



# The Sewerage & Water Board

OF NEW ORLEANS

625 ST. JOSEPH STREET

NEW ORLEANS, LA 70165

504.529.2837 OR 52.WATER

[www.swbno.org](http://www.swbno.org)

July 27, 2022

## Addendum No. 3

Your reference is directed to the Invitation to Bid for **2022-SWB-33 – Utility Print and Mail Services** for the Sewerage and Water Board of New Orleans proposals that are due on **August 5, 2022**, at **11:00 a.m.** (CST).

This addendum provides for the following:

1. Responses to Questions
2. Sample of Perforated Paper
3. Sample of Double Window Envelope
4. Sample of Return Envelope
5. Sample of Billing Statement – Back
6. Sample of Insert

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### Responses to Questions

1. Are the SWBNO statements single sided or double sided?  
Statements are double sided. The backside of the statement is a static image which is included in this addendum.
2. Would SWBNO consider using a jumbo window envelope (Sample attached)?  
No. It is a double window with the separating paper stripped out to allow for a more eye-catching appeal.
3. Would SWBNO consider using a right window return envelope to help keep production costs down on the return mail piece?  
No.

4. Does SWBNO provide additional consideration for forms that provide 30% or 100% PCW content?  
No.
5. Does SWBNO require any online bill pay solutions or reporting to third party online bill pay solutions?  
No.
6. In attachment B, the pricing table notes “Micro Perf (two positions),” however there is only one listed perf position in the scope of work in Section E part 3.b. Is there more a one perf required?  
No.
7. In the scope of work in Section E part 1.b, the return envelope is quoted as two sides, however there is no explanation of what side to printing is. Is there truly print on side two, or is this a reference to security tint in the return envelope?  
Yes, there is a print on side two on the flap.
8. Can the inserts be provided 72 hours before the first cycle they are to be included in to allow for pre-production?  
Yes.
9. Are you currently printing and mailing in house, or do you outsource?  
Currently, printing and mailing is in house.
10. If outsourcing, who are you currently using today?  
N/A
11. If outsourcing, why are you currently out for bid?  
N/A
12. What is the current pricing?  
N/A
13. Can you please provide a pdf image of the current bill statement and envelopes?  
Yes, see attachment.
14. If an additional insert is required, can you provide a sample front and back for a price quote?  
Yes, see attachment.

15. Do you currently send out second notices? Samples please.

No.

16. Can the SWB please provide more details regarding the construction and specifications, or a scanned image of the return envelope?

Yes. Please refer to Page 12 section 1B in the bid document.

17. Does the return envelope have a window?

No.

18. Can the SWB please provide a scanned example of the Statement?

Yes, see attached.

19. Does the Statement print simplex or duplex?

Duplex.

20. Who is the current vendor for this program?

There is no current vendor.

21. What is the current pricing that the SWB is receiving from the current vendor providing the services outlined in the RFP?

There is no current vendor.

22. Does the SWB have a need for e-bill presentment?

No.

23. Can you please send physical copies of the billing statement, outer and return envelopes to 1122 W. Bethel Road, Suite 100, Coppell, TX 75019?

We are unable to mail. Please see Page 12, Envelopes. Sample are attached.

24. If #1 is not possible, can you please scan and email both sides of the billing statement as well as the outer and return envelopes. Or will these be provided to all vendors in the addendum?

Samples are attached.

25. Due to supply chain issues, would the SWBNO be opened to utilizing a standard return window envelope that will show the SWBNO address through the window while also keeping the cost down?

Yes, all bidders will be required to submit a sample with your bid if you are proposing a change to the specification. Samples are required along with bid form.

26. "Inserts: There will be cases where SWBNO will request that the contractor print and cut inserts for monthly mail cycles. The inserts may be full sheets that have to be tri folded to fit into the envelope."

Will the pricing page be adjusted to accommodate pricing for both one-third page and full-page sizes, with both black and white and color pricing options for each insert size?

No. Please provide an additional rate sheet showing the pricing for the various sizes of inserts, if applicable. Samples are required along with bid form.

