

Questions and Answers for RFP #14-43

1. Who does GUC currently outsource printing services to? **Acculink**
2. Can we obtain a spreadsheet for the Appendix to facilitate a more efficient response? **yes**
3. Please explain the discrepancies in quantities, as the RFP states that GUC has 138,000 customer connections but sends out only 75,000 bills per month. **We provide Electric, Water, Natural Gas, and Sewer services. We have customers who receive multiple services on one billing statement**

Utility Bills

1. What are the dimensions of the bill (8-1/2 x 11)? **Bills Currently are 8-1/2 x 11**
2. Can you provide samples (PDFs) of the preprinted stock and of a representative bill with variable data printed on it (ok to mask name, address, account number, etc.)? **Attached to my email response**
3. How many ink colors are preprinted on the front and the back of the sheet of paper (not counting the variable printing applied by the statement vendor)? **Teal, blue and black (front) blue (back)**
What is the paper weight? Is it recycled paper? **no less than 24 pound paper**
4. Is variable data printed on both the front and back (duplex)? Or is variable data printed only on the front, with nothing or preprinted information on the back (simplex)? **Currently Simplex – preprinted information on the back**
5. How many Utility Bill images (sides of a sheet of paper printed with variable data) are printed per month? **Approximately 30,000 1 Page Bills, 42,000 2 Page Bills; Total of 72,000 Bills**
6. Not counting the Refuse and Stormwater pages, how many additional Utility Bill pages are there per month? **Each month we send out 30,000 1 Page (non-city) bills, 42,000 2 Page (city bills) and 15,000 Final Notices**
7. Including the Refuse and Stormwater pages, how many Utility Bills would contain more than five sheets of paper in the envelope (not including newsletters, flyers, buckslips)? **Currently None**
8. What time of day are the data files sent to the statement vendor? Is this in the early morning hours of Tuesday through Saturday? (Monday's billing data processed Monday night and transmitted early Tuesday morning?) How soon after the statement vendor receives the bill files do you expect the bills to be submitted to the USPS for mailing? **Currently the files are sent in the morning by 10:00, as long as there are no issues. Files are sent Monday – Friday, we do not send files on Saturday or Sunday. The file created on Friday night is sent on Monday. The bills are delivered to the USPS for mailing that afternoon before the deadline which we believe is 4:00 pm at the USPS for bulk mailing.**
9. Are the 16 cycles based on calendar date or days of the week? **Currently days of the work week** Can you provide a representative monthly schedule showing: Cycle Number, Date Cycle data sent to statement vendor, Date Cycle to be mailed? **Currently, In ECIS there are 16 cycles read, but we have our exe batches which are different every month and our special batches ECU 20, 21, 22, 23, GHA 29, COG 27, EPWC 25, and Statement 28. Currently, the exe batches are accounts that are outside their cycle and needed extra work- such as a reread.**
10. Is the Bill Exception File sent every day, or only on the days that a Bill Cycle File is not sent? **Currently, there are bill files sent every day. The exception file is merely a collection of accounts from various cycles that need to have a bill created on that day, this is a bill cycle file but much smaller.**

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11. What is contained in a Bill Exception File? Is the Statement vendor supposed to print and mail these, print and return these, or return PDF images for your review? **Currently, the exe batches are accounts that are outside their cycle and needed extra work- such as a reread.**
12. How many images (pages of variable data) are typically contained in a Bill Exception File? **Currently, the exe batches contain regular statements. They could not be billed in their scheduled bill batch for various reasons.**
13. In a given Cycle, how many unique inserts (newsletters, flyers, buckslips) could be active and available to be selected for inclusion in customer envelopes? **Currently, one but we would may be interested in more if capability exist without impacting postage**
14. What is the average number of inserts included in a customer's bill? **One** Does every bill package include a reply envelope? Is more than one reply envelope in use for Utility Bills? **Customers who have signed up for automatic bank draft do not receive an envelope. Currently, we have a code which signifies no envelope in our bill print file.**
15. Can you provide samples (PDFs) and/or detailed specifications for the envelopes (both the outer mailing envelope and the reply envelope? Specs should include paper color and weight, whether paper is virgin or recycled, number of ink colors on the outside and on the inside (security tint), number of windows, width and height of each window, and placement of each window (from left edge and from bottom edge of envelope). **#10 Parent Envelope with #9 Return Envelope**

