

Bill Print RFP Answer 10/21/2014

1. On pg. 19 of the RFP what is meant by "Data processing – 90 days of storage & viewing."

This is meant to describe the ability by Park City to view pdf or similar electronic documents that display the bill that was sent to a specific customer. This service need not be billed separately, but can be. Our vendor charges us per bill that we look up.

2. On pg. 19 of the RFP what is meant by "Secure downloading of Billing Statements monthly in the Eden Formant to Park City."

Park City was unclear here. This was meant to require the Vendor to provide for a secure method for Park City to transfer the Eden billing data to the Vendor. The cost for this secure method need not be bill separately, but can be. Our current vendor does not charge us for this service.

3. Is anything currently printed on the back of your bill?

No.

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4. Could you please elaborate on item #4 on the Fee Structure sheet? Is this a mechanism to allow City employees to reprint bills, or a customer-facing tool that will allow customers to access documents online? Or both?

It is a mechanism for City employees to view and reprint customer bills.

5. Item #7 on the Fee Structure sheet requests pricing for an insert, but does not provide any specifications. Could you please provide color, paper and size requirements for quotation purposes, or clarify if this line item is the cost to physically insert a City-provided piece into the bill?

This item is to physically insert a City-provided piece into the bill.

6. Are you happy with your electronic billing and email delivery methodology, or would you like us to include information on our services if we provide these solutions?

We are happy with our current electronic billing and email delivery.

7. Who is the vendor of record and may we see current contract pricing?

Our current vendor is Dataprose. Current pricing from this vendor is outdated and will not be provided as part of this RFP.

8. Page 7 – Who would fill in the top portion of this? Would it be the City or would it be the service provider?

After selecting a vendor the City will fill in the terms of the Contract.

9. Page 18 – Payment schedule for “extra” work. What does this mean or include?

Please ignore, it is part of our standard contract and is unlikely to be needed for this contract.

10. Page 20, #7 – Insert \$ per. – Is this for printing of inserts? If so I would need the specs to determine the cost. Or is this for an inserting fee only?

Insertion fee only.

11. Page 20, #9 –As far as formatting goes, would this be changes that happen after we go “live” or do you mean a bill design up front before we go “live”.

Please describe the charges for both in this section.