27. Does SWBNO print late or disconnect notices? If so, can you please provide samples and volume for these? If pricing is needed for these, will there be a line added on Attachment B?

Services are provided in house. No pricing needed.

28. What is the anticipated award date?

Approximately September 2022.

29. Is a postage deposit/escrow account acceptable by the Board?

Please refer to Page 13 Sections 6 and 7 in the bid document.

30. On Page 10 the definition for the word "page" indicates the possibility of an 8 1/2 x 14 sheet. Can you please describe what would be printed on the 8 1/2 x 14 sheet?

Nothing will be printed on 8-1/2 x 14 sheet. All printing will be on 8-1/2 x 11.

31. On Page 11 the definition for "Statement" includes the possibility of "multiple sheets". Does this indicate that a bill may be more than one page? If so, can you provide an estimate of the number of multiple page bills? Also, what is the largest number of pages for a bill that you currently print and mail?

If multiple pages are necessary approximately five or less that will need to be printed. Majority of all bills are one page.

32. On Page 13, Number 6 "Pre-Sorting & Mailing" includes the wording "shall be First Class, Presort Standard, or comparable, as may be required". Does this indicate that some mail is mailed at rates other than First Class Presorted? If so, please describe this mail.

No. First Class Presort Standard.

33. On Attachment B, "Apply Postage (Metered)": Are we to quote a per piece postage amount here?

Please refer to Page 13 Sections 6 and 7 in the bid document.

34. On Attachment B, "Micro Perforated (Two Positions)": Does "Two Positions" indicate two perforations? If so, please describe each perforation.

No. See question 6.

35. On Attachment B, "Printing Insert": Can you please define the insert so that all vendors are quoting the same thing?

See question 26.

36. What was the total dollar amount of last fiscal year's contract?

There is no current pricing available. Currently all printing and mailing services are managed in house.

37. Has your quantity changed since last year?

Currently all printing and mailing services are managed in house.

38. Who was the vendor?

Currently all printing and mailing services are managed in house.

39. Page 12 section 2: Can SWBNO supply samples of full sheet tri folded insert?

Samples are attached.

40. Page 12 section 3: Are the SWBNO bills simplex or duplex?

Duplex

41. Page 9 section A Introduction: Each day what time will data be available?

Data will be available between 4:30 p.m. and 5:30 p.m. CST.

42. Page 12 section 4: What are the SLA expectations?  
The vendor will have 24 hours from receipt of data to print and mail.
43. Page 13 section 5: What is the preferred fold type?  
The preferred fold type is a C-fold.
44. On the insert do you want color or black and white. And what size do you typically print?  
Please provide an additional rate sheet showing the pricing for the various sizes of inserts, printing in black and white and color, if applicable. Samples are required along with bid form.
45. Please provide the email address for final response submission.  
Please omit statement referring to email submission of bids.
46. Please elaborate upon the evaluation criteria of the bid for final vendor selection.  
Selection will be determined based on price and the specifications outlined in ITB.
47. Section E. Mailing Services: Quadient has a designated Business Partner that fulfills all our mail services outsourcing. Can we please adjust the bid to allow for subcontracting?  
Yes, at your own discretion.
48. Section E, subsection 1b: We are unable to print on return envelopes, but we can provide a preprinted document that can be inserted into a business reply envelope so that the proper address can be read and returned to SWBNO. Will this suffice?  
Bid submission will only be accepted according to the Technical Specifications regarding return envelopes.
49. Section E, subsection 2: Our facility will not process 1/3 sheet inserts, only full-page inserts. Please confirm that full page inserts will suffice.  
A full page will suffice however 1/3 sheet may be required in some instances. See samples attached.

50. Section E, subsection 3: Instead of using perforated paper, we will use white paper with a dotted line to replicate a perforation and reduce costs. Please confirm this will suffice.

Only perforated paper will be accepted.

51. Section E, subsection 6: We are unable to print ancillary endorsements such as Address Service Requested on the outer envelope. Please confirm this will suffice.

This option can be negotiated at contract.

