



ADDENDUM NO. 1
TO THE REQUEST FOR PROPOSALS DOCUMENTS
FOR
Water Bill Design, Printing and Mailing Services

July 19, 2024

TO: Water Bill Design, Printing and Mailing Services Proposers:

SUBJECT: PROPOSER QUESTIONS WITH ANSWERS TO EACH

Note: The deadline to submit questions was 5:00 PM Local Time on July 17, 2024.

Question # 1

Who is Medford Water's current print vendor?

Answer:

Bend Mailing Services

Question # 2

Please provide your current pricing schedule.

Answer:

See Attached

Question # 3

Do electronic PDF copies of bills that are presented online for paperless customers currently include copies of Medford Water's newsletter? If not, are you interested in us including this option in pricing?

Answer:

No, not currently. Yes, interested in this option in pricing.

Question # 4

Please provide a sample of your current #10 and #9 envelopes including any printed elements.

Answer

See Attached

Question # 5

Will Medford Water accept standard envelopes that support cost efficiencies and a setup that supports business continuity from multiple production locations?

Answer

Yes

Question # 6

Will Medford Water accept a cost savings alternative of printing the newsletter in-line with utility bills on 24# white paper using our inkjet printing press? With this setup, bleeds would not be supported.

Answer

We would be interested in exploring options

Question # 7

Is Medford Water currently sending out bills on recycled paper? Please specify the percentage of recycled content. Recycled paper has been difficult to reliably source since the start of the pandemic.

Answer

30% PCW

Question # 8

Will Medford Water accept sustainably-sourced paper (SFI) in lieu of recycled paper?

Answer

Yes

Question # 9

Exhibit B Proposal Submission Form does not contemplate pricing line items for USPS move updates in addition to archiving/presentation or PDF file transfer for documents to be loaded into VXSmart. Should vendors add those separately?

Answer

You can include it in your overall pricing or break it out separately

Question # 10

Is it possible for vendors to add additional pricing items to include optional services as well as cost savings alternatives?

Answer

Yes

Question # 11

An example shutoff notice was not provided in the sample attachments. Can you please provide?

Answer

See Attached

Question # 12

Is Medford Water interested in pricing for shutoff notice delivery via FedEx for faster, trackable delivery?

Answer

We would be interested in exploring our options

Question # 13

Is Medford Water interested in a bill redesign?

Answer

Yes, we will work with the successful contractor on timing of a bill redesign

EXHIBIT A

PROPOSAL SUBMISSION FORM

As of September 7, 2022 rates were increased by 0.012 per piece

BILLING SERVICES				
Item	Description	Estimated Units	Unit Cost/1000	Total
1.	Fold & insert Billing Items	24,000	22.50	540.00
2.	Bar Code Bills	24,000	10.00	240.00
3.	Insert Multiple Utility Bills	1,000	3.00	3.00
4.	Printing Forms	24,000	30.00	720.00
5.	Processing Statements	24,000	42.50	1020.00
TOTAL MONTHLY COST				\$ 2523

ENVELOPES				
Item	Description	Estimated Units	Unit Cost/1000	Total
1.	Invoice Envelopes	300,000	18.00	5,400.00
2.	Return Envelopes	250,000	18.00	4,500.00
TOTAL COST				\$ 9,900.00

SPECIAL SERVICES			
Item	Description		Unit Cost/1000
1.	Inserting 4th Items (May include folding)	Insert Fold	15.00 10.00

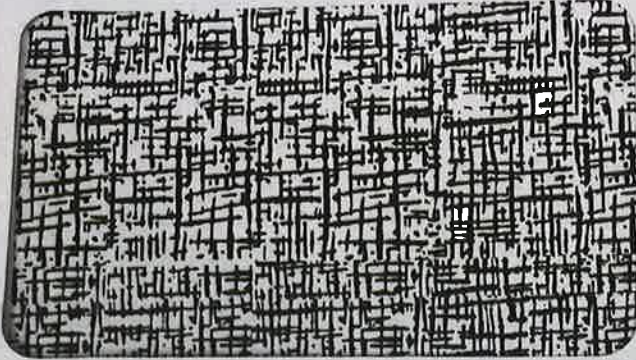
GRAPHIC DESIGN SERVICES		
Item	Description	Cost
1.	Design of Utility Bill (Lump Sum Estimate)	0.00
2.	Additional Design Services (Per Hour)	55.00

NEWSLETTER See Attached Page 2		
Item	Description	Cost
1.	Printing (Per 1,000)	105.00
2.	Folding (Per 1,000)	8.00
3.	Additional Prepress (Per Hour)	N/A

PROGRAMMING SERVICES		
Item	Description	Cost/Hour
1.	Additional Programming Services	125.00

POSTAGE: Postage shall be billed at actual costs.

