

# QUESTIONS & ANSWERS

## BID# WS 40-14

1. It is mentioned within the Bid package that a sample bill and sample envelopes are attached to the Bid; however, there are no samples included in the PDF document. Can you please provide the material samples? **This was sent on Friday 4/11/14.**
2. Is the statement paper printed 1/1 with blue on the front and blue or black on the back? **The front of the current utility bill has preprinted information in blue and an Okaloosa County Logo with 4 different shades of blue. The customer's information is then filled into the appropriate areas in black ink. The back of the bill is currently preprinted with black ink.**
3. as stated on Page 3: Background, 13 spooled files are generated during processing. Please clarify if OCWS will be transmitting all 13 separate files at one time. **The Thirteen files are normally sent to the vendor at one time.**
4. On Page 4, Section 1 it states that an online tool must be available to OCWS. Is a manual process via direct customer service contact sufficient to meet this requirement, or is an online tool mandatory in order for the vendor to be required? **The process should be done either through an FTP, a web tool, or another method that will allow OCWS employees to generally accomplish the process without the need of the vendor's staff.**
5. What time will OCWS transmit the data files to the vendor? **The data files are normally transmitted between 7 am and 9 am central time.**
6. What is the normal response time for viewing and approval of online sample bills? **They are normally reviewed within thirty minutes of notification.**
7. Please define OCWS combining criteria for bills with the same addresses and customers with multiple meters. **Customer with the same address would be combined into one envelope if on the same transfer file. Customers with multiple meters will have all meter information on the bill. (It may take more than one page to accomplish all meter information being displayed or the reformatting of the current look of the bill.)**
8. What is the approximate number of customers that receive a 2<sup>nd</sup> utility bill page? **We currently have 78 customers that have more than one meter at a location which would result in a possible second page depending on the look of the new utility bill.**
9. On Page 5, Section 2 under Statements, it states that OCWS will provide daily bill files. Is this a daily file that is accumulated and billed weekly? **OCWS normally only bills once a week. The bills will be accumulated and billed monthly.**
10. On Page 6, Section 4 under Mailing, it states "Respondents shall provide proof of postage and an invoice to OCWS for repayment." Will the vendor be allowed to invoice weekly for postage used in that respective cycle? **The statement should be sent monthly.**
11. Because of current legislation that is being reviewed, if postage is billed up front, there are sales tax implications if postage is packaged with the processing. Can this be handled with a separate invoice that addresses postage? **Postage is still being discussed through Legislation.**

12. Please clarify that Liquidated Damages are not subject to application if the delay in the mailing is the result of OWCS. **If OCWS causes the delay then will not result in liquidated damages as long as the mailing is capable of going out the next postage day.**
  
13. Referring to Page 17, Special Terms and Conditions, #28 Payments – what are the requested terms of payment and does OCWS have the ability to pay electronically? **Yes (EFT) Electronic Funds Transfer.**
  
14. Under Initial Bill Design & Development on Page 29, please clarify the following:
  - a. Does “Charge for combined bills” refer to customers with like addresses and/or multiple meters? **If customers have like addresses in the same transmittal file then those bills will be placed in the same envelope.**
  - b. Does “Charge for bill insertion (single page printed material 8 ½ x 11)” mean just a single notice or is it referring to inline inserts and offline inserts as described on Page 8, Section E?
    - i. If this is referring to the inserts, are you looking for the Respondent to include the price to insert an additional insert but not the production of the insert?  
**We currently have a newsletter that is inserted into the envelope quarterly. The newsletter is drafted and e-mailed to the vendor. The copies are then made by the vendor and inserted into the specific envelopes. This newsletter is a single page 8 ½ X 11 form. Additional items can be inserted the same way from time to time. The forms could also be a multi-page document that needs to be folded and placed within the envelope. We may also have the forms created locally and shipped. We need the cost for items that are single page and printed though you and items that are shipped to you and inserted into the statement.**
  - c. Does “Charge for bill insertion (multi page printed material or tri fold brochure) mean the insertion of a multi-page notice or is it referring to multiple inline/offline inserts as described on Page 8, Section E?
    - i. If this is referring to the inserts, are you looking for the Respondent to include the price to insert an additional insert but not the production of the insert?  
**This is partially answered in the question above. We need the cost for multi-paged items that are printed though you and items that are shipped to you and inserted into the statement.**