52. Attachment B. Bid Form: Can you add a separate line item for "other related costs?" This could include items like professional services.

Yes, please attach a separate sheet showing the other related costs.

53. Other than the statement being duplex printed, are any of the full page insert pages printed duplex?

Yes, there is always a possibility.

54. What is the expected period that SWBNO is needing to begin sending the mailing to the contractor for "live production"?

This will be negotiated at contract; however, production will need to start after contract signing.

55. Can we please receive digital and physical copies of statement and potential inserts?

Samples are attached.

56. Is it possible to extend the bid submission deadline?

Please refer to Addendum 2.

57. Can we see a sample of your bills?

Samples are attached.

58. On the insert do you want color or black and white. And what size do you typically print?

Please see question #44.

59. Please provide the email address for final response submission.

Please omit the email submission section of the proposal.

60. Please provide samples of inserts, statements, and envelopes

Samples are attached

60. Does this bid have to be mailed in? Or can we submit via email?

Only mailed submissions will be accepted.

61. Confirm quantity listed on bid. Would you like us to quote 120m or 144m?

The confirmed quantity is 120m.

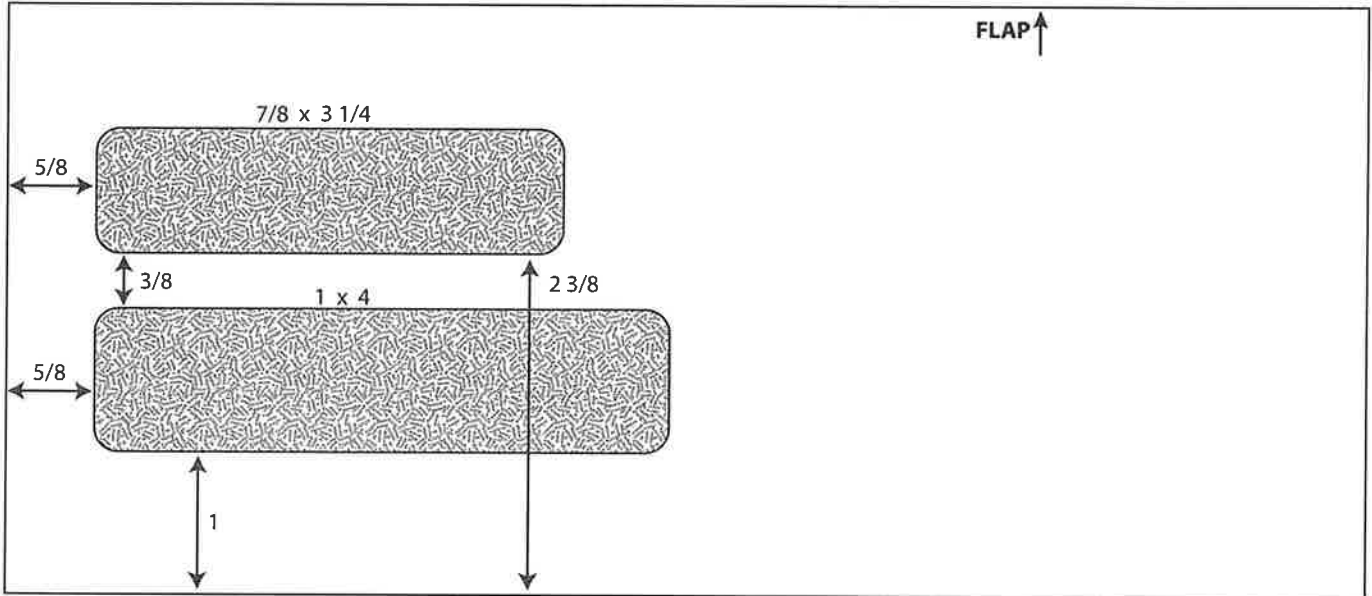
*The changes, additions, and/or deletions included herein are hereby made part of the solicitation documents for 2022-SWB-33 for Invitation to Bid Utility Print and Mail Services, as fully and completely as if the same were set forth therein. The proposer shall be responsible for having knowledge of all addendums issued for this ITB.*

This addendum consists of sixteen (16) pages.

