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Addendum 1, Dated February 27, 2019

Contra Costa Water District

Request for Proposal (#19127)

Questions and Answers for Water Bill Data Processing, Printing and Mailing Services

Question:

Scope of Work #6 - Is the tab delimited text file provided to Payments by the District or the District print vendor?

Answer:

By the Contra Costa Water District (District).

Question:

Scope of Work #6 - Are the bill images provided to Payments provided from the District or the District print vendor?

Answer:

Currently by the District but may need to be by the vendor.

Question:

Scope of Work A. File Transfer #8 - What time will the file be sent?

Answer:

Monday through Friday at 12:30 PM.

Question:

Scope of Work A. File Transfer #16 - Are the bill pulls indicated prior to file receipt or is the vendor notified after the file is sent?

Answer:

Typically, after the file is sent.

Question:

Scope of Work A. File Transfer #16 - Can you explain how you support the bill pulls today?

Answer:

Today we do things in-house and can go to our mail room to pull a bill.

Question:

Scope of Work A. File Transfer #16 - Can you confirm the reasoning for bill pull so that we can determine if we can pull the bills electronically instead of manually?

Answer:

If we find that a bill was produced with a bad read or from a meter change we will need to pull the bill.

Question:

Scope of Work A. File Transfer #16 - Are pulled bills suppressed or printed and returned?

Answer:

If it's done before printing then by suppression is fine, if it's already printed we will want that bill mailed back to us.

Question:

Scope of Work C. Archive #2 - Are bills to be hosted online and also provide PDF images returned to the District?

Answer:

Bills are to be hosted online and PDF images should be returned to the District for transmission to Paymentus.

Question:

Scope of Work F. Third Party Support #1 - Is this API integration to Paymentus or another provider? If other than Paymentus can you elaborate on the scenario?

Answer:

Currently it would be to Payments.

Question:

Attachment C - What are the annual volumes of the large single window envelope versus the annual volumes of the double window?

Answer:

The large "double window" is 400,000 – 500,000.
The single window is 200,000 – 300,000.

Question:

Attachment C - Return Envelope - What is the annual volume of the blue reply?

Answer:

400,000 – 500,000.

Question:

Attachment C - Return Envelope - The pricing sheet states the blue reply is a window envelope, however, the sample is a non-window. Please confirm.

Answer:

Non-window.

Question:

Attachment C - Optional Marketing Insert - How many inserts on average are included with the bills?

Answer:

One at a time.

Question:

General - Who is the current print and mail provider?

Answer:

The District.

Question:

General - Can you provide a breakdown of the costs incurred today for services provided from the current print and mail provider?

Answer:

It's done in-house.

Question:

General - What elements of the current services are you looking to improve upon through this initiative?

Answer:

Not doing it in-house.

Question:

Vendor must have procedures for ensuring that the bill file transmissions are completed successfully. Vendor must provide in the response details on what happens if file transfer errors.

Answer:

It's expected that the District be notified if the file doesn't go through on a daily basis.

Question:

Will we receive communication from the County on what they sent?

Answer:

The Water District will send the file. The vendor needs to have a process in place to notify the District that they have received that day's file.

Question:

Vendor must agree to receive shipments of inserts and store/warehouse all forms, and envelopes used to process the District's water bills, what would the volume be?

Answer:

Potentially up to six months at a time or 200,000 – 300,000 envelopes and forms.

Question:

Vendor must provide an NCOA or ACS Move update report that includes customer name, account number, previous address, and updated (new) address.

We would need better understanding of the data the County is providing to us prior to answering this question.

Answer:

If there is a return address from the post office or forwarding address, we need to be notified. Vendor must have the ability to accept daily bill files using an HTTPS upload or a standard FTP or SFTP transmission with PGP encryption support.

Question:

Do you currently pre-encrypt files with PGP? Please provide some additional detail around the current process.

Answer:

The District uses an SFTP file transfer without PGP but may need/want to in the future.