Refuse and Stormwater Pages

16. What are the dimensions of the Refuse and Stormwater pages (8-1/2 x 11)? **8-1/2 x 11**
17. Is variable data printed on both the front and back of this page (duplex)? Or is variable data printed only on the front, with nothing or preprinted information on the back (simplex)? **Currently Simplex**
18. Can you provide samples (PDFs) of the preprinted stock and of a representative Refuse and Stormwater page with variable data printed on it (ok to mask name, address, account number, etc.)? **See attachment**
19. How many ink colors are preprinted on the front and the back of the sheet of paper (not counting the variable printing applied by the statement vendor)? **Green and Black**
20. Is the data for these Refuse and Stormwater pages included in the Utility Bills data files sent to the statement vendor? Or is this sent as a separate file? **Same file**
21. If the file is sent separately, is the statement vendor to use the account number or some other data element to match this page to the appropriate Utility Bill? **N/A**
22. If the file is sent separately, is it sent at the same time as the Utility Bill data file? If not, at what time of day is it sent? **N/A**

Final Notices

23. What are the dimensions of the notice (8-1/2 x 11)? **Currently, 8-1/2 x 11**
24. Can you provide samples (PDFs) of the preprinted stock and of a representative Notice with variable data printed on it (ok to mask name, address, account number, etc.)?
25. How many ink colors are preprinted on the front and the back of the sheet of paper (not counting the variable printing applied by the statement vendor)? **Currently red only.**
26. What is the paper weight? Is it recycled paper? **Not less than 24 pound paper**
27. Is variable data printed on both the front and back (duplex)? Or is variable data printed only on the front, with nothing or preprinted information on the back (simplex)? **Currently, simplex**

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28. How many Final Notice images (sides of a sheet of paper printed with variable data) are printed per month? **15,000**
29. What time of day on Monday are the data files for Final Notices sent to the statement vendor? Or is this in the early morning hours of Tuesday? **Currently, Monday morning around 10:00 AM**
30. How soon after the statement vendor receives the Final Notice files do you expect the Notices to be submitted to the USPS for mailing? **Our current vendor sends the notices the same day provided the file is sent to them around 9:00 AM.**
31. Are any inserts (flyers, buckslips) included in the Final Notices? **Currently, No**

Billing System Conversion and Bill Redesign

32. Are there other drivers for converting to the Oracle CC&B system besides replacing your current Web-based customer self-service system? **Our current legacy utility billing system is dated. Conversion to a new system and platform will allow us to provide our customers better service and more up-to-date functionality**
33. Are you contemplating a redesign of the Utility Bill concurrent with the conversion to Oracle CC&B? **Yes we are evaluating this strategy.**
34. After conversion to Oracle CC&B, do you intend to do the document composition internally and send the statement vendor fully-composed files (such as AFP or PostScript)? Or do you intend to send the statement vendor raw data (such as XML or flat file) and have them do the document composition? **Send XML**
35. When do you expect to make a decision on statement vendor selection? **Before February 1, 2015**
36. When would you prefer to go live with the chosen statement vendor? **TBD**
37. What factors would argue for going live with a new statement vendor prior to the Oracle conversion? **TBD**

- 1) Please provide scanned color copies for each application (front and back) **Copies Attached**
- 2) Per application, please confirm the average physical # of page per mail pieces. **Our current bills are one page and for billing routes inside the City of Greenville we also add a one page City Bill – 2 pages**
- 3) Per application, please confirm the average number of print impression count per mail piece. **We have a pre-printed statement shell and then print in black ink on the statement shell. The same is true for the City of Greenville statement page.**

- May we respectfully inquire who current provider of Utility Bill Print Services is and the reason for releasing the RFP? **Acculink provides our current bill printing services; We bid these services periodically at the expiration of our current contractual agreement**

