizona.

12. Question: Regarding 3.2. GENERAL BILL INSERT SCHEDULE City provided inserts will be delivered a minimum of five (5) days in advance of expected insertion date. Designs for vendor printed inserts will be provided a minimum of seven (7) days in advance of expected insertion date. Date (Monthly): December 15th. What is the significance of “Date (Monthly): December 15th”?

Answer: Refer to Item (I) of addendum 2.


13. Question: Regarding 3.5. MATERIAL REQUIREMENTS The Contractor shall provide including, but not limited to, the following task: C. Furnish and warehouse all forms and envelopes used to produce bills and letters at its Arizona location. Will the City provide color scanned samples of the large utility bill? Will the City provide color scanned samples of both sides of the outbound and return envelopes it requires the contractor to produce? Does the City require the contractor to have an Arizona facility?

Answer: The City of Phoenix will consider vendors located outside the State of Arizona. However offeror must explain their solution for meeting the requirement to have the documents mailed and delivered to the USPS Bulk Mail Center located within Phoenix city limits within 24 hours of document print file receipt or intercept release. Per Section 3.12(A), Operating Requirements, offeror must be a full service supplier that prints, inserts, and mails documents at one facility, preferably located in the State of Arizona.

14. Question: Regarding 3.6. DOCUMENT ARCHIVE AND RETRIEVAL REQUIREMENTS D. The City of Phoenix launched a new customer portal in October 2024. What company is providing the City’s new customer portal?

Answer: CC&B version 2.9.

15. Question: Regarding Exhibit (2) – Service Level Agreement (SLA) Item 2, Percent of bills mailed and delivered to USPS Bulk Mail Center located within in the Phoenix city limits within 24 hours of document print file receipt or intercept release. Does the City provide files on Fridays with the expectation the vendor will produce mail pieces within 24 hours? Does the City hold the vendor responsible for delays in USPS delivery of mail produced outside the Phoenix USPS Bulk Mail Center? Does the City’s SLA effectively eliminate any offeror with production facilities outside the city of Phoenix?

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Answer: The City provides files on Fridays with the same 24 hour expectation. City of Phoenix will need proof of delivery to the USPS Bulk Mail City located within the Phoenix city limits.

16. Question: Regarding Attachment F, what percentage of post-consumer recycled materials does the current vendor utilize in the production of the City's documents?

Answer: The City Clerk Department maintains contracts and other public records for the City of Phoenix. This information is provided to the public on request via e-mail or in person. If you cannot find a document, please contact the City Clerk Department at 602-262-6811.

17. Question: What are the current unit costs imposed by the current vendor for the services, materials and postage related to this RFP?

Answer: The City Clerk Department maintains contracts and other public records for the City of Phoenix. This information is provided to the public on request via e-mail or in person. If you cannot find a document, please contact the City Clerk Department at 602-262-6811.

18. Question: Regarding Attachment I Pricing Proposal that includes pricing laser imaging, does the City require laser imaging? If yes, what documents require laser imaging?

Answer: Refer to Section 3, Scope of Work, Paragraph 3.12, Operating Requirements.


19. Question: Regarding Attachment I Pricing Proposal that includes pricing postcards, what size postcard does the City require pricing for?

Answer: Refer to Addendum 2, Item (IV) - **Attachment I – Price Schedule.xlsx**: See *separate attachment*.

20. Question: Regarding Attachment I Pricing Proposal that includes pricing inserts, what size insert does the City require pricing for?

Answer: Refer to Addendum 2, Item (IV) - **Attachment I – Price Schedule.xlsx**: See *separate attachment*.

21. Question: Regarding Attachment I Pricing Proposal that includes pricing "color printing" (item 12), will the City provide the specifications (e.g. size, paper type) it requires the proposer to price?

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Answer: Refer to Addendum 2, Item (III) - **Exhibit 1 – Samples City of Phoenix Billing_Letters_Envelopes:** *See separate attachment.*

22. Question: Regarding Attachment I Pricing Proposal that includes pricing “Custom Flat Envelopes” (item 21) will the City provide color scanned samples of both sides of the custom flat envelopes?

Answer: Refer to Addendum 2, Item (III) - **Exhibit 1 – Samples City of Phoenix Billing_Letters_Envelopes:** *See separate attachment.*

23. Question: Regarding Attachment I Pricing Proposal that includes pricing “9 x 12 Manila Envelope with City of Phoenix Return Address, Mail Permit and City Logo (expected at cost)” (item 22) will the City provide color scanned samples of both sides of the 9x12 manila envelope?

