



Forsyth County Procurement

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June 30, 2020

ADDENDUM #1

RFP 20-87-3340

For: **Printing and Mailing of Utility Bills (Water & Sewer)**

This addendum supersedes and supplements all portions of the bidding documents and becomes part of the contract documents for the above-referenced project.

Where any item called for in the specifications or indicated on the drawings is supplemented hereby, the original requirements shall remain in effect.

Where any original item is amended, voided or superseded hereby, the provision of such item not so specifically amended, voided or superseded shall remain in effect.

Response to questions received: *(response in italics)*

1. Does your current print and mail vendor exceed the counties expectations with their performance? *The current vendor meets all requirements.*
2. Is the County interested in a single vendor for both physical and electronic bill presentment? *We are seeking a vendor to physically mail and house pdf copies of the bills for our payment vendor to access.*
3. Would the County be interested in Payment Alternatives to be included in this solicitation? (For example, Kiosks, Remote Payment Stations, etc.) *No.*
4. Anticipated quantities per batch *Cycle bills range from 5600 to 9900. Final bill batches are dependent on number of accounts closing within the timeframe.*
5. Paper specifications for each component *Bill paper is standard 8.5 x 11 white paper with a perforated remittance stub for return. Inserts, depending on specifications, can be on standard paper or Gloss paper stock.*
6. Quantities of initial inventory and reorder levels *Proposer will be expected to handle the initial stock and reorder levels so as not to run out of stock at any given time.*
7. What is the average month volume of all billing documents the vendor will need to produce? *Bills processed into pdfs for May 2020 were @ 62000 with mailed pieces totaling @ 44500.*
8. How often are billing data files submitted – daily, weekly, multiple times per day? *Regular cycle billings are submitted twice a week and final bill batches are submitted as needed.*
9. What time of day are billing data files submitted? *Time of day varies but is usually between 8:30 am and 5:00 pm ET*

10. Does the County require proof approval prior to mailing each cycle? *No.*
11. What is the desired turnaround time for the vendor have to print and mail the utility bills? Next business day? *Files should be processed and mailed within one day of receipt.*
12. What are the different document types sent out by the County – utility bills, late notices, shut off notices? *Utility bills are the only batches being sent at this time. Late and/or disconnect notices are required to be dynamically printed on the bills depending on content of the data file.*
13. Can you provide specifications and/or samples of the envelopes that are currently in use? *Envelopes are #10 double window envelopes for mailing and #9 remit single window envelopes.*
14. May we recommend our standard envelopes as part of our bid response? *As long as this fits with the approved bill format. Provide a sample.*
15. Do the envelopes require marketing imprints either monthly or quarterly? *Not at this time.*
16. The RFP states "Water bills printed in color." but does not indicate if the printing is full color 4/4, color with black backer, 4/1 or other color combination. *We are seeking options from the proposers.*
17. It appears that the selected vendor will be required to produce inserts - "Accept an electronic file/copy of an insert(s), prepare the inserts and have them included and delivered with our water bills. The ability to vary the type of paper used for the bills and for the inserts." – can the County provide specifications or samples of inserts on which we are to quote? *Inserts vary from year to year and depend on the decisions of management. One example is the rate increase insert and Don't flush It campaign. (images attached.)*
18. The County has a commencement date of January 1st, 2021 – when will the contract be awarded and what is the desired time frame for implementation? *It is anticipated this will be awarded in August 2020, thus we will work with the successful proposer to ensure a January 1, 2021 start date.*
19. Who is the current vendor providing this service? *Pinnacle Data Systems*
20. What is the current cost per billing statement for this service, including printed components, processing and labor? *Printing and mailing of double-sided bill, including #10 & #9 envelopes: \$0.084 ea; additional sheets in house holded envelopes \$0.045/pg; pdf creation/housing \$0.015/pg; Insertion of additional inserts \$0.005/sheet; Cost for household packaging \$0.60; Insert pricing varies.*
21. Is the initial contract for 1 year with three 1-year renewals for a total of 4 years? *Correct, if agreeable to both parties and funding is available.*
22. The vendor is required to create PDF's and integrate with Invoice Cloud. How long will the vendor be required to host PDF's online – 12, 24, or 36 months? *24 months*
23. Given the sensitive nature of the customer billing data and financial transactions, are prospective vendors required to carry Cyber Liability insurance? – I did not see it listed, but it is often industry standard for these types of RFPs. *No financial transactions will be made/saved under this project.*
24. Why are you issuing the solicitation? *The contract is to expire 12/31/2020.*
25. Are payment and performance bonds required? *No.*