**End of Addendum**



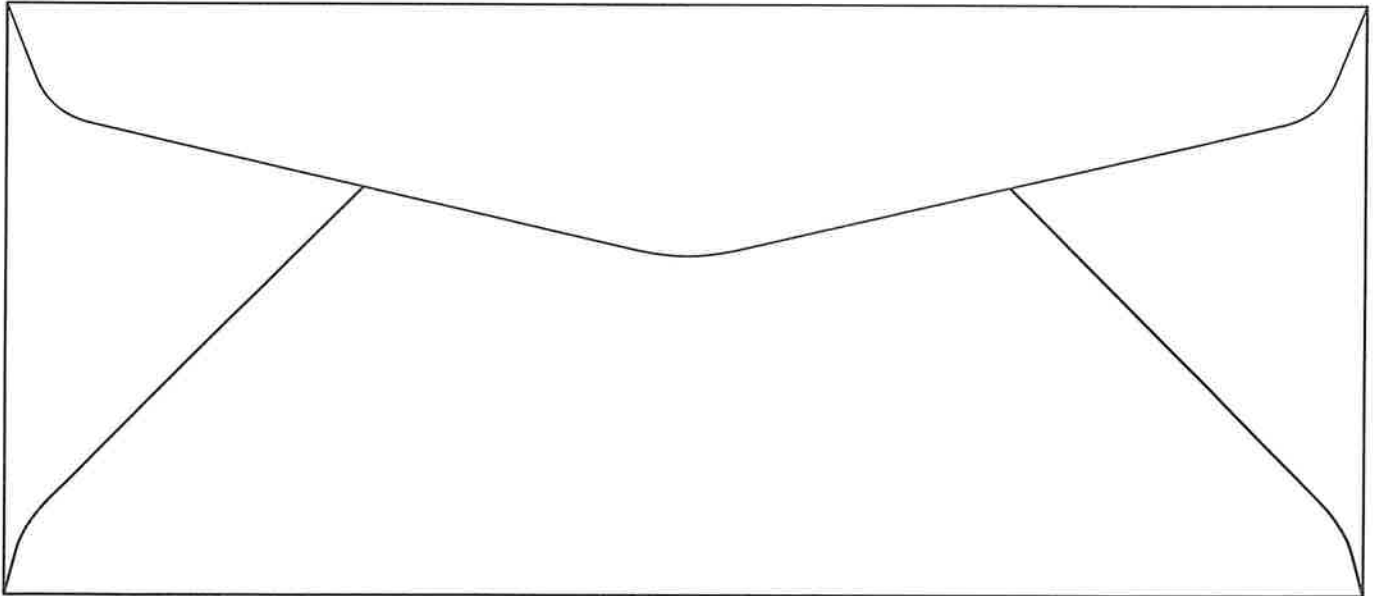
# Double Window Envelope



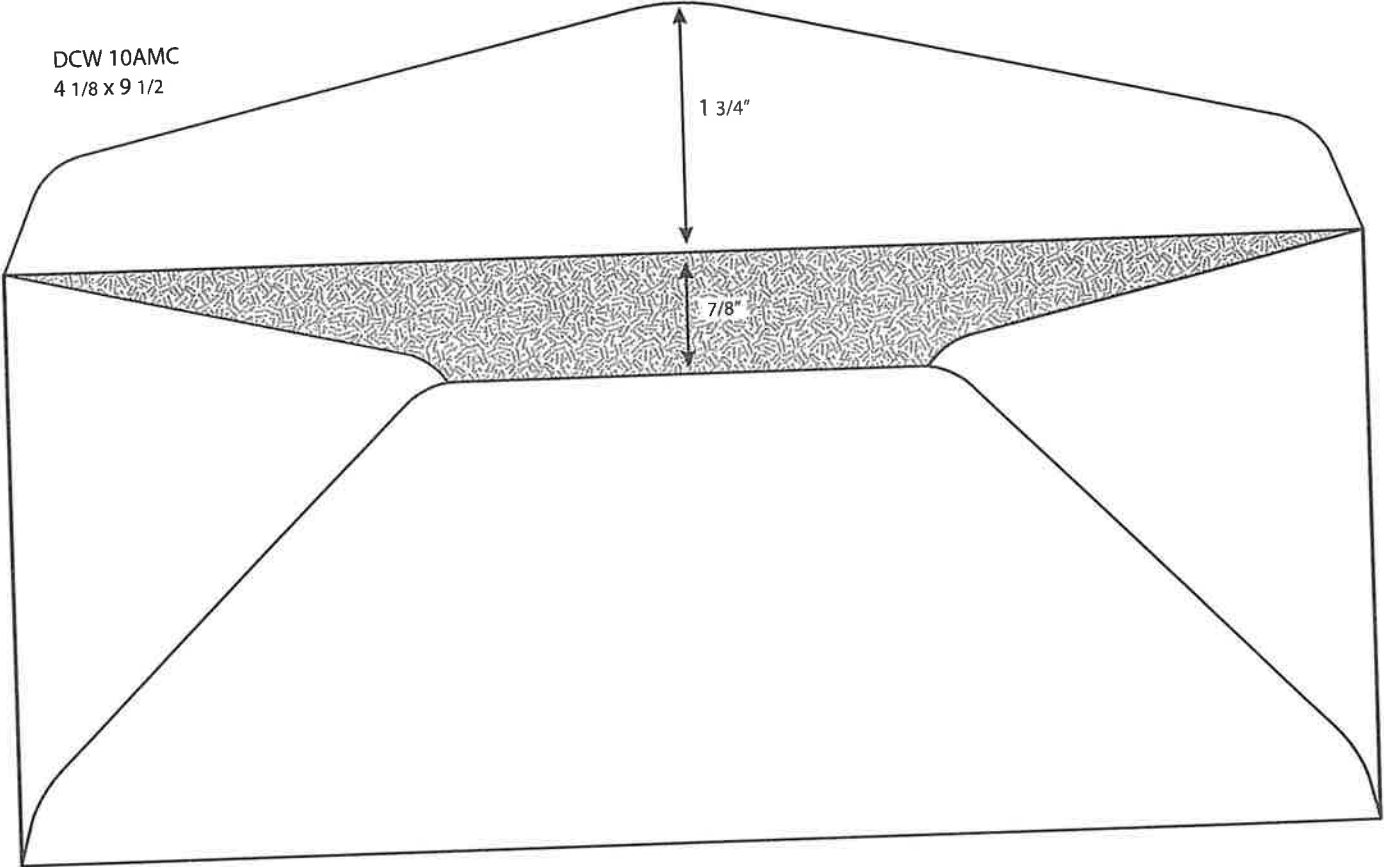
**#10**

**Quantity: 270 M**

**Job # 8722783**



DCW 10AMC  
4 1/8 x 9 1/2



FLAP ↑



Postage  
Required  
Post Office will  
not deliver  
without proper  
postage.

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COLLECTION DEPARTMENT  
SEWERAGE AND WATER BOARD  
625 SAINT JOSEPH ST STE 154  
NEW ORLEANS LA 70165-6501



