



ADDENDUM NO. 4

Updated: February 14, 2020

Reference: City of Billings Request for Proposal for Public Works Utility and Miscellaneous Billing Statement Printing and Mailing Services

Closing 2/21/20, 5:00pm Local Time

Prospective bidders have submitted the following question(s) or request(s) for information. A response to each question and/or documentation providing the requested data is contained or attached herein and is provided for informational purposes only.

Section 3

3.1

Inquiries and Responses:

Question or Data Reference	Response or Documentation
Do you want to receive samples and provide approval prior to mailing?	Yes.
How much time do you anticipate needing for review/approval?	Upon notification of samples awaiting approval, staff is usually able to approve within 1-2 hours, dependent on business hours.
Please clarify your requirements for this. (e.g. Do you want to be able to track job progress via a portal, etc.?)	Public Works would anticipate being able to track job progress via a portal.
Do you prefer a local vendor?	Public Works will consider the most competitive proposal regardless of the location of the vendor.
What is the reason the project is out to bid?	The City of Billings is required, by law, to go out for RFP when an existing contract, and any extensions provided in that contract, have been fulfilled.
If you are able to renew with your current vendor, and they propose a reasonable price for the project, do you intend to stay with them?	Public Works will consider all proposals and make a determination based on all criteria as was disclosed in the original RFP.



<p>In other bids in which we have participated, we learned that we were at a competitive disadvantage because the City’s software vendor charged the City for interface and implementation fees. These fees were discounted to the City when the integration was done with the Software vendor’s “participating partners”. We want to make sure we are bidding in a fair playing field. Does your software vendor provide any incentives when selecting one of their “preferred partners”?</p>	<p>No.</p>
<p>Will the vendor be required to perform any manipulation on the PDFs received from the City of Billings?</p>	<p>Refer to Addendum 3.</p>
<p>The RFP states that the City currently uses Innoprise Billing software provided by Harris Computer Systems. Since you will be providing PDFs, why is this information relevant?</p>	<p>This was provided for informational purposes only.</p>
<p>What criteria would the City of Billings specify for selective inserting and/or custom messaging?</p>	<p>Criteria for selective inserting and/or custom messaging would be ability to insert based on account numbers, cycles, etc.</p>
<p>In the scenario that you would like to stay with your current vendor, but another vendor submits a 'winning' proposal with a lower cost for services, how much lower does the cost need to be to justify a move?</p>	<p>Cost is one of five criteria and it will be evaluated based on the Evaluation Criteria in Section 6 of the RFP using the Qualitative Rating Factor.</p>
<p>Would the City of Billings entertain the idea of sending data files vs. PDFs to the vendor? Doing so would give us the ability to better customize the look of the statements and provide other services.</p>	<p>No.</p>
<p>Please provide screenshots of current job tracking system.</p>	<p>This is proprietary information.</p>
<p>Please provide samples and file layout of the current address correction reports.</p>	<p>This is proprietary information.</p>