

ADDENDUM #1

TO THE RFP DOCUMENTS #2016-02 FOR UTILITY BILLING PRINTING AND MAILING SERVICES

TO: ALL RFP DOCUMENT HOLDERS

DATE: AUGUST 11, 2016

This Addendum #1 issued prior to receipt of RFPs will become part of the Contract documents, superseding the originals to the applicable extent indicated. Proposers shall be responsible for issuing information to those furnishing quotes to them.

CHANGES:

ADD: Underlined section

Section 3.2.1.A.i

Or 2) Twenty-five (25%) percent of its fiber weight consisting of post-consumer waste **OR all paper and envelopes is Sustainable Forestry Initiative (SFI) certified.**

CLARIFYING QUESTIONS:

1. 3.2 Scope of Work

3.2.1 (A), (iv) "remittance envelope shall be #9 single window, preprinted with delivery address and United States Postal Service (USPS) presorted bulk postage."

Question: Does 'presorted bulk postage' refer to Business Reply Mail?

Answer: No. Presorted bulk postage is used by the current mailing services company with the vendor name on the permit. An example is "FIRST CLASS MAIL PRESORTED U.S. POSTAGE PAID XXXXX (Vendor name or Permit #) which is preprinted on the #10 double window security envelope in the upper right corner.

The Business Reply Mail would allow customers to use the #9 envelope with prepaid postage. WES does not have prepaid return envelopes and does not want this type of mailing.

2. 3.2. Scope of Work

3.2.1 (B), (i) "WES shall provide to vendor its USPS presorted postage information for all postage (statement and remittance envelop)."

Questions: Does the County have a presorted postage permit for shipping from Bend? Would the County consider obtaining one? Or would the County approve drop-shipping each job to be mailed from the appropriate post office?

Answers: 1. No 2. No 3. Yes

3. 3.2. Scope of Work

3.2.1.(A), (ii), "Monthly statements shall be generated by Tyler Technologies incode in specifications that include 8.5" x 11", 26# white paper PMS colors 221, 3155 on the front side only, double-sided with black ink only on the back, micro-perforated at 3.5" from the bottom, horizontal format. Statements shall be accordion folded."

3.2.1. (A), (v) "Inserts will be 26# paper but may be sized for either 1/3 page, 8.5" x 11" single side tri-folded or 8.5" x 11" double-sided tri-folded. Inserts may be black and white, full color or high gloss."

Question: What brand of 26# paper is the County currently using?

Answer: **We have no particular brand we use.**

4. **Question:** Would we be able to see a sample of the output (Invoice & Statement) and a corresponding Data file?

Answer: Yes, scan is attached. No corresponding data file is available at this time.

5. **Question:** Could you send us your envelope window specs for the double window #10 and Single window #9?

Answer: Standard #10 (4-1/8" x 9-1/2")

#9 reply 3-5/8" x 8-7/8", window size 1-1/8 x 3-5/8, 4-1/2" from left; 1/2" from bottom

6. **Question:** Is recycled stock required? We have paper and a #10 double window envelope that we keep in stock but it is not recycled.

Answer: Yes, per County policy in Scope of Work 3.2.1.A.(i.) page 7.

7. **Question:** The paper specs request 26# stock. Would 24# stock or 28# stock work? Our vendor does not keep 26#.

Answer: We will accept quotes on 23# and 28#. Acceptance is pending verification that Lockbox requirements allows for these weights.

8. Question: Is the printing that is listed in the scope (see below) the variable or would this be pre-printed and we would print the variable separately?

Specs listed: "PMS colors 221, 3155 on the front side only, double-sided with black ink only on the back"

Answer: Above specs are for the pre-printed bill stock.

8.a. Question: If printing variable separate, is variable print in color or black ink and is it double-sided or single-sided?

Answer: Printing variable separate billing information is in black ink/single-sided.

9. Section 3.2.1.A.iii: Statement envelope shall be #10 double window security envelope

Question: For the above specs can a #10 large single window security envelope be used?

Answer: No

All Proposers shall acknowledge receipt and acceptance of this Addendum #1 by signing in the space provided and submitting the signed Addendum with the Proposal. Proposals submitted without this Addendum may be considered informal.

George Marlton – Procurement Division Director

Received, acknowledged, and conditions agreed to this _____ day of _____, 2016.