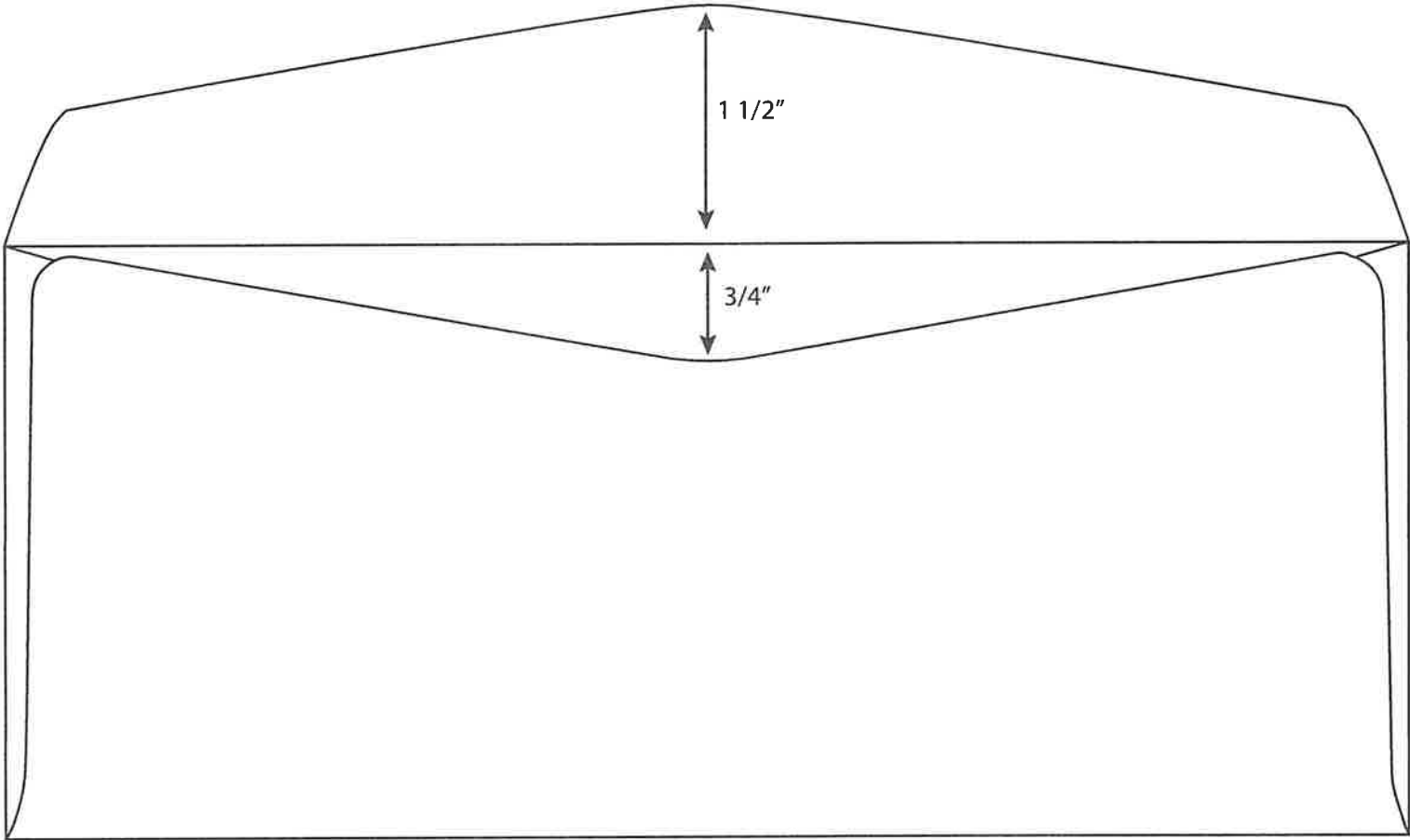
**#8 5/8**

*Return Envelope*

**Quantity: 270 M**

**Job # 8722294**

**PLEASE**  
Do Not Send Cash  
Sign You Check  
Put Account Number On Check  
Enclose Bill Stub





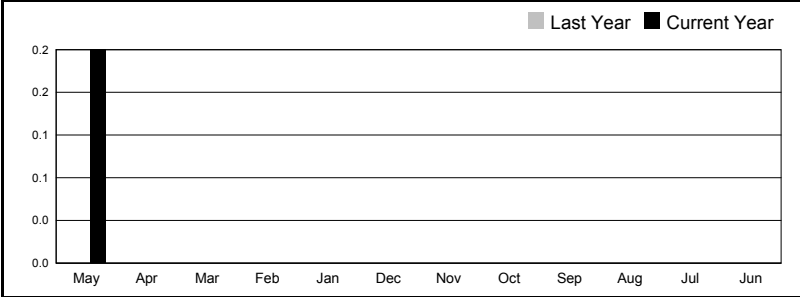
**SEWERAGE & WATER BOARD OF NEW ORLEANS**  
 625 SAINT JOSEPH ST  
 NEW ORLEANS, LA 70165-6501  
 52-WATER or (504) 529-2837  
 Hearing Impaired TRS 711  
 Visit us on the web at [www.swbno.org](http://www.swbno.org)