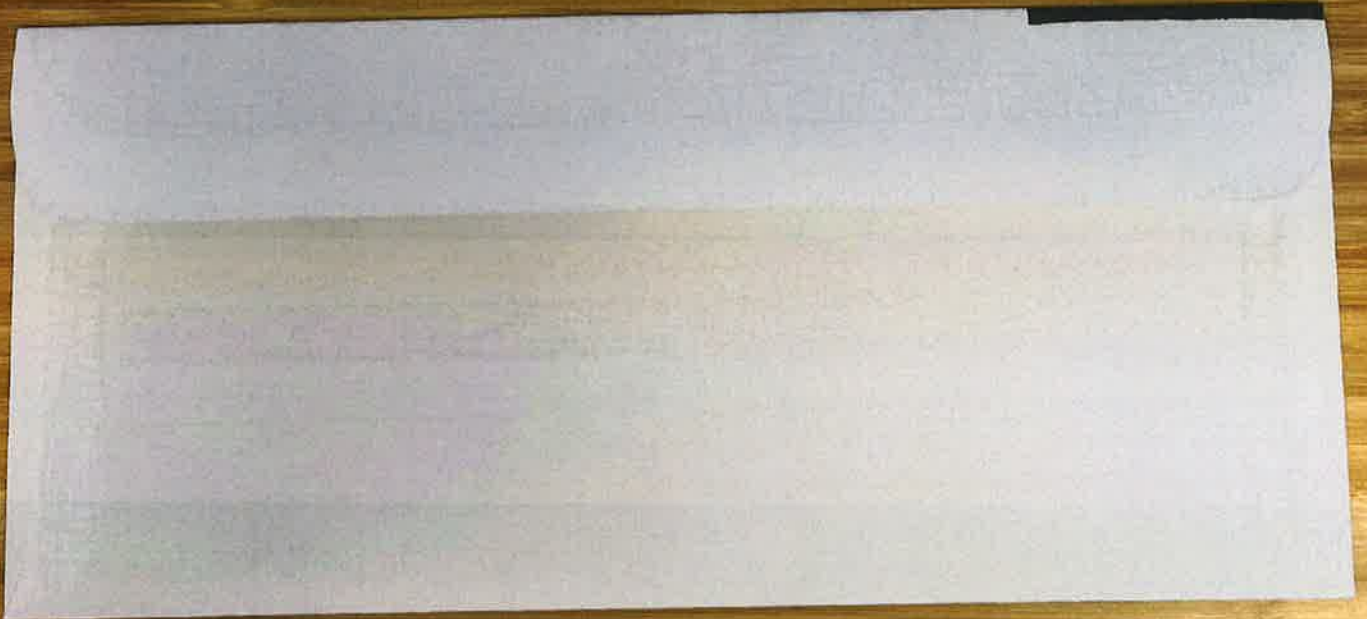
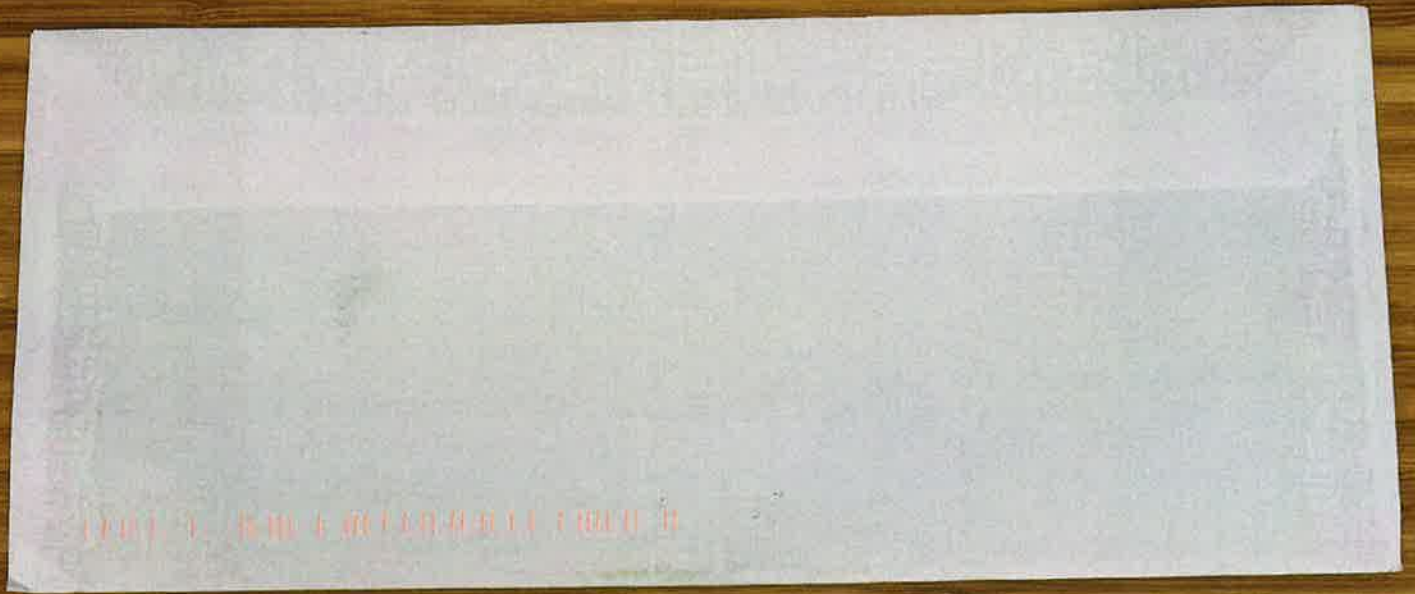
PRESORTED
FIRST-CLASS MAIL
US POSTAGE
PAID
MAILED FROM
ZIP CODE 97701
PERMIT NO 473