Answer: Refer to Addendum 2, Item (III) - **Exhibit 1 – Samples City of Phoenix Billing_Letters_Envelopes:** *See separate attachment.*

24. Question: Regarding Attachment I Pricing Proposal that includes pricing “10 SW Outgoing No Indicia” (item 23), will the City provide the specifications and colored scanned samples of this item?

Answer: Refer to Addendum 2, Item (III) - **Exhibit 1 – Samples City of Phoenix Billing_Letters_Envelopes:** *See separate attachment.*


25. Question: Regarding Attachment I Pricing Proposal that includes pricing “AADC” (item 24), will the City provide additional detail and description of this item?

Answer: The City cannot provide additional detail and description of this item then what is currently mentioned in solicitation document.

26. Question: Regarding Attachment I Pricing Proposal that includes pricing “Generic SW Box” (item 25), will the City provide the specifications and colored scanned samples of this item?

Answer: Refer to Addendum 2, Item (III) - **Exhibit 1 – Samples City of Phoenix Billing_Letters_Envelopes:** *See separate attachment.*

27. Question: Regarding Attachment I Pricing Proposal, which require pricing “Inserting” (item 26) will the City provide specifications for the items it requires the

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proposer to provide inserting costs for (e.g. bill, return envelope, City provided inserts, vendor produced inserts)?

Answer: Refer to Addendum 2, Item (III) - **Exhibit 1 – Samples City of Phoenix Billing_Letters_Envelopes:** *See separate attachment.*

28.Question: Regarding Attachment I Pricing Proposal, which requires pricing “Additional Inserts (exceeding 4)” (item 27), will the City provide specifications for the items it requires the proposer to provide inserting costs for (e.g. bill, return envelope, City provided inserts, vendor produced inserts)?

Answer: Refer to Addendum 2, Item (III) - **Exhibit 1 – Samples City of Phoenix Billing_Letters_Envelopes:** *See separate attachment.*

29.Question: Regarding Attachment I Pricing Proposal that requires pricing “Special Mail Preparation” (item 30), will the City provide the specifications for this item?

Answer: Refer to Addendum 2, Item (III) - **Exhibit 1 – Samples City of Phoenix Billing_Letters_Envelopes:** *See separate attachment.*

30.Question: Regarding Attachment I Pricing Proposal that requires pricing “Load & Transfer Historical AFP Docs” (item 36), will the City provide the specifications (e.g. number of documents, file type) for this item?


Answer: Refer to Addendum 2, Item (V) - **Exhibit 3 – Estimated Document Volume.** *See separate attachment.*

31.Question: Regarding Attachment I Pricing Proposal that requires pricing “Scanning of Locos and Signature /(expected at cost)” (item 39), will the City provide the specifications for this item?

Answer: Refer to Addendum 2, Item (III) - **Exhibit 1 – Samples City of Phoenix Billing_Letters_Envelopes:** *See separate attachment.*

32.Question: Regarding Attachment I Pricing Proposal that requires “Load and Transfer City Provided Historical PDF Letters and Bills into Offeror’s Archive Document System” (item 44), will the City describe how this item differs from items 35 & 36?

Answer: Refer to Addendum 2, Item (III) - **Exhibit 1 – Samples City of Phoenix Billing_Letters_Envelopes:** *See separate attachment.*

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33. Question: Since answers to vendor questions will be provided via addendum following today's question deadline, will the City consider extending the RFP deadline to provide vendors enough time to factor updates from the Q&A into their response?

Answer: Refer to Addendum 2, Item (III) - **Exhibit 1 – Samples City of Phoenix Billing_Letters_Envelopes**: *See separate attachment.*

34. Question: 1.3, pg 4 - Is the City open to a two-week or more extension to allow for maximum competition to the offer due date?

Answer: Refer to Addendum 2, Item (III) - **Exhibit 1 – Samples City of Phoenix Billing_Letters_Envelopes**: *See separate attachment.*

35. Question: 2.1, pg 5 - Can the City please clarify if the contract commencing on or about May 1, 2025, means implementation will begin should a new service partner be selected?

Answer: Refer to Section 2, Instructionsd, 2.1, Description – Statement of need. This date refers to the “commencing” of the project after the awarded Contractor has been selected.

