

**EL PASO WATER  
PURCHASING DEPARTMENT  
P.O. BOX 511  
EL PASO, TEXAS 79961**

**El Paso Water Bill Printing and Mailing Services**

**RFP NUMBER 09-17**

**ADDENDUM NUMBER 2**

**February 7, 2017**

**Attention of all bidders is directed to the following addendum to this Bid Proposal:**

A. Response(s) to Bidder's question(s):

- Question: Please clarify your requirement for PDF archiving and viewing. EPWU will provide PDF input files for print production. Are the same PDFs made available for archiving and viewing through the enQuesta user interface?  
Answer: The bills are available through the enQuesta user interface however the Utility is requesting the ability to access/view the file being processed by the vendor, it would be for internal use only.
- Question: Is the print vendor required to resend PDFs back to EPWU for upload to the enQuesta user interface, or make them available through a vendor hosted solution?  
Answer: There is no need or requirement to upload the bills back to the enQuesta system or make them available to the customer through a hosted solution.
- Question: In the pricing table there is no line for archiving. Since you want the pricing tables to follow your format in the RFP, may we add an additional line item to the second table?  
Answer: The pricing for the archiving can be listed along with any other charges the vendor wishes to include with their proposal.
- Question: If questions aren't due until 2-6-2017 and answers will probably take a day or two to gather and publish, where answers may materially affect gathering information such as form and envelope costs, is it possible that there may be a 2-3 day extension on responses to be submitted?  
Answer: No extensions will be issued at this time.
- Question: The RFP on page 6 under Submittal Requirements, first bullet asks for audited Financial reports if the bidder is a private company. Can bidders:
  - a. Submit these marked as Confidential and Proprietary- Not To Be Released under any circumstances in an appendix at the end of the response?
  - b. Or send these under separate cover as Confidential and Proprietary- Not To Be Released under any circumstances?Answer: Either way would be okay.

- Question: Page 4, Requirement #5: When you refer to “mailing turnaround time of two (2) business days” are you meaning delivered to the Post Office? When you refer to “all mailed bills must be processed through the postal service within three (3) postal service business days” are you meaning that the bills need to be out of the post office and in the mail stream or do you mean actually delivered to your end customer’s address?

Answer: It means the bills must be processed, mailed and received by the customer within three business days.

- Question: Page 5, Pricing: When you say “NCOA or Intelligent barcode”, those are two different things that do perform different services. Are you meaning the address update service that NCOA implies?

Answer: Yes

- Question: Page 5, Pricing: When you refer to “Color Print”, could describe in more detail that you mean (ie: how many colors, how much color print might be required, etc.)?

Answer: the bills are printed in black and white the mailing envelope has dark blue lettering, the return envelope has black lettering.

- Question: Your sample envelopes show differing message printed on the different samples you posted. How often does that variable message change as that is important to know what the quantities would be when ordering custom envelopes for pricing considerations for all vendors.

Answer: Notification of any messaging changes would be provided to the vendor in advance, sufficient envelopes would need to be ordered to support the mailing of the entire billing cycle for a specific length of time which could vary from one month to multiple months. We provide an annual schedule with what messages go with what months.

- Question: The Water Bill Printing and Mailing Services RFP includes several types of internal documentation, such as Insurance, Conflict of Interest Questionnaire, Statement of Residency, etc. Am I required to complete and submit these with the RFP response, or is this managed during the Contract stage?

Answer: Yes, all forms are required at the time of the RFP with the exception of the Insurance. Insurance is due once the award is made.

Bidder shall acknowledge receipt of this addendum and submit this acknowledgment with their bid submittal. Failure to acknowledge addendum(s), may result in rejection of bid.



Christina Rivas  
Procurement Analyst

---

BIDDER'S ACKNOWLEDGEMENT OF RECEIPT



LChacon