

Loxahatchee River District  
RFP 22-004-00114  
Utility Customer Information & Billing System  
Payment Processing Services  
Printing and Mailing Services

Addendum Number 3  
December 8, 2021

The following clarifications, modifications and responses to questions received between 5pm November 30, 2021 and 5pm December 7, 2021 for the above referenced project.

Vendor's questions and LRD's responses:

1. Can we obtain a sample of your current utility billing statement (PDF file)?
  - a. A sample of the current bill is provided in Addendum #2. But, we will likely change the format of the bill as part of this project.
2. Can you please describe the current billing printing process (is LRD currently printing in house or is everything already outsourced)?
  - a. Outsourced. A billing data file is sent to our printing & mailing service provider and our payment provider who distributes the email bills. Note that this may change if we move to a new CIS.
3. Can you confirm bill statement invoice size and number of pages (8.5" x 11" or)?
  - a. 8.5" x 11"; single sheet, typically double sided.
4. How many printed bill statements are there for each billing cycle?
  - a. Q4 2021 Billing mailing had 30,888 addresses in the data file; Q3 2021 Past Due mailing had 3,651 addresses in the data file.
5. What is the frequency of mailed statements (i.e., daily, weekly, monthly or quarterly)?
  - a. Regular bills and Past Due notices are mailed quarterly.
6. Is everything billed at the same time or in phases?
  - a. All regular bills are sent in a single batch the first month of the quarter. Past Due Notices are sent in a single batch near the end of the second month of each quarter.
7. Quantity of paper bills versus electronic billing statements?
  - a. Paper bill counts in Question 4 above; There were 12,612 Regular EBills for Q4 2021 and 1,178 Past Due Emails for Q3 2021.

8. Does LRD wish to have pricing options for all materials for printing and mailing (#10 envelopes, #9 envelopes, paper)? If so, please confirm preferred envelope sizes required.
  - a. Yes. LRD is seeking a vendor to provide the complete printing & mailing service. LRD's vendor presently uses a #10 envelope for the bill and provides a #9 envelope for customers not on AutoPay. LRD welcomes suggestions for reducing printing and mailing costs.
  
9. What is the reason for going out to bid at this time?
  - a. Because LRD is exploring new CIS solutions, we believe it is an appropriate time to explore payment services and printing and mailing services because of the integration between the services. As a government entity, LRD routinely explores the market for various services to ensure competitive pricing and quality/range of services.
  
10. Are there any services related issues with any of the vendors including CIS, printing and mailing or electronic bill presentment and payment?
  - a. All present vendors are considered "satisfactory" under our contractor scoring criteria.
  
11. Are you looking for something your current vendors do not provide?
  - a. Part of our motivation to survey the market is to learn about the opportunities we can capitalize on.
  
12. Is it possible to obtain copies of the envelopes the District is currently using?
  - a. It is a standard #10 two window envelope for the mailing and a standard #9 window envelope for the customer to return the bill.
  
13. May we make recommendations for industry standard #10 and #9 envelopes which are the lowest cost option, improve production efficiency and allow for same-day disaster recovery by being pre-staged at all 4 of our production facilities for business continuity?
  - a. Yes - LRD is eager to learn opportunities to improve service and minimize costs.
  
14. Are there any inserts that need to be quoted as part of this RFP?
  - a. Yes, we urge vendors to include the cost for inserts. We rarely send inserts, but we would like the flexibility to do so.
  
15. What time of day are data files sent to the vendor?
  - a. We presently send the data file for printing late afternoon, which is driven largely by the time it takes to generate the billing and data files. This may change if we select a new CIS that can generate the billing more quickly.
  
16. What is the expected turnaround time?
  - a. Our desire is to have the mailing sent within 3 business days so our customers have at least 30 days to receive the bill and submit payment.

17. Does Loxahatchee River District imprint envelopes with marketing message or is that a service that might interest you in the future?
  - a. The envelopes are presently imprinted with the text "UTILITY BILL ENCLOSED". It is likely that LRD would want to continue this feature.
  
18. What type of data file does the Utility Star Software output currently – PDF, TXT, XML, CSV, etc?
  - a. CSV and TXT. But, this may change is we select a new CIS.
  
19. Does the District require householding or groups of bills with multiple bills going to the same address and if so, how many per month?
  - a. It is not required, but desired to save on postage. Quantity is unknown.
  
20. What is your desired implementation timeframe or when would you like to "Go Live" with the new services?
  - a. As indicated in the RFP, all new services will "go live" simultaneously with a new CIS if one is selected. The timeline for all implementation is before December 31, 2022. If LRD decides to keep the existing CIS, but selects a new payment services and/or printing & mailing provider, implementation can be according to a reasonable timeframe.
  