36. Question: 3.1, pg 16 - Can the City please clarify the “estimated document volume below”? Specifically, the 2016 RFP contained an illustration showing various volumes. Can the City provide something similar?


Answer: Refer to Addendum 2, Item (V) - **Exhibit 3 – Estimated Document Volume**. *See separate attachment.*

37. Question: 3.1, pg 16 - Please provide the annual number of impressions printed and the number of #10 and 9x12” envelopes mailed.

Answer: Refer to Addendum 2, Item (V) - **Exhibit 3 – Estimated Document Volume**. *See separate attachment.*

38. Question: 3.1, pg 16 - Are there any peaks/valleys in the production schedules? If yes, can you share relevant data/trends?

Answer: Refer to Addendum 2, Item (V) - **Exhibit 3 – Estimated Document Volume**. *See separate attachment.*

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39. Question: 3.1, pg 16 - Please provide the average length of a City of Phoenix bill (i.e. number of pages, number of impressions).

Answer: Refer to Addendum 2, Item (VI).

40. Question: 3.4, pg 16 - What time and how many input files are transmitted to the current vendor?

Answer: Refer to Addendum 2, Item (V) - **Exhibit 3 – Estimated Document Volume**. *See separate attachment.*

41. Question: 3.4, pg 16 - How many forms/templates are active/supported by your current vendor?

Answer: Refer to Addendum 2, Item (V) - **Exhibit 3 – Estimated Document Volume**. *See separate attachment.*

42. Question: 3.4, pg 16/17 - Please confirm that the City of Phoenix currently prints/inserts electronic inserts, pre-printed inserts and CRE's?

Answer: Refer to Addendum 2, Item (V) - **Exhibit 3 – Estimated Document Volume**. *See separate attachment.*

43. Question: 3.5, pg 17 - Is the City open to similar or comparable materials that may be more cost effective?

Answer: Refer to Section 3, Scope of Work, paragraph 3.5, Material Requirements for acceptable materials.


44. Question: 3.5, pg 17 - Are the letters printed simplex or duplex?

Answer: Refer to Section 3, Scope of Work, Paragraph 3.5, Material Requirements, sub-section A.

45. Question: 3.5, pg 17 - Are there any USPS Proof of Mailing or Certified Mail Requirements?

Answer: Refer to Section 3, Scope of Work, Paragraph 3.7, USPS Presort and Mail Requirements for all presort and mail requirements.

46. Question: 3.5, pg 17 - Is City of Phoenix open to using standardized envelopes (i.e. single large window) to build efficiencies?

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Answer: Refer to Section 3, Scope of Work, Paragraph 3.5, Material Requirements, sub-section B.

47. Question: 3.5, pg 17(C) - Does the location need to be in Arizona or as pointed out in Section 3.12 is Arizona the preferable location?

Answer: The City of Phoenix will consider vendors located outside the State of Arizona. However offeror must explain their solution for meeting the requirement to have the documents mailed and delivered to the USPS Bulk Mail Center located within Phoenix city limits within 24 hours of document print file receipt or intercept release. Per Section 3.12(A), Operating Requirements, offeror must be a full service supplier that prints, inserts, and mails documents at one facility, preferably located in the State of Arizona.

48. Question: 3.5, pg 17 - Is the City of Phoenix open to use of 20lb instead of the 24lb paper?

Answer: Refer to Section 3, Scope of Work, paragraph 3.5, Material Requirements for acceptable materials.

49. Question: 3.5, pg 17 - Can the City of Phoenix provide samples or images of the envelopes?


Answer: Refer to Addendum 2, Item (III) - **Exhibit 1 – Samples City of Phoenix Billing_Letters_Envelopes:** *See separate attachment.*

50. Question: 3.6, pg 18 - To clarify storage/archival, the backfile is to be stored for 48 hours and the ongoing is to be stored for 36 months? Please confirm.

Answer: Offeror must host documents for up to 48 months. This is because documents more than 36 months old must be purged each July 1st. For example, if a document is only 35 months old on July 1st, it must be hosted until the following July 1st, which would make it nearly 48 months old at the time it is eligible to be purged.

51. Question: 3.11(A), pg 20 - Can the City advise the current number of customer service agents servicing the WSD during the hours of 8:00am-5pm?