New Water & Sewer Rates

Effective January 2, 2020

During their August 2, 2018, meeting, following a comprehensive rate study, the Forsyth County Board of Commissioners adopted a resolution increasing county water and sewer usage rates.

The study and resolution can be found on the Water & Sewer page at forsythco.com.

The next yearly increase will occur with bills dated on or after January 1, 2020, and every January through 2028.

Water & Sewer Rate Increase

Base rates and consumption charges (per thousand gallons) will increase as noted below. Irrigation Tiers are higher by legal requirement and to encourage water conservation.

The base rates below apply to residential, irrigation, commercial and reuse accounts. Any rates not listed below can be found on the Forsyth County website.

New water base rates:

Meter Size	5/8"	1"	1 1/2"	2"	3"	4"	5"	6"
2020 Fixed Charge	\$12.85	\$16.07	\$21.42	\$32.14	\$96.41	\$133.91	\$267.81	\$482.05

New water consumption rates (per thousand gallons):

Customer Class	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5
Residential	\$3.62	\$4.90	\$6.86	\$9.74	\$14.13
Irrigation	\$7.25	\$10.87	\$14.49	\$18.11	N/A
Commercial	\$3.98	N/A	N/A	N/A	N/A
Hydrant	\$4.90	N/A	N/A	N/A	N/A
Reuse	\$2.41	N/A	N/A	N/A	N/A

New sewer base and volumetric rates (per thousand gallons):

Customer Class	Monthly Fixed Charge	\$ Per Thousand Gallons
Residential	\$13.65	\$6.60
Commercial	\$27.30	\$6.60

A Rate Calculator is available on the Water & Sewer Rate page of the Forsyth County Water Department's website. For more information on your water & sewer bill and the new rate resolution, visit www.forsythco.com.

We need your help!

Even if a product says it is “flushable” - unless it is toilet paper, it should not be flushed!

Just a reminder as we work together to keep our community safe and our vital services working properly, please only flush toilet paper down the toilet—everything else needs to be safely disposed of in the trash. What should you do with used baby wipes, tissues, papers towels, and other items you’ve resorted to in the absence of actual toilet paper? What about all of the disposable personal protective equipment or PPE?

Put it in a trash bag, seal it up well, and dispose of it safely in your normal trash.

How will you be impacted?

These maintenance challenges can cause additional man-hours and costly repairs to our systems which may result in an increase in utility rates. If we all work together and make simple adjustments—we can protect our valuable utility systems. Your cooperation is greatly appreciated.

Any items other than toilet paper that are flushed are a serious maintenance problem—for both publicly owned wastewater treatment plants and private property owners. These items by themselves or in combination with other materials can clog pipes and inhibit the proper functioning of pump stations or the wastewater treatment plant which could lead to raw sewage backing up into your home or overflowing into streets and streams, potentially jeopardizing the public health and the environment.



Dispose of these items in a trash can/receptacle:



A few more helpful tips...

- Flush only toilet paper down the toilet.
- Scrape food scraps into the trash or compost.
- Never pour grease or oil down sinks or toilets. Pour grease and oil into a can to cool. Once cool, place can in the freezer to solidify. Once solid, dispose of it in the trash.
- Do not flush disposable materials such as cleaning wipes, face masks, gloves or personal hygiene products. Dispose of these materials in the trash.