21. Who are the current vendors for bill printing and mailing as well as electronic bill presentment and payment?
  - a. LRD's current printing and mailing services provider is Arista Information Services ([www.aristainfo.com](http://www.aristainfo.com)), and payment services provider is First Billing Services ([firstbilling.com](http://firstbilling.com)).
  
22. What is the current cost that the District is paying for the projects?
  - a. Printing & Mailing – the following is the present contract pricing:

**Time Schedule and Pricing**

**Customer must provide a delivery schedule of data thirty (30) days in advance. Data received promptly will be mailed within 24 hours. If data is not delivered by Customer promptly or if incorrect data is received by Arista, data will be reprocessed in accordance with agreement within 48 hours after receipt by Arista.**

**SERVICES: UNIT PRICE:**

Processing, printing, collating, folding, inserting, and preparation and delivery to USPS in automation stream	
1) Highlight Color .....	\$0.105
Delinquent Notices (Highlight or Non-Highlight) .....	\$0.105
2) Cost of additional page .....	\$0.06
3) Additional cost of duplex page .....	\$0.035
4) Additional cost if "pre-printed form" .....	\$0.01
5) Checks .....	\$0.15
6) Additional Inserts .....	\$0.01
7) Postage .....	Cost
8) Minimum Monthly Charge .....	\$500.00
9) Programming Charge .....	\$100.00/hour
10) Initial Set up Fee .....	Waived (With 24 month agreement)
11) Additional charges for regular or delinquent files under 500 pieces .....	\$ 10.00
12) Suppression of Paper Bill (Electronic Bill) .....	\$0.04

**Prices do not include postage. Postage to be supplied at cost with an estimated amount billed in advance. All qualified mailable pieces will be coded for maximum discount.**

*Above pricing includes the price for forms, outside envelope, and return envelope, all of which will be billed to Customer at cost. Arista reserves the right to change this pricing during the term of the Agreement to reflect changes in Arista's costs.*

*New services or products will be added from time to time to a published price list which will be provided to Customer and become part of this Schedule.*

**PRICING FOR PDF SERVICES: UNIT PRICE:**

1) Monthly Charge (only for months of printing services rendered).....	\$50.00
2) Per Image Charge .....	\$ 0.01

**b. Payment Services:**

- i. eCheck Transactions: \$0.50 each
- ii. Credit Card Transactions (Standard, No Amex): \$1.70 each
- iii. Credit Card Transactions (Commercial/Non Qualified): 2.65%
- iv. All other services (email bills, customer portal, etc.) are included.

23. Given the current state of the economy with regards to raw material and labor costs, does the District allow for annual CPI increases to help mitigate inflation?

- a. Some LRD contracts include an escalator tied to an appropriate, published metric.

24. How long does the District require for bills to be archived – 12, 24, 36 months or longer?

- a. LRD presently archives all bills and past due notices in PDF format on premises. While there is no specified retention time, we have found having easy access to the historical bills is valuable, particularly when a delinquent customer challenges the billing and charges.

25. What is the last day for questions to be submitted for this RFP?

- a. See schedule in Amendment #1.

26. Given the sensitive nature of the billing and financial data being transmitted, does the District require or prefer the awarded vendor to carry Cyber Liability Insurance, be PCI compliant and SOC I & II audited and certified?
- a. Yes – for Payment Services. This is a required response in the Features and Functionality Checklist for the RFP. Printing & Mailing services has not had this requirement in the past.
27. Does the District require or prefer the awarded vendor to have the primary production facility located in Florida with additional back up facilities located out of state in a regionally diverse manner?
- a. There is no location preference. We urge the vendors to explain the various benefits they provide for the selection committee to consider.
28. Does the District require sample approval prior to each billing?
- a. Yes.
29. Is it possible to obtain a scanned copy of the bill, front and back?
- a. See Amendment #2.
30. Ref . Front page standard format “back page variable format provided as MS Word or PDF each quarter.” Don’t you really mean: Front of Bill having variable information, back of bill has static (standard-fixed) information. (e.g. phone numbers , policies , office hours etc.)
- a. The front of the bill contains the standard information for the recipient – customer name, address, bill amount, a brief billing message, etc. The back of the bill contains formatted message information, similar to newsletter format, that LRD may change each quarter.
31. Late Notices. Do you send late notices? We would like to get scan sample of these (both sides).
- a. Yes – quarterly, single side. Copy below. But, like the regular bills, we will likely change the format as part of this effort.
32. Billing The Customer. Please verify if our 3rd party print/mail partner can bill Loxahatchee directly if they need to submit a separate response naming [name removed] as lead.
- a. Yes. As indicated in the RFP Vendors are encouraged to submit proposals as 1) a single entity, 2) as a collaboration of vendors with established integrations, or 3) as independent service providers for the respective service. If the service areas are provided by separate Vendors, the District may contract with each of the Vendors independently.
33. Does Loxahatchee bill ALL Customers (33,000) quarterly or perhaps split/spread to a certain amount each Month, customers Qtr1 , y, Qtr 2 and so on
- a. LRD presently bills all customers at one time with a single data file.