Account Number	313357-770190	
Service Address	123 SESAME ST	
Total Due	<b>\$61.44</b>	
Date Due	<b>06/02/2022</b>	
Total Due After 06/02/2022	\$68.66	

Meter	Service Class	Bill	Read Date	Reading	Read Type	Usage*	Days Of Use	Avg Usage/Day*
A000029	RESIDENTIAL	This Bill	04/30/2022	0.2	Actual	0.2	15	0.01
		Last Bill						

\*Usage in thousands of gallons

**Water Usage Graph\* (in thousands of gallons)**



**Previous Activity**

Last Bill	\$0.00
Payment Received	\$0.00
Late Fees	\$0.00
Adjustments	\$0.00
<b>Balance Forward</b>	<b>\$0.00</b>

**Current Activity**

<b>Meter A000029</b>	
Ready To Serve - Water for 5/8" Meter	\$8.69
Water Usage	\$1.16
Safe Drinking Water Fee	\$1.00
Ready To Serve - Sewer	\$24.87
Sewer Volume Charge	\$1.47
Residential Sanitation Charges (1 unit)	\$24.00
City Sales Tax	\$0.25
<b>Current Charges</b>	<b>\$61.44</b>

**Important Information**

If you are 62 years or older or disabled, and you are having trouble paying your bill, contact TCA at 504-324-8609 to see if you qualify for Water Help.

<b>Total Due</b> (Balance Forward + Current Charges)	<b>\$61.44</b>
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Please add \$1.00 to Your Payment for Water Help

PLEASE DETACH AND RETURN BOTTOM PORTION WITH PAYMENT IF PAYING BY MAIL



**SEWERAGE & WATER BOARD**  
 625 SAINT JOSEPH ST  
 NEW ORLEANS, LA 70165-6501  
**Return Service Requested**

Account Number	Date Due	Total Due
313357-770190	<b>06/02/2022</b>	<b>\$61.44</b>
Total Due After 06/02/2022		\$68.66
Amount Paid		

CHECK HERE FOR CHANGE OF MAILING ADDRESS.  
 PLEASE COMPLETE FORM ON REVERSE SIDE.

**RED, CINDY**  
 MR. CINDY RED  
 123 SESAME ST  
 NEW ORLEANS, LA 70124

**Pay by Internet**

To pay securely using credit card, debit card, or electronic check please visit us at [www.swbno.org](http://www.swbno.org)

**Pay by Phone**

To pay by using our automated phone system dial 1-504-529-2837 (available 24 hours, 7 days)

**Pay by Mail**

To pay by mail please return the bottom portion with payment. Make check payable to: Sewerage and Water Board 625 Saint Joseph St. Rm. 154, New Orleans, LA 70165-6501

0 1003133577701900000614406022200006866

BILLING POLICY

Sewerage and Water Board of New Orleans bills all open accounts each month for the amount of water passed through the meter, sewerage system usage based on the amount water that passed through the meter, a 'readiness to serve' charge labeled as a service charge, and a sanitation charge for qualifying customers who have water consumption greater than 0.

SERVICE CHARGES

Water and Sewerage Service Charges (readiness to serve charges) cover the fixed costs of maintaining the treatment plants, pumping stations, and underground pipes. These charges are billed even if no water is used.

SEWERAGE DISCOUNTS

For residential and multi-residential customers, sewerage usage is calculated as 85% of the water usage. This allows for lawn watering, filling swimming pools, and other uses which do not require sewerage treatment.

LATE PAYMENT AND LATE FEES

Except for credit bills and final bills, a late payment penalty of 10% of the Sewerage and Water Board charges and 15% of the Sanitation charges will be charged if the current bill is not paid by the due date. Failure to remit payment in full may result in water service interruption and the institution of Collection Proceedings.