BIDDER: _____

BY: _____



Clackamas County Service District No.1 (CCSD #1)

Water Environment Services

A Department of Clackamas County
503-742-4567 • www.clackamas.us/wes -Billing Inquiries
www.riverhealth.org -for District Information

Table with 2 columns: ACCOUNT NO., DUE DATE. Values: [REDACTED], 07/20/2016

Main billing table with columns: CUSTOMER NAME, BILL DATE, BALANCE FORWARD, INCLUDES PAYMENTS RECEIVED BY, SERVICE ADDRESS, SERVICE FROM, SERVICE TO, DESCRIPTION OF SERVICES, UNITS, AMOUNT. Total amount due: 53.00

Protect the environment. Sign up for paperless billing today at our website www.riverhealth.org or call us at 503-742-4567.
On behalf of Clackamas County Service District No 1, the Clackamas County Board of County Commissioners as a Governing Board, is considering sanitary sewer and surface water rate increases on June 29, 2016.

Detach and Return The Remittance Coupon Below With Your Payment

Clackamas County Service District No. 1
Water Environment Services
A Department of Clackamas County
150 Beaver Creek Rd.
Oregon City, OR 97045

Remittance coupon table with columns: DUE DATE, AMOUNT DUE, ACCOUNT NO., AMOUNT PAID. Values: 07/20/2016, 53.00, [REDACTED], ** DO NOT PAY **

check for change of address (see back of stub for details)

DIRECT DEBIT - PAYMENT WILL BE DRAWN ON 07/20/2016



Remit To: Water Environment Services
PO Box 6940
Portland, OR 97228-6940

AUTOSCH 5-DIGIT 97086 5 PSS 97188BA28-A-1
932 1 AV 0.373



000053000216938026



WES

RiverHealth



CONTACT (WES):

Office hours: Monday-Thursday 7:30 a.m. to 5:30 p.m.
Closed Fridays - Sundays and holidays

Address: 150 Beaver Creek Rd.
Oregon City, Oregon 97045

Phone: 503-742-4567

Fax: 503-742-4565

www.clackamas.us/wes
www.riverhealth.org

Sewer Emergencies: 503-655-8211
(after business hours)

WHO WE ARE: Clackamas County Service District No. 1 (CCSD #1) provides wastewater treatment and surface water management services to unincorporated North Clackamas County, the City of Happy Valley and the western edges of Damascus, as well as wholesale wastewater treatment services to the cities of Milwaukie and Johnson City.

EXPLANATION OF CHARGES: WES bills CCSD #1 for sewer, surface water & on-site maintenance services. Rates cover the operation and maintenance of these systems. Residential customers are billed a standard rate per dwelling unit. Commercial and institutional sewer rates are based on a 12 month water consumption average. Surface water fees are billed on impervious surface area with 2,500 square feet equaling 1 unit. On-site maintenance fees are billed to residents in subdivisions where additional detention is required.

PAYMENT OPTIONS: In addition to paying by check or cash, WES offers an on-line payment option by visiting our website at www.clackamas.us/wes and clicking Pay your Utility Bill Online. To have your payment drawn from a checking or savings account, you can sign up for our Direct Debit service by requesting an application form at 503-742-4567, or at our website at www.clackamas.us/wes/customerservice.html. For your convenience a payment drop box is located in our parking lot for after hours payment drop off. WES offers a "green" paperless billing option to all customers.

LOW INCOME DISCOUNT: For qualifying maximum income levels and an application call 503-742-4567 or visit our website at www.clackamas.us/wes/customerservice.html.

LANDLORD POLICY: Owners will be billed for rental properties and are responsible for any past due balances on rental accounts per ORS 91.255.

RETURNED PAYMENT CHARGE: A \$25.00 fee is charged for all returned payments.

PAST DUE ACCOUNTS: Account balances over 30 days past due are assessed a penalty of 9% per annum. Delinquent balances may be transferred to owner's property taxes for collection under ORS 454.225.

REFUND POLICY: Termination of service due to the sale of property or discontinued tenancy during a period for which you have already paid, may entitle you to a refund of a portion of your payment.

CHANGE OF ADDRESS: To change your mailing address only, please complete the following. If you no longer own or live at this service address, please call customer service at 503-742-4567 to suspend service.

ACCOUNT NO: _____

CUSTOMER NAME: _____

MAILING ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

CONTACT NUMBER: _____

EMAIL ADDRESS: _____

THANK YOU FOR HELPING PROTECT PUBLIC HEALTH
AND THE ENVIRONMENT IN CLACKAMAS COUNTY.