

RFP NO. 2015-001 Bill/Invoice Printing & Mailing of Collection Notices

Questions & Answers

- Q. How many notices do you mail each day/week/month/annual? Do you send letters daily?
A. Average daily 1008 weekly 14147 monthly 30653 & annual volume 367840. Yes, we transmit letters daily.
- Q. Can you please provide samples of current invoice forms and envelopes? Would you please provide a sample of the #10 out going envelope and #9 return envelope.
A. Please send your request directly to Tiffany Htwe THtwe@smcgov.org
- Q. What is the size, weight and color of paper used?
A. 24-lb, 8.5x11 and white
- Q. Print on one side or duplex (both sides). Are the notices printed simplex or duplex?
A. Some invoices are simplex and some are duplex (printed on both sides): 1 side in English, and the other side in Spanish.
- Q. Any color printing required. What ink color(s) do you use to print your notices?
A. Black fonts in general, but some invoices have a light green color background printed on white stock paper.
- Q. Type of outgoing and return envelope
A. 24-lb paper stock with tinted security printed inside envelopes.
- Q. Any print on the envelopes
A. #10 window envelopes with print on the front and #9 return envelopes have printing on both sides. Samples are available upon request.
- Q. Any multiple page documents
A. Yes, in some cases.
- Q. Is the paper perforated?
A. Yes, there are letters that contain one perforation.
- Q. What is the software that the data will be coming from?
A. RevQ
- Q. Are you currently outsourcing this function? Who is the current vendor?
A. Yes, outside vendor is handling this. Columbia Ultimate Business Systems.

- Q. Do you utilize color and may we see some samples?
A. We use color in some statements. Please send your request directly to Tiffany Htwe THtwe@smcgov.org
- Q. Are all notices the same size letter / 8.5 X 11?
A. Yes
- Q. How many letters are in your letter library?
A. Approximately 100 letters at this time.
- Q. Compliance with the County's Equal Benefits Ordinance Chapter 2.84. We do not offer insurance to domestic partners and are willing to sign a waiver, however we want to confirm that this does not disqualify us from the RFP.
A. This will not disqualify you from the RFP process.
- Q. Will you also be interested in Emailing/electronic notices?
A. Although we do not do it at this moment, it is an option we are open to.
- Q. Do you have interest in our Electronic signature for documents via email for San Mateo communications?
A. Although we do not do it at this moment, it is an option we are open to.
- Q. Are you interested in providing a complete self-service portal to consumers that will allow one-time payments, scheduling of reoccurring payments, payment negotiations, and viewing of account payment/statement/letter history as well in your communication platform?
A. Not at this time.
- Q. There may be a few requested updates/edits to the Standard Agreement specifically, unlimited Liability and assignments. If awarded the business, is there opportunity to review discuss mutual terms?
A. Please send in your questions and concerns on our Standard County Agreement. However, as in general terms, we do not change our agreement.
- Q. Could you please provide a copy of the scope of services and pricing (i.e. Standard County Agreement Exhibit A & B) from the agreement the County has with the vendor currently providing the printing and mailing of collection notices?
A. Please refer to SECTION II – SCOPE OF WORK
- Q. Could you please provide the average postage rate the County is paying for the printing and mailing of collection notices?
A. \$0.49 cents
- Q. How many different types of documents will be printed and mailed?
A. It varies daily.

- Q. Is pre-printed base paper stock used for each document type? If yes, is it the same for each document type? What ink colors are used on the front and back? What are the positions of any perforations?
- A. No pre-printed base paper. We use black ink. The position of perforations is horizontal.
- Q. Is the outgoing envelope the same for all document types? Does the outgoing envelope have a single or double window? What are the window sizes and positions?
- A. Yes. Double window. Sender address window 3.5" x 1" and recipient address window 4" x 1 5/8"
- Q. Is there a return envelope for any documents being mailed? Is the return envelope plain or windowed? What is the size and position of the window?
- A. Yes, Landscape window. 9 cm x 3 cm
- Q. Can we have samples (paper, envelopes, sample laser printed output) of what is currently being mailed?
- A. Please send your request directly to Tiffany Htwe THtwe@smcgov.org
- Q. Is work currently being performed in house by the county?
- A. No
- Q. What does the current fee schedule look like?
- A. Please send your request directly to Tiffany Htwe THtwe@smcgov.org for current fee schedule.
- Q. What are the volumes for each document type?
- A. It varies daily.
- Q. How often will files be sent for laser printing and mailing?
- A. Daily
- Q. Are there peak volumes throughout the week, month or year?
- A. It varies, Thursdays tend to be the heavier day of the week.
- Q. What is the average number of sheets per mail piece?
- A. One to three, depends on the type of account.