



ST. TAMMANY PARISH

MICHAEL B. COOPER
PARISH PRESIDENT

February 6, 2025

Please find the following addendum to the below-mentioned RFP.

Addendum No.: 1

RFP#: 24-28-3

Project Name: Utility Billing and Mailing Services

RFP Due Date: Tuesday, February 11, 2025

GENERAL:

- Replace Attachment A Price sheet with Attachment A Price Sheet – Revised
- Public Records Request Form- Attached
- Sample photo of Envelope – Attached

QUESTIONS:

Question 1. Can we get a sample data file?

Answer 1. The data files that we are able to provide were included in the RFP package. See Attachment I

Question 2. Can you produce the file in any other format than what's depicted in the RFP? (.CSV)

Answer 2. We are unable to change the way the file is formatted.

Question 3. Can I get a copy of the winning bid from the most recent cycle of this bid?

Answer 3. A Public Records Request will need to be completed to obtain this information (see attached)



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Question 4. Is there a current or previous incumbent for this contract?

Answer 4. Yes

Question 5. Is there a budget or cost estimate available for this project?

Answer 5. \$26,000 for billing and mailing services, this does not include postage / freight

Question 6. When is the anticipated start date for the awarded contract?

Answer 6. Approximately 45 days after the RFP opening. The date depends on how long it takes to evaluate the responses and the awarded vendor returning the contract documents.

Question 7. Can portions of this contract be subcontracted?

Answer 7. No

Question 8. What are the specifications of the inserts? (paper weight / print in color or black and white / size)

Answer 8. See price sheet Attachment A-Revised. Line item Printing insert has been removed.(see Attached)

Question 9. "Additional Inserts" is this the cost to add a 2nd / 3rd insert? Are the specifications for these additional inserts the same?

Answer 9. "Additional Inserts" are Inserts in addition to the bill and return envelope. Would be a per insert price.

Question 10. Should our prices reflect monthly volumes or annual volumes?

Answer 10. "Additional inserts" are not done on a regular basis. They are done on an as need basis. Price would per unit.



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Question 11. I am interested in the utility procurement opportunity. Are there any sample data files for procurers to test out? I have reviewed the attachments and the code example, but I would like to see if I can get an actual file to test in a software.

Answer 11. Due to our IT policy we are unable to provide this file to outside agencies

Question 12. Can you provide insights on how the previous contractor processed data from your department? Was is a program used or personalized coding to convert the raw data into invoices?

Answer 12. The contractor is given data from a file generated by our billing system and creates the invoice. We have no knowledge of how the information is converted to an invoice by the contractor.

Question 13. What company is currently printing and mailing your Utility Billing?

Answer 13. Data Prose

Question 14. Can you please provide a recent Services and Materials invoice?

Answer 14. See Attachment I for examples

Question 15. For your "Printing of Inserts" line item on Attachment A – Pricing: Can you describe the insert you would like quoted? Is it 8 ½ x 3 ½, or 8 ½ x 11? Does in print on one side or two? Does print in color or black / white?

Answer 15. See price sheet Attachment A-Revised. Line item Printing insert has been removed.

Question 16. Attachment A – Pricing Sheet: Printing of Inserts...Can you please provide the insert specifications? (paper size, one or two-sided, and number of colors on each side, quantity, and frequency)

Answer 16. See price sheet Attachment A-Revised. Line item Printing insert has been removed.



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Question 17. If any final addenda are scheduled to be issued by Friday, February 7th and vendors are to prepare and ship proposal packets for delivery before 2pm on Tuesday, February 11th, is it possible for the deadline to be extended by a few days to ensure enough time for delivery without delays? Priority shipping on Monday to ensure delivery the next day seems to be a very tight turnaround. If not, can you please advise what time we should expect final addenda to be issued on the 7th?

Answer 17. Addendum will be issued no later than 2:00PM on Thursday, February 6, 2025. The RFP date will not be pushed

Question 18. Will postage be reimbursed as charged with no added fees or costs?

Answer 18. Postage will be paid at the same rate charged to the contractor by USPS and no additional fees or costs can be added for postage.

Question 19. In our industry, it is not typical for vendors to front postage costs as USPS is a government entity separate from our print and mail services. We do provide mail processing services through NCOA, CASS, and presort to ensure the most favorable postage rates. However, USPS itself falls outside of our scope of service. To align with our standard operating procedures, all of our current Utility Bill contracted government customers maintain an escrow account containing 3 to 6 months of advanced postage funding. In light of this, we respectfully request an amendment to the above statement to clarify that postage funding will be required prior to submission of

Answer 19. See price sheet Attachment A-Revised. Line has been added for Postage Deposit Requirement

Question 20. Does the unit pricing for Paper Bills include the following?

