

May 9, 2016

BOARD OF COUNTY COMMISSIONERS
ORANGE COUNTY, FLORIDA

IFB #Y16-144-MG
STATEMENT PRINTING AND MAILING SERVICE –
ORANGE COUNTY UTILITIES DEPARTMENT
TERM CONTRACT

ADDENDUM NO. 2

To all bidders:

The above Invitation for Bids (IFB) is changed as follows:

1. The acceptance date has been changed as follows: Sealed bids will be accepted up to **2:00 PM** (local time), **Thursday, May 19, 2016**.

The following are questions, with respective answers, for the above IFB:

1. QUESTION – What is the preference for Florida Vendor?

ANSWER – Please see page 5, section 13 of this IFB.

2. QUESTION – Page 25, Section B, Item 4 – Flat Mailing - Will this volume be all in one file provided at the beginning of the year or will it be evenly distributed over each month?

ANSWER – The 3,000 envelopes are spread over 52 weeks.

3. QUESTION – Can the print ready file be in AFP format?

ANSWER – No, Orange County Utilities does not support AFP format.

4. QUESTION- Does the County have any issue with using continuous roll blank white paper stock as opposed to different/multiple cut sheet paper stock?

ANSWER- No, as long as the quality and requirements listed in the IFB are not impacted negatively.

5. QUESTION- Is there flexibility in the input file to the Vendor?

ANSWER- No.

6. QUESTION- Will the County allow a Vendor to provide composition?

ANSWER- Please refer to page #30, Section 11 of the IFB.

7. QUESTION- Would the County be interested in providing the raw data file to the Vendor and let the Vendor control/complete composition?

ANSWER- Please refer to page #30, Section 11 of the IFB.

8. QUESTION- Have you experienced any issues with the current service?

ANSWER- No.

9. QUESTION- Which e-bill platform is Orange County Utilities using?

ANSWER- Pitney Bowes

10. QUESTION- Can you provide a description of any spikes in the workload? Are there any trends that show certain months are heavier, or days in the month? What are the statistics for these heavier workloads? How do these compare to the average day?

ANSWER- The nightly average for four months of 2016 is 6,449 and this average remains steady throughout the year. The only spike in the workload is for the first working day of each month where haulers bills are generated.

11. QUESTION- On page 14, Can we use 2d barcodes instead of 3of9 or OMR marks?

ANSWER- We cannot deviate from this requirement.

12. QUESTION- On page 15, files received on Friday – are they to be mailed Saturday or Monday?

ANSWER- They shall be mailed on Monday.

13. QUESTION- On page 23, Can we print 4-Color Logo as ink jet 720x360dpi?

ANSWER- No.

14. QUESTION- On page 24, ITEM 2 can we make windows larger to insure address and IMB will meet USPS tap test?

ANSWER- This is not acceptable if it's non-compliant or if it violates privacy.

15. QUESTION- On page 25, what is the frequency that files are uploaded? Daily/Weekly/Monthly?

ANSWER- Daily, except weekends.

16. QUESTION- On page 25, are the quantities typically equal in quantity day to day or are there spike periods?

ANSWER- Please see response on question 11.

17. QUESTION- On Page 26, can we use mailing indicia?

ANSWER- Yes, the current Contractor uses it now.

18. QUESTION- On Page 26 – are additional inserts one page, what type of paper are they printed on? Do we have recourse if we have bad inserts – curl/bad folds, etc?

ANSWER- Inserts are provided by Orange County Utilities. They are pre-printed on both sides, and usually threefold.

19. QUESTION- How much has Orange County Utilities spent for these services during the most recent 12 months?

ANSWER- Total expense incurred for the last 12 months was \$141,307.94.

20. QUESTION- Reference page 28, item 11- "Orange County would like to receive pricing based on delivering raw extract data files for the Contractor to transform into Bills and Letters for printing individual PDFs". Can we get an example of the raw extract data? Also, can you supply us with the fonts, artwork and Doc1 snapshots?

ANSWER- Please see Attachments A-G towards the end of the IFB Y16-144 and Attachment AA. Attachment AA is a representative is a raw data sample. In this particular file the total size of the hauler bills was 3,548 KB.

21. QUESTION- Where do you want the pricing to be provided and how?

ANSWER- Breakdown of the cost shall be provided on pages 29-30.

22. QUESTION- On page 25, item 2. Data Transfer states that "All postscript files shall be printed as delivered and not modified". Our production quality control process requires that we overlay a unique document ID in mouseprint and a Quality Control barcode on the address page of each bill. This would not modify the format of the rest of the bill page in any way. Will this be acceptable?

ANSWER- No

23. QUESTION- On page 25 describes the mail preprocessing, bar coding and presorting that you intend to perform prior to generating the Postscript output file. Most vendors have a standardized production process to control work flow, provide visibility and quality control, and it's unlikely that the Postscript file you provide will be compatible a vendor's business process, printer tray configurations, method of selective inserting and work flow. If your file is treated simply as a "hang and print" job, quality control will be diminished or absent. Also, by keeping the preprocessing functions in-house, you will continue to incur the expense of maintaining the software licenses, postal updates and labor, which diminishes much of the value provided by outsourcing. Page 28, item 11 discusses the option for delivering raw data instead of preformatted Postscript output. Will the County allow a solution that is based on raw text or XML data as the primary data source?

ANSWER- No.

24. QUESTION- Does the County have the ability to generate PDF output to the vendor?

ANSWER- The County only sends Postscript file to the vendor.