Answer: This question is not relevant to bill print SOW

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52. Question: 3.11(A), pg 20 - Can the City confirm if the 5,000 calls per day occur between 8am-5pm? If not, what are the number of calls between 8am-5pm? What is the average handle time per call? What is the nature/type of call(s) received? Does the City have any call volume data/metrics?

Answer: This question is not relevant to bill print SOW

53. Question: 3.11(A), pg 20 - Can the City confirm the volume of emails per day along with the nature/type of email(s) received? Does the City have any email volume data/metrics?

Answer: This question is not relevant to bill print SOW

54. Question: 3.11(B), pg 20 - What is the call volume during after-hours? Does the City have any call volume data/metrics?

Answer: This question is not relevant to bill print SOW

55. Question: 6.50(A), pg 49 - Are NIST SP800-53 and PCI Security Standards required for this opportunity?

Answer: The security assessment during the evaluation process will determine what is required.

56. Question: Item 23 In the pricing template, Pricing for postcards is requested. Is Postcard production in scope for this RFP? If yes, please provide volumes and frequency of mailings.


Answer: Refer to Addendum 2, Item (IV) - **Attachment I – Price Schedule.xlsx**: *See separate attachment.*

57. Question: Exhibit 2, pg 1 - Does the City of Phoenix require weekend support/mailings?

Answer: Refer to Addendum 2, Item (V). The City provides files on Fridays with the same 24 hour expectation. City of Phoenix will need proof of delivery to the USPS Bulk Mail City located within the PHX city limits.

58. Question: Who is your current vendor and can you share your current pricing?

Answer: The City Clerk Department maintains contracts and other public records for the City of Phoenix. This information is provided to the public on request via

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e-mail or in person. If you cannot find a document, please contact the City Clerk Department at 602-262-6811.

59. Question: Is it possible to have an extension on the due date for proposal submissions?

Answer: Refer to addendum 2, Item (I).

60. Question: When is the City targeting to have the services implemented and the go-live date?

Answer: Refer to Section 2, Instructionsd, 2.1, Description – Statement of need. This date refers to the “commencing” of the project after the awarded Contractor has been selected.

61. Question: Is it a requirement to use materials (forms and envelopes) that are at a minimum 10% post- consumer recycled material as asked in Attachment F?

Answer: Please discribe recycled products used in the Attachment F submittal form. The City will determine if recycled products meet the requirements as set forth in Attachment F.

62. Question: Section 3.2 - For the vendor printed inserts, are those all to be printed via inkjet in-line as part of the package as shown in the Exhibit 1 - Samples?


Answer: Refer to Addendum 2, Item (III) - **Exhibit 1 – Samples City of Phoenix Billing_Letters_Envelopes**: *See separate attachment.*

63. Question: Section 3.5 - Can the City provide digital samples of all envelopes (#10, #9 and 9x12) with the specifications and all the colors used for each envelope

Answer: Refer to Addendum 2, Item (III) - **Exhibit 1 – Samples City of Phoenix Billing_Letters_Envelopes**: *See separate attachment.*

64. Question: Section 3.5 - What percentage of bills do not get a return envelope (remit #9)? included in their mailing?

Answer: Refer to Addendum 2, Item (V). Quantity of bills that do not receive a return label in their mailing is subject to change depending on the number of autopay (paperless) customers.

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65. Question: Section 3.6 - Does the City require 36 months or 48 months of documents to be stored? Item "C" says to purge documents older than 36 months.

Answer: Offeror must host documents for up to 48 months. This is because documents more than 36 months old must be purged each July 1st. For example, if a document is only 35 months old on July 1st, it must be hosted until the following July 1st, which would make it nearly 48 months old at the time it is eligible to be purged.

66. Question: Pricing Proposal Items No. 6,7,8 & 11 - Is the City looking for the vendor to quote inkjet printed in-line inserts? Or are these inserts to be produced separately in an off-set method?

- If the City is requesting off-set full page insert printing, please provide the quantities to be quoted for each line item (simplex and duplex black only and color inserts)

Answer: Refer to Addendum 2, Item (IV) - **Attachment I – Price Schedule.xlsx**: *See separate attachment.*

67. Question: Pricing Proposal Items No. 9, 10 & 13 - Please provide samples of all Postcards to be produced along with sizes, specifications (paper weight, folded, tabbed/sealed etc.) and volumes to be produced per month

Answer: Refer to Addendum 2, Item (III) - **Exhibit 1 – Samples City of Phoenix Billing_Letters_Envelopes**: *See separate attachment.*


68. fline is requesting? Is this to print bills or letters in full color?