BILL PAYMENT OPTIONS

Check by Mail: 625 Saint Joseph St.  
New Orleans, LA 70165-6501

Online: www.swbno.org

By Phone: (504) 52-WATER  
(504) 529-2837

Automatic  
Bank Draft

At one of our customer service centers: 625 Saint Joseph Street, New Orleans, LA 70165, or  
4021 Behrman Place, Suite M-2, New Orleans, LA 70114

One-time payments by credit or debit card will incur an additional \$4.00 convenience fee. One-time ACH payments will incur an additional 50¢ fee. There is no additional fee for payments made in-person at one of our customer service centers, or for recurring automatic payments by bank draft or credit card.

Fidelity Express accepts walk-in bill payments at several locations throughout the New Orleans area. To find a payment location that accepts "SWB NEW ORLEANS" payments, go to our website, www.swbno.org, and click on Customer Service, then Payment Locations. There you will find a "Fidelity Express Bill Pay Location Search" under Third Party Payment Locations.

RECEIPT OF PAYMENTS

Any payment made will be applied to the outstanding balance on the account, including fines or penalties. Any disputes as to the amounts owed on this account should be brought to the attention of the Customer Service Department. You may reach a representative by calling (504) 529-2837 (52-WATER), by email at customerservice@swbno.org, or by mail and in person at 625 St. Joseph Street, Room 140, New Orleans, Louisiana 70165. IN THE ABSENCE OF FULL PAYMENT OF THE AMOUNT SHOWN ON AS DUE, THIS ACCOUNT CANNOT BE COMPROMISED OR SATISFIED WITHOUT THE EXPRESS WRITTEN CONSENT OF AN OFFICER IN THE SEWERAGE AND WATER BOARD OFFICE OF FINANCE at 625 St. Joseph Street, Room 140, New Orleans, Louisiana 70165.

BILL ADJUSTMENT POLICY

Water leaks on private property are the customer's responsibility. Please check your property (faucets, toilets, washing machines connections, etc.) periodically for water leaks and make sure your water lines are secured to avoid unauthorized water usage on your meter. Please see our website or contact the Customer Service Department for a copy of the full rules and requirements to obtain an adjustment on your account.

**CHANGE OF MAILING ADDRESS REQUEST FORM**  
**(This form does not transfer your water service)**

Name on Account: \_\_\_\_\_ Account No.: \_\_\_\_\_

NEW MAILING ADDRESS

Address: \_\_\_\_\_ Apt./Suite # \_\_\_\_\_  
(NUMBER) (STREET)

\_\_\_\_\_  
(CITY) (STATE) (ZIP CODE/POSTAL CODE) (COUNTRY-NON U.S. ONLY)

Home Phone # \_\_\_\_\_ Business / Cell Phone # \_\_\_\_\_

## **RATE INCREASE**

Effective January 1, 2020



Dear Customer:

The enclosed bill reflects 10-percent rate increases in both the water and sewer portions of your monthly bill. There is no change in the sanitation service fee, which the Sewerage and Water Board collects on behalf of the City of New Orleans.

This represents the final step in an eight-year plan approved in 2012 by the New Orleans City Council and the Board of Liquidation, City Debt, after a series of public meetings in 2012.

The funds generated by these increases will be used to provide citizens with improved and more reliable water and sewer services.

Your bill may be prorated to include charges at both 2019 and 2020 rates if your latest billing period spanned part of December and January.

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Funds generated by the increase will be used for projects throughout the City, including but not limited to:

- Replacement and rehabilitation of water purification plant facilities and water pumping facilities.
- Replacement of water system transmission and distribution mains.
- Replacement of sewer system collection pipes required by Federal Consent Decree.
- Citywide installation of Electronic Meters

This insert is being mailed courtesy of the Sewerage and Water Board of New Orleans. Additional information detailing the rate change is available on [www.swbno.org](http://www.swbno.org).

*January 2020*

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*January 2020*