34. Please briefly describe how changing of the variable messaging on the bill backer is presently supported. What is the process? That is, are these changes to the back uploaded in a separate datafile (e.g. .RTF or full-page PDF) uploaded with the regular bill data-file holding billing information? Please clarify. Is the entire backer “changed out”/”swaped’ every qtr. ; or only certain specific sections or words /elements changed each quarter. Are past due back of page (backer) and/ or final bill backers also changed every quarter? Please clarify
- a. Most, but not all quarters, LRD prepares the entire page of content much like a newsletter – See sample in Amendment #2 – using Microsoft Word. We provide that content in Word and PDF format to the printer and the eBill/Payment services provider. There is no backer on the past due notice. We do not send final bills.
35. What is the regular bill volume per quarter? Please confirm there is only one (1) cycle per quarter? (e.g., 33 K bills sent one time per quarter ?
- a. See question #4 above.
36. Past Due Bills. 1. What is the approximate volume per quarter and are these simplex or duplex printed? 2. Will these be the same or close to the same layout as the Regular bills? 3. Are these past due bills to be uploaded inter-mixed in the same datafile as regular bills or sent at a different time of the quarter? 4. Please provide sample past due bill front and back.
- a. See question 4 above. Sample below. Past due data file is sent at different time – see question 6 above.
37. Final Notices 1. What is the approximate volume per quarter and are these simplex or duplex printed? 2. Will these be the same or close to the same layout as the Regular bills? 3. Are Final Bills to be uploaded inter-mixed in the same datafile as regular bills or sent at a different time of the quarter than regular bills? 4. Please provide sample final bill layouts front and back
- a. We do not send our “Final Notice Before Lien” or any of the Lien Notices through the printing service because of the low quantities.
38. Please share current vendor pricing for bill print and mailing. Per one sheet bill (envelopes included) and any other fees.
- a. See question #22 above.
39. What is the time between uploading data and approving the bill proofs to drop-in USPS mail time?
- a. See question #16 above.
40. Print & mail vendor requires that Customer pay postage in advance of physical mailings. Invoices will be provided for this purpose. Is this acceptable?
- a. Because LRD is a government entity, we typically do not pre-pay any services.
41. Who is your current provider?
- a. CIS – Able Software (able-soft.com); Payment Services – First Billing Services (firstbilling.com); Printing & Mailing – Arista Information Systems (www.aristainfo.com).

42. Can you provide your current pricing?
  - a. See question #22 above.
43. Will you accept a partial proposal for payments, print and mail?
  - a. Yes. See page 3 of the RFP.
44. Who is your current CIS provider?
  - a. See question #41 above.
45. What is the quantity of bills that are printed and mailed each month and at what frequency?
  - a. See question #4 above; quarterly.
46. How many E-bill presentments are being sent each month?
  - a. See question #7 above; quarterly.
47. Who is the current vendor that the District is using to provide these services?
  - a. See question #41 above.
48. What is the current pricing the District is receiving for these services?
  - a. See question #22 above.
49. We have reviewed the spreadsheet of transactions provided by the LRD for November 2020 through October 2021. Is the District able to provide a breakdown of credit versus debit card transactions, as well as a breakdown of card type for Visa, MasterCard, Discover, and American Express?
  - a. We cannot provide any of these breakdowns because they are not provided by our present vendor.
50. Can the District please share a breakdown of revenue capture as follows: # of annual transactions online, \$ of revenue captured through online payments, # of annual transactions in-person (POS), \$ of revenue captured through POS transactions, # of annual transactions processed via IVR, \$ of revenue captured through IVR transactions?
  - a. All of the available transaction information is provided in the transaction data file provided with the RFP. Below is a tabular summary of that data showing counts and total revenue for each payment method:

Pay Method	Count	Total Amount
ACH	20	\$ 293,072
CASH	358	\$ 31,273
CHECK	32,816	\$ 6,476,345
FB MANUAL	2	\$ 300
IVR - CHECK	257	\$ 23,251
IVR - CREDIT CARD	733	\$ 64,024
OBP MANUAL	4	\$ 416
ONLINE BILL PAY	34,136	\$ 2,902,938
PHONE - CHECK	839	\$ 101,872
PHONE - CREDIT CARD	5,321	\$ 564,010
POS - CREDIT CARD	49	\$ 4,369
RECURRING - CHECK	20,078	\$ 2,790,214
RECURRING - CREDIT CARD	11,851	\$ 973,444
TEXT - CHECK	25	\$ 2,027
TEXT - CREDIT CARD	75	\$ 6,306
WEB - CHECK	3,625	\$ 491,181
WEB - CREDIT CARD	16,914	\$ 2,221,894
TOTAL		\$ 16,946,938

51. Does the District have any goals to improve its user experience for its constituents?
- See Background & Objective section of the RFP. In simplest terms, the District's goal is to have a highly efficient, functional, and reliable systems that are actively in development to bring continuous improvements to our staff and customers now and into the future.
52. Would the District consider proposals from respondents who are capable of replacing multiple payment processors?
- Yes.
53. Does the District have a preferred go-live for new services? Are you requiring that all services go live at the same time?
- See the Schedule section of the RFP – page 4.

\*\*\* End of Questions \*\*\*





**Past Due Notice**  
**Loxahatchee River District - Quarterly Sewer Bill**

PO Box 8800  
 Jupiter, FL 33468-8800  
 Website: www.loxahatcheeriver.org

561-747-5700 Option 2  
 Office Hours 8:30 am - 5pm Monday - Friday  
 Email: billing@loxahatcheeriver.org

Account Information:	
<b>Account Number:</b>	1017600
<b>Customer:</b>	[REDACTED]
<b>Location:</b>	[REDACTED] TIMBERLINE DR
Messages:	
<p>Did you forget about us? Your quarterly sewer payment was due August 18, 2021.</p> <p>*** ATTENTION ***</p> <p>If you are set up to receive an email bill, please be sure to check your Junk/Spam folder for our bill from noreply@firstbilling.com and add us to your safe sender list.</p> <p>Questions? Please visit our website, stop by, or give us a call at (561) 747-5700 option 2.</p> <p>Please note: when an account becomes delinquent, the District does not disconnect sewer service, which could lead to health and sanitation problems. The District recovers delinquent payments by imposing a Claim of Lien on the property being provided sewer service. The amount the District is entitled to recover includes the delinquent amount stated in the Lien, plus 12% annual interest, and legal costs and fees, as authorized by Chapter 71-822 Special Acts of Florida 1971 as restated and amended to Chapter 2002-358, Laws of Florida.</p>	

Current Charges:	
Statement Date:	9/7/2021
Service Period:	7/1/2021 - 9/30/2021
Charges:	
Quarterly Wastewater Charge:	\$68.94
Sump Pump/Elevator:	\$0.00
Pool Discharge:	\$0.00
Late/Delinquency Charge(s):	\$0.00
Previous Balance or (Credit):	\$0.00
<b>Total Due:</b>	<b>\$68.94</b>
<b>Due Date:</b>	<b>9/30/2021</b>
<b>*** Past Due Notice ***</b>	
Convenient Ways to Pay:	
<ol style="list-style-type: none"> <li>1. Use your bank's Online Bill Pay.</li> <li>2. Automatic Debit from your bank account. Please see our website for the activation form under "Pay My Bill".</li> <li>3. Website (www.loxahatcheeriver.org) with your e-check or Mastercard, Visa or Discover credit/debit card.</li> <li>4. Mail your check made payable to LRECD in the enclosed envelope and include the lower portion of this bill.</li> <li>5. Call us at (561) 747-5700 Option 2 to pay with your e-check, Mastercard, Visa or Discover credit/debit card.</li> <li>6. In person, or our drop box, at 2500 Jupiter Park Drive.</li> </ol> <p style="text-align: center;">U.S. Funds only please.</p>	

PLEASE BRING ENTIRE BILL IF PAYING IN PERSON. PLEASE DETACH AND RETURN BOTTOM PORTION IF PAYING BY MAIL.

FL29891G

Loxahatchee River District  
 PO Box 8800  
 Jupiter FL 33468-8800



<b>Account Number:</b>	1017600
<b>Customer:</b>	[REDACTED]
<b>Due Date:</b>	9/30/2021
<b>Total Due</b>	<b>\$68.94</b>
<b>Please enter amount paid:</b>	

\*\*\*\*\*AUTO\*\*5-DIGIT 33458  
 4  
 [REDACTED] 868

LOXAHATCHEE RIVER DISTRICT  
 PO BOX 8800  
 JUPITER FL 33468-8800



**Past Due Notice**



\*\*\* End of Addendum #3 \*\*\*