Answer: Refer to Addendum 2, Item (III) - **Exhibit 1 – Samples City of Phoenix Billing_Letters_Envelopes**: *See separate attachment.*

69. Question: Pricing Proposal Items No. 17 & 18 - Please clarify the size (#10, #9, etc), weight, specifications (colors, windows, tint etc.) and the usage of these envelopes? Please also provide the volumes used monthly of each

Answer: Refer to Addendum 2, Item (III) - **Exhibit 1 – Samples City of Phoenix Billing_Letters_Envelopes**: *See separate attachment.*

70. Question: Pricing Proposal Item No. 20 - Please clarify what the City means by a "New "10# Outgoing envelope"? Please also provide all the specifications and anticipated volumes to be used monthly

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Answer: Refer to Addendum 2, Item (III) - **Exhibit 1 – Samples City of Phoenix Billing_Letters_Envelopes**: *See separate attachment.*

71. Question: Pricing Proposal Item No. 21 - Please provide the specifications (colors, windows, tint, etc.) of this custom flat envelope as well as the expected volumes to be used monthly

Answer: Refer to Addendum 2, Item (III) - **Exhibit 1 – Samples City of Phoenix Billing_Letters_Envelopes**: *See separate attachment.*

72. Question: Pricing Proposal Item No. 22 - Please provide all the specifications and anticipated volumes to be used monthly for this envelope. How does the City use the envelopes without a mailing indicia?

Answer: Refer to Addendum 2, Item (III) - **Exhibit 1 – Samples City of Phoenix Billing_Letters_Envelopes**: *See separate attachment.*

73. Question: Pricing Proposal Item No. 24 - Is the City looking for the current AADC postal rate in this line item? If not, please clarify what the City is asking for.

Answer: Refer to Addendum 2, Item (IV) - **Attachment I – Price Schedule.xlsx**: *See separate attachment.*


74. Question: Pricing Proposal Item No. 33 - Does the fee represent the vendor's price to store/archive 48 months of PDF documents including the presentment/viewing of the document (bills, letters) for Customers and CSR's?

Answer: Refer to Addendum 2, Item (IV) - **Attachment I – Price Schedule.xlsx**: *See separate attachment.*

75. Question: Pricing Proposal Item No 35 & 36 - Will the City be providing the vendor with historical bills in both PDF and AFP file formats? What is the difference or purpose of the two line items?

Answer: Refer to Addendum 2, Item (IV) - **Attachment I – Price Schedule.xlsx**: *See separate attachment.*

76. Question: Pricing Proposal Item No. 39 - Please provide additional information and use cases of the services to be provided by the vendor for the scanned logos

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and signatures. Are these to be used/printed on bills and letters or just stored for viewing?

Answer: Refer to Addendum 2, Item (III) - **Exhibit 1 – Samples City of Phoenix Billing_Letters_Envelopes**: *See separate attachment.*

77. Question: Pricing Proposal Item No 44 - Please explain how this fee is different from line items 35 & 36?

Answer: Refer to Addendum 2, Item (IV) - **Attachment I – Price Schedule.xlsx**: *See separate attachment.*

78. Question: Pg 8, Submission of Offer (2.12.B) - For submission option B, can the City please provide the email address to which the Intent to Apply form should be sent?

Answer: See Submission of Offer, page 8, paragraph 2.12 (B) "If available for this solicitation..." It is not available for this solicitation.

79. Question: Pg 16-17, General and Overview Questions (3.1) - Can the City provide sample data files from the Oracle Utilities CC&B system to confirm compatibility with our data processing capabilities?


Answer: Capabilities will be determined in the evaluation process based on Offeror's proposal.

80. Question: Pg 16-17, General and Overview Questions (3.1) - What is the anticipated frequency and scope of periodic document template modifications, and are there limits to the number of changes per year?

Answer: The City does not anticipate modification to templates. However, in the event that there is, the Offeror will allow at the city's request.

81. Question: Pg 16-17, General and Overview Questions (3.1) - Beyond utility bills, what types of "other support functions" or "new advances in bill printing" is the City looking to explore with the selected vendor?