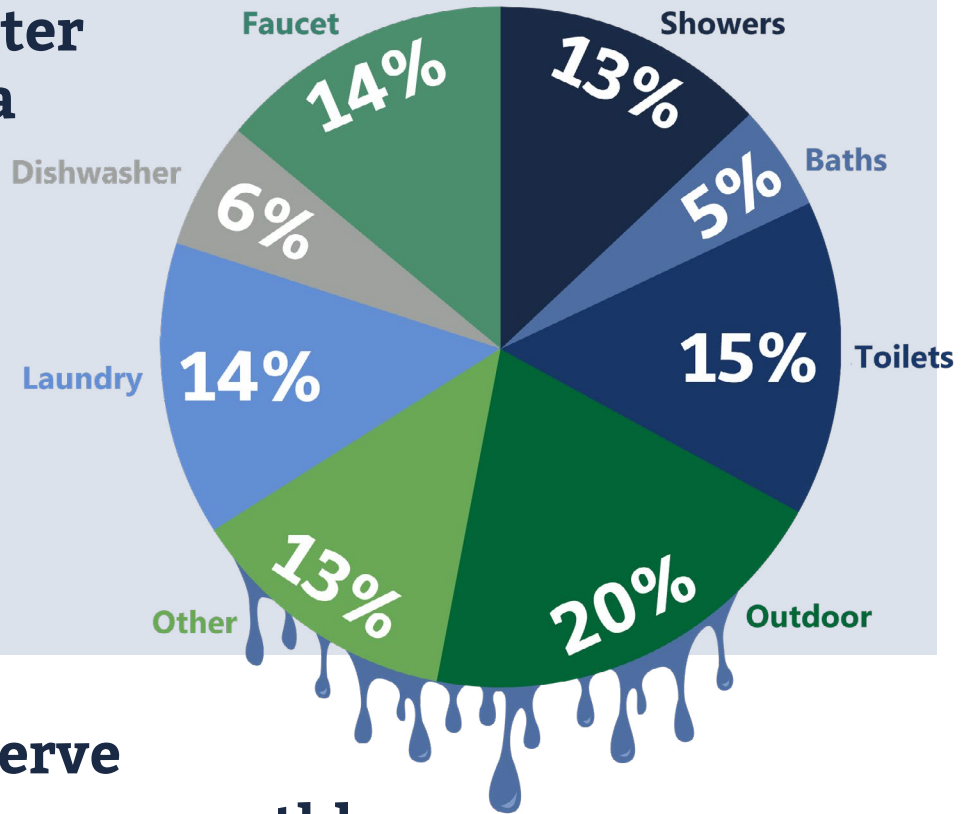


This PSA was provided courtesy of Forsyth County's Water & Sewer Department.

How to Save Money on Your Water Bill

How We Use Water in Metro Atlanta

On average, a typical consumer uses approximately **70 gallons** of water per day at their residence. A three person household would use **210 gallons** per day – an average of **6,300 gallons** per month.



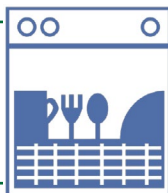
How can you conserve water and reduce your monthly water bill? Here are some tips:



Check and repair leaks inside and outside the home. An unchecked leak can waste over a hundred gallons of water per month.

Shorten showers and turn off water when shaving or brushing teeth.

Replace older toilets and shower heads with high efficiency models. If your home was built before 1993, you may qualify for a toilet rebate.



Remember that **“Toilets are Not Trashcans.”** Every flush can use 5-7 gallons of water. Throw tissues, wipes, insects and other trash into a wastebasket.

Choose efficient appliances.

Look for EPA WaterSense and ENERGY STAR labeled products when shopping for new appliances and fixtures.



Follow the Georgia Water Stewardship Act, Outdoor Water Use Schedule and only water your lawn between 4 p.m. and 10 a.m.