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# *OFFICIAL BID PACKET*

## *Addendum 1*

*(Posted May 19, 2014)*

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### **Printing and Mailing of Utility Bills**

**Bid Opening: May 28, 2014**

**The City of Canton  
Utility Billing Department**

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**The following items shall apply to the contract in addition to the original specifications. This addendum shall become part of the official bid packet.**

**Failure to acknowledge the addendum on the bid packet proposal page and/or by returning it as part of your bid may result in your bid being disqualified.**

**Name of Bidder: \_\_\_\_\_**

**Request for Information Response 1:**

**Question:** Specification 3.1.3 requires that the “turnaround time to the USPS must be 48-72 hours from receipt of data,” and specification 3.6.4 requires that "all mailings must be dropped at any US Post Office located in Stark County, Ohio." Is a local permit and Permit Imprint acceptable?

**Answer:** No. Since our bills are time sensitive, there is a benefit to dropping them off in Stark County. An out of state mailing would take longer as the bills would need to be shipped to Cleveland for sorting. All mailings must be dropped at any US Post Office in Stark County, Ohio.

**Request for Information Response 2:**

**Question:** What billing software do you use?

**Answer:** The software is CIS/BANNER - The City creates a file and FTPs the file to a printer.

**Request for Information Response 3:**

**Question:** Do you currently offer online bill presentment and paperless billing? If so, what is your average paperless adoption rate?

**Answer:** Customers can currently pay and view their bills online. At this time we do not offer paperless billing.

**Request for Information Response 4:**

**Question:** Can additional services be proposed (i.e.: one-time online bill pay, online bill payment and presentment, paperless billing, mobile solutions, IVR)?

**Answer:** No.

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