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- Please advise the intended “go-live” (implementation completion) date for this project - this will help us plan our project better. **TBD; We intend to make a decision by February 1st and our current contract expires on May 31, 2015.**
- Is there a plan for a pre-proposal web conference or telephonic conference? **No**
- Are the invoices or notices duplex printed as of today? **Currently Simplex**
- Invoice assumption: 75,000 packages per month consisting of 110,000 impressions (35,000 page two for Refuse & Stormwater billing) – Is this accurate? **Yes**
- May we inquire what Greenville Utility’s e-bill adoption rate is as of today? **1%**
- Is Greenville Utilities open to the vendor providing payment processing services for e-bill customers? **We will listen and evaluate any opportunities to provide better service to our customers**
 - If so, are you looking to replace your current Convenience fee? **No**
 - If so, could you please provide monthly payment volumes based on:
 - Payment Channels **In Person – 34%, Mail – 27%, Auto Draft - 11%, Registered users on our website – 11%, Credit Cards Third Party – 8%, Electronic Lock Box via our Bank – 9%**
 - Method of Payments - **Currently Customers pay with Cash, Check, or Card payments via a third party. We also integrate with an electronic lock box for payments made via Checkfree or a customer using their bank’s bill pay**
 - Average Payment amounts **\$195- Residential Only**
- Is Greenville Utilities looking to load historical bills? **No**
- Would Greenville Utilities be looking for a Web Self-Service Portal for e-billing? **We will listen and evaluate any opportunities to provide better service to our customers; Currently we provide a self-service portal within our website**
- Would Greenville Utilities require SSO (single sign on) from your existing self-service portal and/or CSR user interface to our bill archive? **We are open minded to any opportunities to provide better service to our customers; Currently our CSRs access bill archives internally.**
- Are you looking for the vendor to provide migration services for current ebill data, i.e. user profiles and payment details? **No**
- Could we kindly request some sample invoices? **Samples attached**
- What would your consumable requirements be? **We ask our vendor to maintain a 90 day supply of bill stock**

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Cash Cycle Solutions (CCS) Questions:

1. Can you supply a PDF copy of your current bill front and back with the outer envelope and return envelope? **Bill Statement and Final Notice attached; Outer envelope a #10 pre-printed envelope and a #9 return envelope.**
2. Will you be making any changes to this “bill packet” in the near future? **We will consider any opportunities to provide better service to our customers. We have used the same billing invoice for the past 15 years so a review and possible modification would seem reasonable given constraints on postage costs and limitations within our current billing system.**

Reference	Comment / Question / Request
General	<p>No description of the variety of current bills was included in the RFP.</p> <p>Examples Attached</p> <p>Please include a sample of each type of bill so that we can determine these and similar requirements:</p> <ul style="list-style-type: none"> · Design / placement of a tear off stub for remittance At the bottom of the invoice · Stock sizes: 11” or 14” stock 11” · Black and white or color? Pre-printed Shell printed in color (Simplex); Bill Print information in black ink · Double window vs. single window. Single Window
General	<p>No description of the variety of current inserts was included in the RFP.</p> <p>Please include a sample of each type of insert.</p> <p>Examples of all our bill inserts can be found at the following web address</p> <p>http://www.guc.com/bill-inserts</p>
General	<p>How will GUC signal vendor that specific invoices are to be mailed by USPS and others are to be emailed and to what email address?</p> <p>Currently everything sent to vendor is mailed. We will consider all opportunities to provide better service to our customers by having the Bill Print Vendor provide</p>