Answer: The City will only evaluate advances in billing that pertain to the performance of the service listed in RFP-2425-WCS-672. The Offeror's response is limited to no more than 30 pages excluding resumes, reference questionnaires, and the pricing proposal. Pages exceeding the 30-page limit will not be taken into consideration during the evaluation process.

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82. Question: Pg 16-17, File Transfer and Data Processing (3.4) - Are there specific encryption standards or protocols (e.g., AES-256) the City requires for the SFTP and HTTPS data transfers?

Answer: This will be determined during security asseement

83. Question: Pg 16-17, File Transfer and Data Processing (3.4) - What file format and structure will the City use for transmitting billing and letter data, and can you provide a schema or sample file?

Answer: Refer to Addendum 2, Item (VII).

84. Question: Pg 16-17, File Transfer and Data Processing (3.4) - For the suppression of certain customer bills, will the City provide a predefined list or dynamic criteria within the data files?

Answer: Refer to Section 3, Scope of Work, Paragraph 3.4, File Transfer and Data Processing Requirements.

85. Question: Pg 16-17, Document Production Capabilities (3.4) - How many unique intelligent bill message types does the City anticipate, and will these be provided upfront or developed iteratively?

Answer: Refer to Addendum 2, Item (VI).


86. Question: Pg 16-17, Document Production Capabilities (3.4) - Are there specific design requirements (e.g., dimensions, resolution) for logos and usage history graphs that we should account for?

Answer: Refer to Addendum 2, Item (VI).

87. Question: Pg 16-17, Document Production Capabilities (3.4) - What is the expected maximum page count for multiple-page bills, and how frequently do these occur?

Answer: Refer to Scope of Work, page 17, paragraph 3.4 (E) (4) "Have the ability to produce documents with: Multiple page bills as needed."

88. Question: Pg 17-18, Material Requirements (3.5) - Does the City have a preferred supplier for the 24 lb. white paper, or are we free to source it independently as long as it meets the brightness and OCR standards?

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Answer: Refer to Scope of Work, page 17, paragraph 3.5 "The Contractor shall provide"

89. Question: Pg 17-18, Material Requirements (3.5) - Can the City clarify the dimensions and placement of the single window on the #10 and #9 envelopes to ensure compliance?

Answer: Refer to Addendum 2, Item (III) - **Exhibit 1 – Samples City of Phoenix Billing_Letters_Envelopes**: *See separate attachment.*

90. Question: Pg 17-18, Material Requirements (3.5) - For large utility bills mailed in 9x12 manila envelopes, is there a weight limit beyond one ounce, or should we assume standard flat-rate mailing?

Answer: Refer to Addendum 2, Item (IV), **Attachment I – Price Schedule.xlsx**, line 37. (*See separate attachment*), Standard flat rate mailings.


91. Question: Pg 17-18, Insert Management (3.5) - What is the maximum number of inserts the City expects per mailing cycle, and are there size or weight restrictions beyond the one-ounce limit?

Answer: Refer to Scope of Work, page 16, paragraph 3.3, General Bill Insert Schedule, ""December 15th""
See Solicitation Addendum #2, item I.

92. Question: Pg 17-18, Insert Management (3.5) - Will the City provide detailed instructions for intelligent inserting (e.g., data field triggers) within the data files, or should we propose a solution?

Answer: Refer to Scope of Work, page 18, paragraph 3.5 (H) "Have the ability to use intelligent inserting to:

1. Exclude a return envelope for certain customers on a one-time or ongoing basis.
2. Insert inserts with mailed billing documents to data-defined recipients, with the number of inserts limited in order to maintain one-ounce postage rates.
3. Combine printed documents with the same name and mailing address into the minimum number of envelopes possible while maintaining one-ounce postage rates."

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93. Question: Pg 17-18, Insert Management (3.5) - Regarding newsletters and inserts, will the city provide print-ready files do you prefer to work with the Contractor to create the print files?

Answer: The evaluation process will determine what is required.

94. Question: Pg 17-18, Insert Management (3.5) - For inserts printed by other suppliers, what are the climate-controlled storage requirements (e.g., temperature, humidity ranges)?

Answer: Refer to Section 6, Special Terms and Conditions, Paragraph 6.21, Professional Competency (A,B) and Paragraph 6.25, Industry Standards.

95. Question: Pg 18, Document Archive and Retrieval (3.6) - Does the City require any specific metadata fields to be included with archived PDFs for retrieval purposes?

