



OFFICE OF THE PURCHASING AGENT

TOWN OF ARLINGTON
730 Massachusetts Avenue
Arlington, MA 02476

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DATE: December 12, 2013

TO ALL BIDDERS

BID NO. 13-42

SUBJECT: Bill Printing & Mailing Services/Town of Arlington

ADDENDUM NO. 1

TO WHOM IT MAY CONCERN:

With reference to the bid request relative to the above subject, please note the following:

SEE ATTACHED

BIDDER MUST ACKNOWLEDGE ADDENDUM WITH SUBMISSION

All other terms, conditions and specifications remain unchanged.

Very truly yours,

Town of Arlington

Domenic R. Lanzillotti
Purchasing Officer

Town of Arlington, MA
RFP – Tax-Bill Printing and Postal/Mail Outsourcing
Response to Questions from Interested Vendors
December 13th, 2013

1. BULK MAILING PERMIT QUESTIONS

- a. Will the Town of Arlington require bidders to be certified by the USPS as Full Service Mail Barcode vendors? Yes
- b. Will all bidders be required to utilize the Town of Arlington's mail permit? No. The Town of Arlington will withdraw that requirement but will require that the successful bidder be a Full Service Mail Barcode vendor that will provide the equivalent discount or better than the Town of Arlington's mail permit. The Town reserves the right to potentially utilize, in future, its own mail permit established at the USPS processing center used by the successful bidder.
- c. Does the Town of Arlington require that the bills be delivered to the Arlington, MA Post Office? No.

2. IT related questions

- a. What format do you intend to use when exporting the file? That decision is still being determined. Our goal is to use PDF, our second choice would be delimited file.
- b. How are the sequence numbers for the bill/files created? IT creates and prints the sequence #.
- c. Who creates the scan line and does it have to be approved by the bank? Regarding sequence #, asked and answered here in "b". IT creates the sequence number, it is not approved by the bank.
- d. How much time is between print and mailing is allowed for pull back? Delete the requirement.
- e. Will informational flyers be personalized? No. The Town of Arlington generally inserts 2 sided buck slips.

- f. Is form design required? Only if delimited files are used.
- g. How many files per mailing? Between 2 and 5 files are used.
- h. Are there any calculations or is data as is? There are no calculations required.

3. General Questions

- a. Will inserts be printed on one sided 8 ½ X11 paper? No, buck slips will be used in the majority of cases. These buck slips are 1/3 of a regular piece of paper.
- b. Does the Town expect the cost of informational flyers to be provided under “other”? Yes
- c. Does the Town know what bills will have inserts, how many and how often? No, these inserts are randomly required throughout the year. For pricing purposes, please provide the cost for printing, (cutting) and inserting a 1/3 sized (of 8/12 x 11) two-sided buck slip, into 15,100 tax bills, as well as inserting a single full-sized 8 1/2 x 11 (2-sided) printed insert sheet.
- d. Page 17, #8 of RFP 13-42. **Regarding “Multiple bill-types (Real Estate, Water/Sewer, and Excise) to same addressee in same envelope”. NOT a requirement for bid award, Please state as an option.**

4. Stationary Questions

- a. For the #10 envelope:
 - i. Is it a 24# white window #10 ? YES
 - ii. What is the color ink? Black
 - iii. Is there printing on 1 side or both? 1 side
 - iv. Is there a color bleed? No
 - v. What is the window position? Lower left

b. For the #9 inbound envelope:

i. Is it a 24# white regular #9? YES

ii. What is the ink color?

1. For Lockbox payments- Black with yellow in upper left hand corner- (PO BOX is in Boston, MA)

2. For overdue notices and other payments-(PO BOX is in Arlington, MA)

a. RED= Water & Sewer bills

b. BLUE=Real Estate

c. GREEN= Parking

d. BLACK= Excise

iii. For the 8 ½ X 11 statement:

1. Is it on 24# white paper? YES

2. Where is it perforated and how many perforations are there? Three perforations, evenly (1/3) on 8 ½ x 11 sheet portrait orientation. Please indicate in RFP response potential / ability to adjust perforations.