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	other services like electronic billing.
Page 9, Duplicate Bill	<p>How will vendor be notified that a duplicate bill is requested and if address is different than on the original bill?</p> <p>Currently we do not provide duplicate bills; This could change as we convert to Oracle's CC&B in 2016.</p> <p>Should duplicate bills be accompanied by a customer service letter explaining that the customer's request for duplicate bill has been satisfied?</p> <p>Currently we do not provide duplicate bills; Should we provide duplicate bills some reasonable notification that the bill is a copy or duplicate would be expected.</p>
Page 9, Special Handling / Pull Bill	<p>How will vendor be notified that a pull bill is required?</p> <p>Currently this is done via a notification prior to bill print to the vendor. However we are open to any solutions a vendor may have for notification of pull bills.</p>
Page 9, Mail	<p>Confirm that GUC requests the vendor to provide postal presort services, i.e. that the print files will not be postal presorted by GUC.</p> <p>Currently the vendor provides presorting services using the most up to date postal addresses.</p>
Page 13, C.3	<p>What is GUC's definition of "flexible, dynamic bills"?</p> <p>This would be a future opportunity where we could print bills with unique characteristics for different classes of customers.</p> <p>What indicators will GUC provide to condition the output?</p>
Page 13, C.4	<p>What is GUC's definition of "unbundled bills"? Currently we provide a unique code within the bill print file that indicates bills to bundle together in one envelope. The code is unique to each bundle grouping.</p> <p>What indicators will GUC provide to condition the output?</p>
Page 13, C.5	<p>What is GUC's definition of "summary bills"? Currently we do not provide Summary bills. However within Oracle's CC&B is the ability to provide a customer a cover bill (TBD) and corresponding detail pages in one envelope. Similar to what you may receive for a cell phone invoice with multiple telephone numbers on one account.</p> <p>What indicators will GUC provide to condition the output? TBD; This service</p>

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	would not be available to customers until after conversion to CC&B sometime in 2016.
Page 14, C.10	<p>What additional language(s) is GUC considering? TBD; We have seen a growth in our Spanish speaking population so this would be the likely language desired if available.</p> <p>Will GUC provide the specific foreign language verbiage or will translation services be required from vendor? Currently we do not do this so this would be a future consideration.</p> <p>Context: language specific fonts may be required.</p>
Page 14, C.17	<p>Please explain what is being requested. We provide a unique output file for the bill print provider to read and use to produce invoices.</p> <p><i>(The system provides an out file of billing data for outsources printer and mailer.)</i></p>

C.6.) Can you produce bills with dynamic marketing messages?
Is the messaging a single color or multicolor? Is it text or images?

Currently the messages are single color, text.

C.15.) Can your system support “two-up” (11 ½ x 14) formats?
Can a sample of this format be provided?

Currently we print in an 8 ½ inch by 11 inch format. We would be willing to consider any opportunities to provide better service or more dynamic billing to our customers. We have attached examples of our current bills and notices.

D.5.) What types of viewers do you support?
What specifically are these “viewers” in reference to?

We are seeking opportunities related to electronic storage and viewing of printed invoices. Either customers or GUC staff would have the capability to access invoice history housed by the bill print vendor.

H.4.) Can you print checks, i.e., MICR? If so, can you insert the refund check with the bill?

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How many refund checks are typically required for a billing cycle?

Currently our refund process is not combined with our billing process. We would consider this opportunity if this enhances our ability to provide better service to our customers.

I.3.) How many pages can you send in a #6 envelope, i.e., one-fold? (Future option)

What are the dimensions of the envelope and the one-fold statement?

Currently we use a #10 envelope for outgoing mail and a #9 return envelope. Our statements currently have two folds. Again we are open to any opportunities that would allow us to better serve our customers.

- Are samples/specifications of forms and envelopes available?
 - a. For example: Preprinted elements, size, paper weight, perforations, window size and placement, base color of stock

Attached are samples of our bills, envelopes, and notices. The paper weight should not be less than 24 pound paper. The perforations are included on the bottom of our bill statements and final notices.

- Is color variable printing required (graphs, marketing messages, etc...) or is it black only?

Currently we only print marketing messages in black ink. We would consider any opportunity to provide our customers with better services and more dynamic billing messaging.

- What is the current "Processing Window?"

We currently forward our bill print file to our vendor before 8:00 AM each day, approve samples from the print file, and mail our bills all in the same business day.

- Do you have a required pricing format?

No we do not have a "required" pricing format. Each submittal will be evaluated and pricing will be one of the elements reviewed.

- As a public contract:
 - a. Who is the current vendor? **Acculink is our current vendor**
 - b. What are the current contract rates?

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Statement Printing, Assembly & Mailing Charges

Single page statements \$0.1306 each

Double page statements \$0.1902 each

Late notices \$0.1306 each

PRSRT 1st Class Postage as low as \$0.35 each (up to 1oz)(2nd oz Free)

Pricing includes all paper stock including envelopes required to process statements