- Data processing
- Weekly or Monthly custom messaging programming
- Separating same-address customers
- Postal Presort of main files
- Print file creation (1-page and multi-page versions)
- Paper (20# or 24#)
- Digital color print
- In-line perforation
- Folding (1-sheet bill)
- Insertion (1-sheet bill)



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- Insertion #9
- Sealing and delivery to USPS
- Envelope costs (#9 and #10)

Answer 20. The pricing should include any and all pricing needed to mail the bills

Question 21. Could you please provide an approximate quantity of same-address customers that will be grouped together for insertion into a single envelope?

Answer 21. Approximately 300 additional impressions per month

Question 22. Could you include a line item for pricing related to Paper Bills that are combined for multi-page insertion of the same customer in a householding format?

Answer 22. See price sheet Attachment A-Revised. Line added for Additional Bill Impressions for multi-page insertion to the same customer. (see Attached)

Question 23. Please provide more details on the pricing requirements for inserts as outlined in the RFP.

1. What paper weight (20# or 24#) and color print specifications should be used for inserts (white paper or color paper)?
2. What will the typical print run quantity be for inserts (e.g., one-month supply, two-month supply, three-month supply)?
3. For the insert specifications, could you clarify the following?
 - a) 8.5x11 with one color on one side?
 - b) 8.5x11 with one color on two sides?
 - c) 8.5x11 with two colors on one side?
 - d) 8.5x11 with two colors on two sides?
 - e) 8.5x11 with three colors on one side?
 - f) 8.5x11 with three colors on two sides?
 - g) 8.5x11 with four colors on one side?
 - h) 8.5x11 with four colors on two sides?
 - i) 1/3 of 8.5x11 with one color on one side?
 - j) 1/3 of 8.5x11 with one color on two sides?
 - k) 1/3 of 8.5x11 with two colors on one side?
 - l) 1/3 of 8.5x11 with two colors on two sides?
 - m) 1/3 of 8.5x11 with three colors on one side?
 - n) 1/3 of 8.5x11 with three colors on two sides?
 - o) 1/3 of 8.5x11 with four colors on one side?
 - p) 1/3 of 8.5x11 with four colors on two sides?



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Answer 23. See price sheet Attachment A-Revised. Line item Printing insert has been removed. (see Attached)

Question 24. Could you add a line item for the annual purchase cost of envelopes?

Answer 24. The cost will remain as stated on the current sheet “per bill”

Question 25. May we note the cost variance for envelopes in our proposal due to this requirement?

Answer 25. Not applicable

Question 26. For the #9 Single Window Envelopes, could you provide the following specifications: Window dimensions and position

Answer 26. Window dimensions and position should line up with the payment coupon on the sample invoice provided (Sample Envelope Attached)

Question 27. Is the envelope printed? If so, please specify the colors and whether printing occurs on both sides. If inside tinting is required, please confirm.

Answer 27. Printing on both sides in black ink. Inside tinting is required. (Sample Envelope Attached)

Question 28. For the #10 Double Window Envelopes, could you provide the following specifications: Window dimensions and position

Answer 28. Should fit the return address and mailing address in the sample invoice provided

Question 29. Is the envelope printed? If so, please specify the colors and whether printing occurs on both sides. If inside tinting is required, please confirm

Answer 29. No printing on the envelope is required other than postage information. Inside tinting is required.



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Question 30. Are there any planned changes, such as introducing new billing systems or migrating customer accounts, that could affect the scope of services during the contract term?

Answer 30. Yes, a new billing software is expected to be on line in the next 6 – 12 months. We do not know at this time what if any changes may be necessary

Question 31. Should the pricing in Attachment A be inclusive of all setup fees, recurring costs, and any anticipated additional charges?

Answer 31. There is a setup fee line on Attachment A. Yes, cost should include any recurring costs and/or anticipated additional charges.

Question 32. How should postage costs be invoiced? Will the Parish prefer itemized breakdowns for transparency?

Answer 32. Yes, itemized breakdowns will be expected.

Question 33. Is there an anticipated annual budget for this contract that you can share to guide our financial proposal?

Answer 33. No

Question 34. What are your specific expectations regarding the turnaround time for printing and mailing late notices?

Answer 34. Stated in section 2.1 of the RFP

Question 35. How does the Parish define "performance failure" or "non-compliance," and what penalties, if any, are associated with such issues?

Answer 35. Follow the instructions in section 1.5 Proposal Response Format for compliance with the RFP.

Question 36. Is there a defined Key Performance Indicator (KPI) or Service Level Agreement (SLA) that the Parish expects from the service provider

Answer 36. No



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Question 37. What is the format of the space-delimited data file transmitted to the provider, and how often will updates to the format be expected?

Answer 37. It is a text document. Updates are unknown at this time.

Question 38. Are there additional systems or platforms beyond inHance Impress that will require integration?

Answer 38. Not at this time

Question 39. What is the current process for utility billing and mailing services, and what specific challenges are you looking to address with this new contract?

Answer 39. Not applicable

Question 40. Do you require any specific design elements, colors, or logos for the utility bills and notices beyond the provided samples?

Answer 40. No

Question 41. Can you elaborate on the requirement for "secure FTP servers"? Are there specific security certifications you expect?