UTF
97501>3100

Return Address





MEDFORD WATER COMMISSION
LAUSMANN ANNEX BLDG
200 S IVY ST RM 177
MEDFORD OR 97501-3100

Name
Address
Address

PHONE (541)-774-2430

(Phone

Customer-Account #:	00000000-0000000	Notice Date:	07-08-2024
Name:	Name	Past Due Balance:	\$91.61
Service Address:	Address	Late Fee:	\$15.00

Pay By: 07-16-2024 Pay This Amount: \$106.61

SHUT OFF NOTICE

YOUR ACCOUNT LISTED ABOVE IS DELINQUENT AND THE WATER SERVICE IS IN DANGER OF BEING DISCONNECTED.

TO PREVENT DISCONNECT:

- Payment in the amount listed above must be RECEIVED in our office by the 'Pay By' date on this notice or water service will be disconnected.
- **Pay this notice directly with Medford Water Commission by calling (541) 774-2430 or on our website at services.medfordwater.org. A representative is available from 8am-5pm Monday -Friday.**
- Payment through a third-party payment processor i.e., your bank's bill pay, may not be received in time to prevent disconnect.

THIS IS YOUR FINAL NOTICE.

IF WATER IS DISCONNECTED:

- **Call our office at (541) 774-2430.** The total balance (including any current charges not yet due) plus a \$40 fee must be paid in full.
- Payments must be received by 4:30pm for same day restoration of service.
- Online payments do not guarantee same day restoration of service.

If you are having difficulty paying your water bill, these local agencies may be able to help:

- Access (541)-779-6691
- Salvation Army (541)-772-8149
- St. Vincent de Paul (541)-772-3828

*Contact an agency to see if you qualify for assistance. Eligibility is determined by the agency, not MWC.

MWC is not responsible for late or misdirected mail, or payments made through a third party.

*****SHUTOFF NOTICE – IMPORTANT*****



MEDFORD WATER COMMISSION
200 S. Ivy St. - ROOM 177
Medford, OR 97501

Customer-Account #	Due Date	Total Due
00000000-0000000	07-16-2024	\$106.61
Service Address		
Address		

**Make Checks Payable To:
MEDFORD WATER COMMISSION**

984 1 MB 0.571 5/142 001040 0001:0001



Name
Address
Address



MEDFORD WATER COMMISSION
200 S. IVY ST. ROOM 177
MEDFORD, OR 97501-3100