25. QUESTION- Can the static information on the back of the first page of your bill pre-printed?

ANSWER- That will depend on the vendor's printing methodology, best practices, and intention to meet the requirements of the county. The county's requirements are very specific and we cannot deviate from the published requirements. If your technology can accommodate the County's requirements without impacting quality, formatting, or presentation to the customer we will be interested in reviewing.

ACKNOWLEDGEMENT OF ADDENDA

a. The bidder shall acknowledge receipt of this addendum by completing the applicable section in the solicitation or by completion of the acknowledgement information on the addendum. Either form of acknowledgement must be completed and returned not later than the date and time for receipt of the bid.

b. Receipt acknowledged by:

Authorized Signer

Date Signed

Title

Name of Bidder

ORANGE COUNTY UTILITIES
 9150 CURRY FORD ROAD
 ORLANDO, FLORIDA 32825-7600

GREATER ORLANDO AVIATION - AIRLINE
Account Number: 0030229200
Billing Date: 5/2/2016
Due Date: 6/1/2016

BILLING INQUIRIES: 407-254-9755
 CUSTOMER INQUIRIES: 407-836-5515
 TOLL FREE: 800-626-1140

Account Summary as of May 2, 2016	
Previous Balance	\$3,529.60
Payments Received	-3,529.60
Balance Forward	0.00
Current Charges	4,417.02
Total Amount Due	\$4,417.02

Payments:
 03/21/2016 Check \$ -3,529.60
Payments Total: \$ -3,529.60

Corrections:
 Voided Ticket:702437 51-Tire(s) by Weight
 Voided Ticket:704477 51-Tire(s) by Weight

CURRENT CHARGES

Ticket #	Date	Vehicle #	Material Code Description	Site Code	Quantity Tonnage	Amount
<u>51-Tire(s) by Weight</u>						
706854	03/24/2016	3470	51-Tire(s) by Weight	02	2.49 \$	368.52
706861	03/24/2016	3470	51-Tire(s) by Weight	02	2.72 \$	402.56
					5.21 \$	771.08
<u>54- Class I Commercial Rubbish</u>						
702620	03/04/2016	3468	54- Class Commercial Rubbish	02	9.40 \$	315.84
987604	03/06/2016	3470	54- Class Commercial Rubbish	01	5.84 \$	196.22
987450	03/06/2016	3470	54- Class Commercial Rubbish	01	8.70 \$	292.32

RETURN THIS PORTION WITH PAYMENT - DO NOT SEND CASH THROUGH MAIL
 Please make checks payable to Orange County Solid Waste

Orange County Solid Waste P.O. Box 312 Orlando, FL 32802-0312	Account Number	Hauler Number	Total Due	Due Date	Amount Paid
	0030229200	360	\$4,417.02	06/01/2016	

GREATER ORLANDO AVIATION - AIRLINE
 1 AIRPORT BLVD
 ORLANDO FL 32827-4399

SEND PAYMENTS TO:
Orange County Solid Waste
 PO Box 863293
 Orlando, FL 32886-3293



GREATER ORLANDO AVIATION - AIRLINE
Account Number: 0030229200

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Ticket #	Date	Vehicle #	Material Code Description	Site Code	Quantity Tonnage	Amount
987546	03/06/2016	3470	54- Class I Commercial Rubbish	01	8.89	\$ 298.70
987323	03/06/2016	3470	54- Class I Commercial Rubbish	01	4.69	\$ 157.58
987383	03/06/2016	3470	54- Class I Commercial Rubbish	01	8.76	\$ 294.34
989813	03/13/2016	3470	54- Class I Commercial Rubbish	01	4.84	\$ 162.62
989847	03/13/2016	3470	54- Class I Commercial Rubbish	01	7.53	\$ 253.01
989910	03/13/2016	3470	54- Class I Commercial Rubbish	01	10.14	\$ 340.70
992192	03/20/2016	3470	54- Class I Commercial Rubbish	01	3.31	\$ 111.22
992259	03/20/2016	3470	54- Class I Commercial Rubbish	01	9.37	\$ 314.83
992323	03/20/2016	3470	54- Class I Commercial Rubbish	01	9.21	\$ 309.46
992215	03/20/2016	3470	54- Class I Commercial Rubbish	01	7.31	\$ 245.62
994726	03/27/2016	3470	54- Class I Commercial Rubbish	01	6.86	\$ 230.50
994691	03/27/2016	3470	54- Class I Commercial Rubbish	01	2.21	\$ 74.26
994750	03/27/2016	3470	54- Class I Commercial Rubbish	01	1.45	\$ 48.72
54- Class I Commercial Rubbish					108.51	\$ 3,645.94
Total:					113.72	\$ 4,417.02

Orange County Utilities is not responsible for undelivered or late mail. Acceptable forms of payment: cash, check, money order, debit card, Visa®, MasterCard®, Discover® and American Express®.

Payment location: 9150 Curry Ford Road, Orlando, FL 32825

9150 Curry Ford Road Lobby and Drive- Through Hours: 8:00 a.m. - 5:00 p.m. Monday - Friday

ANY AMOUNT NOT PAID BY THE DUE DATE IS SUBJECT TO A LATE FEE OF 1.5% PER MONTH.

Telephone Numbers:

Billing Inquiries: 407-254-9755 Toll Free (Outside Orange County): 800-626-1140
General Inquiries: 407-836-5515 TDD Number (Hearing Impaired): 407-254-9977

Mail All Correspondence To: Orange County Utilities Solid Waste Division, P.O. Box 312, Orlando, FL 32802-0312

Para más información, por favor llame al Departamento de Servicios Públicos del Condado de Orange y pida hablar con un representante en español. El número de teléfono es 407-836-5515