Answer 41. There are no specific certifications needed as long as the site is secure.

Question 42. Are there any unique features or capabilities you'd like to see in the billing statements (e.g., barcodes, QR codes, custom graphs)?

Answer 42. See bill sample included in RFP for barcode. Additional features may be considered when new billing software is implemented.

Question 43. Will St. Tammany Parish provide inserts for the bills, or do you anticipate requiring design and printing services for them as well?

Answer 43. St. Tammany Parish will provide inserts.

Question 44. Can you confirm if there are any addenda to the RFP that we need to acknowledge or review?

Answer 44. Yes it will be issued no later than 2/6/2025 by 2:00PM



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Question 45. Will there be an opportunity for oral presentations or discussions after the proposal submission?

Answer 45. No

Question 46. Is there a specific scoring weight for each evaluation criterion beyond the percentages mentioned in the RFP?

Answer 46. This information is provided in Part III of the RFP package

Question 47. Are there any preferences for local or Louisiana-based vendors during the evaluation process?

Answer 47. No

Question 48. Will feedback on unsuccessful proposals be provided after the contract award?

Answer 48. Evaluation summary can be provided upon request

Question 49. Could you please confirm if customer service support is expected as part of the utility billing and mailing services contract?

Answer 49. Customer service support is expected.

Question 50. Would like to know the previous award amount for this service?

Answer 50. \$127,600 for postage and \$26,000 for billing and mailing services

ATTACHMENTS:

- Attachment A Price Sheet-Revised.PDF
- Public Records Request.PDF
- Sample Envelope.PDF

End of Addendum # 1

PROCUREMENT DEPARTMENT
P.O. BOX 628 | COVINGTON, LOUISIANA | 70434 | PROCUREMENT@STPGOV.ORG | 985-898-2520

WWW.STPGOV.ORG

Version 2024 Q1

ATTACHMENT A - REVISED
RFP#24-28-3
Utility Billing and Mailing Services

I. Pricing Sheet

Bidder **must** acknowledge all addenda by entering the number the Parish assigned to **EACH** of the addenda that the Bidder is acknowledging.

The Bidder acknowledges receipt of the following: **ADDENDA:** _____.

- All fields must be filled in. No blanks will be permitted.

Description of Work	Unit of Measure	Unit Price
Postage Deposit Requirement / how is deposit calculated		
Paper Bill (does not include postage)	Per unit	
Additional Bill Impressions for Multi-Page insertion to same customer	Each	
Additional Inserts	Insert	
Folding of Inserts	Insert	
3 Month Bill Search / View	Service	
PDF Copy of Weekly Bills	Per Week	
Technical Services - set up, formatting for changes after initial set up	One Time	
NCOA Link Update Service	Correction	
Initial Set up fee	Service	

Company/Contractor: _____

Signature: _____

Date: _____

Printed Name: _____

Title: _____

Address: _____

Telephone: (_____) _____

Email: _____

PLACE
POSTAGE
HERE



... ..



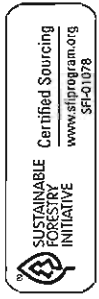
Recyclable Paper

DP0002-RE

HAVE YOU REMEMBERED TO...

- Enclose your signed check?
- Write your account number on the check?
- Enclose the payment coupon so our address appears in the window?

THANK YOU!



**ST. TAMMANY PARISH GOVERNMENT
PUBLIC RECORDS REQUEST FORM**

Date: _____

Name: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ Fax: _____

E-Mail: _____

Description of records requested – Be as specific as possible. Please use the space provided below. You may attach additional pages to this form if necessary.

Department(s)/area(s) that you believe may have the records:

- | | | |
|---|--|--|
| <input type="checkbox"/> Animal Services | <input type="checkbox"/> Grants | <input type="checkbox"/> Public Information |
| <input type="checkbox"/> Engineering | <input type="checkbox"/> Health and Human Services | <input type="checkbox"/> Public Works |
| <input type="checkbox"/> Development-Permits | <input type="checkbox"/> Human Resources | <input type="checkbox"/> Department of Utilities |
| <input type="checkbox"/> Development-Planning | <input type="checkbox"/> Information Technology | <input type="checkbox"/> Environmental Services |
| <input type="checkbox"/> Facilities Management | <input type="checkbox"/> Inspections and Enforcement | <input type="checkbox"/> Procurement |
| <input type="checkbox"/> Finance | | |
| <input type="checkbox"/> Other (Please specify) _____ | | |
-
-

Response Options:

- View records:** The requestor will be notified when the records are available for review. There is no cost to view the records during regular business hours.
- Obtain a copy:** A letter providing reproduction options (physical or electronic) and costs will be provided to the requestor once the documents have been collected, reviewed, redacted (if necessary), and page numbered.

Please submit all public records requests by using one of the following:

Email: pr@stpgov.org

Fax: (985) 867-5124

Mail: P.O. Box 628

Covington, LA 70434