

## CITY OF BRAWLEY

### ADDENDUM NO. 1

#### Request for Proposals for Utility Bill Printing and Mailing Services

**Bid Deadline:** December 2, 2022

Insofar as original specifications and other documents are at variance with this Addendum, the Addendum shall govern.

This Addendum consists of answers to clarifying questions and further details regarding the RFP issued on November 1, 2022.

**Page 4 –** The City is requesting a multi-year engagement for services, however, pricing may include a consumer price index (CPI) with a not to exceed amount per year. The goal is to avoid a full re-negotiation of the pricing each year. References to supply chain issues or excessive increases in prices possibly triggering a renegotiation of pricing are acceptable with a 90-day notice and mutual agreement.

**Page 7 –** Pre-printed forms are not necessary and the City is open to redesigning the bill in an alternative format. There are however a few features we would like to retain as follows on the remittance stub:

- Perforated form is required for our lockbox services to ensure remittance forms have a clean-cut line.
- The bar code at the top right-hand side of the remittance is scanned by staff when processing walk-in payments to look up customer accounts.
- The OCR code on the bottom right of the remittance form is scanned by lockbox for payment processing.
- The QR Code is required and points customers to our online bill payment system. QR code can be placed on the bill versus the remittance stub.

The City is also open to redesign or providing alternative envelopes (pre-printed or stock) based on any new bill redesign proposed by a vendor. Currently remittance envelopes are light blue in color, but this is also open for change if there a significant price difference. No remittance envelopes will be mailed with delinquent notices.

License Agreement – If the City is not required to sign a License Agreement, no information is needed. License provisions regarding the use of software services for bill processing should be provided for review with the RFP response.

**Page 9 –** Service Fees 1 page bill service is a double-sided bill format not a simplex bill. Delinquent bills will be single-sided. All bills and delinquent notices are to be printed in black and white.