Bill Printing Questions and Answers

Please provide a color sample of both sides of your bill.

Attached

If no sample is available, please answer the following:

Is the information on the back of the bill static?

The back of the bill is static.

Are your bills currently laser printed on a preprinted bill form, or is the entire bill rendered on plain paper?

Our bills are preprinted. The billing information is then printed on the form.

 Who is currently printing and mailing your bills?

Pinnacle Data Systems

How much are you paying for the printing and mailing of them? How much are you paying for 1-2 ounce First Class Postage?

Bills are $.10 each, inclusive of printing and envelopes.
Average postage is $.44 to $.48

Refer to pages 4 & 5 of the RFP: Can you confirm the format of the proposals you want to see is described on page 4? (Management Summary, Approach, Corporate Experience and Capacity, Staffing, References, Additional Data and Cost Data).

Seems this would be self-explanatory

Can you tell me who was awarded the previous contract and supply the price or tabulation?

Pinnacle Data Systems

What is the format the files will be sent in?

Billing flat files are in a delimitated text format.

Will the bill be mailed via a meter stamp or does the County have a Permit?

Bills will be mailed via the vendors meter stamp.

Can you supply PDF samples of the form and envelopes?

Bill example attached.
We do not have an example of the envelopes.

 It indicates that there are 29,000 utility bills each month. It goes on to say that they are on a monthly scheduled basis with 37 routes.
 Does this mean that we will receive 37 different files over the month on different days, or will there be one file each month with an identifier within that file for the 37 routes? In other words, do we get one file each month with 29,000 bills to process or 37 files throughout the month with an average of 780 bills?

The JWSC will transmit 2 to 3 billing files each day.

I have received a PDF of your RFP for bill printing services. May I request a word document so that we can build our response to coordinate with your requests?

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Is there an opportunity, either included with the response to this RFP or in the near future, to propose other billing services such as electronic bill payment and presentment, one-time online payments, mobile billing, IVR and bank consolidation services?

The JWSC is implementing a software capable of these services in house.

Who is your current vendor?

Pinnacle Data Systems

What is your current cost per bill?

Bills are $.10 each, inclusive of printing and envelopes.

Can you send a sample of your current bill?

Attached

Who are you using for your bill printing currently?
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