Answer: Meta data to link the bills and letters to the account

96. Question: Pg 18, Document Archive and Retrieval (3.6) - For integration with the new customer portal, what API standards (e.g., REST, SOAP) or authentication methods does the City prefer?

Answer: Refer to Addendum 2, Item (VII).


97. Question: Pg 18, Document Archive and Retrieval (3.6) - Can the City confirm the total storage volume (in GB/TB) expected for the 16 million historical PDFs and ongoing archive needs?

Answer: The City cannot confirm the total storage volume (in GB/TB)

98. Question: Pg 19, USPS Presort and Mail Requirements (3.7) - Does the City require us to provide NCOALink updates back to the CC&B system, or is address correction handled solely for mailing purposes?

Answer: Refer to addendum 2, Item (VIII).

99. Question: Pg 19, USPS Presort and Mail Requirements (3.7) - The State of Arizona Imaging Technology. Records, Documents, and Recordkeeping Requirements make reference to NIST standards for specific functions, but does not indicate an overall security standard like NIST SP 800-171, Rev 2. Can the City provide guidance on the overall security standard?

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Answer: The security assessment will determine what is required.

100. Question: Pg 19, USPS Presort and Mail Requirements (3.7) - Are there specific USPS tray labeling or delivery timing requirements beyond the 24-hour processing window?

Answer: Refer to addendum 2, Item (VIII).

101. Question: Pg 19, Reporting Requirements (3.8) - Can the City specify the preferred file format (e.g., CSV, PDF) for downloadable reports from the web-based interface?

Answer: The evaluation process will determine what is required.

102. Question: Pg 20, Initial System Setup and Testing (3.9) - What is the City's expected timeline for the initial system setup and go-live date, and are there penalties for delays beyond the two-month historical data loading deadline?

Answer: Refer to Submittals, page 58, paragraph 9.4(9)(a) ""Provide project plan including proposed milestones and schedule for initial system setup and testing outlined in the Scope of Work Section 3.9 (B)


a. Plan should include weekly status updates during project implementation.""
The City's assumption is the Successful Offeror will create a timeline that is achievable and meet the schedule that Offeror proposed.

103. Question: Pg 20, Initial System Setup and Testing (3.9) - During testing, will the City provide mock data files, or should we generate synthetic data based on the templates in Exhibit 1?

Answer: Refer to Scope of Work, page 20, paragraph 3.9 (F) "Provide an automated test environment that:(2.) Creates electronic documents for the data provided using the bill and letter templates provided.

104. Question: Pg 20, Initial System Setup and Testing (3.9) - How many calls per day do you expect to make to the real-time interface for customer documents? Are there particular days of the weeks or times of day that we should expect higher traffic?

Answer: Refer to Scope of Work, page 20, paragraph 3.9 (F) "Provide an automated test environment that:(4.) Provide real-time system interfaces to

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display customer specific-documents within 24 hours of receipt of bill and letter files."

105. Question: Pg 20-21, Customer Service and Operations (3.11 & 3.12) - Are there specific service level agreement (SLA) metrics (e.g., uptime, error rates) the City expects us to meet, beyond the response times outlined?

Answer: Refer to Scope of Work on pages 16-21, Submittals on pages 58-60 and Exhibit 2 for the various locations where response time requirements are discussed.

106. Question: Pg 47, Contractor Certification (6.48) - Can the Contractor substitute FBI background checks for the Police background checks noted in bullet M & N?


Answer: "Refer to Special Terms and Conditions, page 45, paragraph 6.40.
""Variances and Exemptions

Contract Workers who fall under the following areas may be considered exempt from this policy:

- Federal Homeland Defense Bureau.
- Transportation Security Administration.
- Federal Aviation Administration.
- Department of Public Safety (DPS) Administration – presenting a current Level One Department of Public Safety fingerprint card.
- Arizona or other State Bars.
- Other background checks performed within the last three to five years may be approved if they fit all required criteria herein, at the City's discretion. it is at the descretion of the city at the time of award."

107. Question: Att J, Attachment J - References - Please confirm that submission deadline for references is Thursday, March 6, 2025, and not "Friday, March 6, 2025."

Answer: See Solicitation Addendum #2, item (I)

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All other terms and conditions remain unchanged.

Offeror is required to sign and return addendum with their offer.

Name of Company: _____

Address: _____

Print Name and Title: _____

Authorized Signature: _____