



City Purchasing Division
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AMENDMENT NO. **One (1)**

RFP NO. 2017/2018/05/P

TITLE: **DATA PROCESSING, PRINT AND MAILE SERVICES**

THE FOLLOWING REVISIONS, ADDITIONS AND/OR CLARIFICATIONS SHALL FORM A PART OF THE PROPOSAL DOCUMENTS AND EACH OFFEROR SHALL INDICATE WITH THEIR PROPOSAL THE RECEIPT OF THIS NUMBERED AMENDMENT. REVISIONS, ADDITIONS, AND/OR CLARIFICATIONS ARE AS FOLLOWS:

The following are questions received and the responses to questions:

1) This question refers to section II, Scope of Services, sub section Current Process, Print & Mail, which is found on page 11 of 31. In order to best understand your requirements, we would like to understand the cycle schedule. What are the actual cycle dates for the 6 cycles mentioned in this section?

They are different for each month, but approximately 1 per week and about 2 per week (once during the month)

2) This question refers to section II, Scope of Services, sub section Current Process, Print & Mail, which is found on page 11 of 31. In order to best understand your requirements, we would like to understand the cycle volumes. How many statements are processed in each of the 6 cycles.

Approximately 10,600 per month / 6 cycles = 1,766 per cycle (some cycles are larger, some smaller)

3) This question refers to section II, Scope of Services, sub section Current Process, Print & Mail, which is found on page 11 of 31. In order to responsibly bid on your RFP, we require additional information. We have many utility billing clients, but for confidentiality and security reasons they do not always share the names of their software vendors and products. Please provide samples of the 13 utility bill files.

There is confidential utility customer information on those files we do not want to disclose that this time. Please see attached for information contained within each of the 13 bill files.

4) This question refers to section II, Scope of Services, sub section Qualifications, Security, which is found on page 11 of 31. The RFP states "Bills are mailed via First Class USPS mail 1 day after file creation." However, later in the RFP it states file transmittal, not creation. The intended word here was "transmittal", not "creation". Correct?

Transmittal to you.

5) This question refers to section II, Scope of Services, sub section Qualifications, Security, which is found on page 11 of 31. The RFP states "Provide details on comprehensive information security policy, identity theft prevention program, compliance with auditing regulations and Fair and Accurate Credit Transaction Act (FACTA) if applicable". Has the City encountered issues with current or previous contractors relating to FACTA compliance?

No

6) This question refers to section II, Scope of Services, sub section Current Process, Print & Mail, which is found on page 11 of 31. The RFP states "Provide details on comprehensive information security policy, identity theft prevention program, compliance with auditing regulations and Fair and Accurate Credit Transaction Act (FACTA) if applicable". What data in these statements is subject to FACTA?

Provide an answer as best as you can about your policy.

7) This question refers to section II, Scope of Services, sub section Qualifications, Security, which is found on page 11 of 31. The RFP states "Provide details on comprehensive information security policy, identity theft prevention program, compliance with auditing regulations and Fair and Accurate Credit Transaction Act (FACTA) if applicable". Does the City have a policy regarding masking of sensitive data on the statements?

We do mask sensitive data and SSN's are not part of the 13 bill files.

8) This question refers to section II, Scope of Services, sub section Qualifications, Disaster recovery plan, which is found on page 11 of 31. In order to bid responsibly, we would like to better understand the City's requirements for disaster recovery. Does the City require that the contractor house data and systems in a "SAAS" compliant data center?

Please provide your current disaster recovery solution.

9) This question refers to section II, Scope of Services, sub section Qualifications, Disaster recovery plan, which is found on page 11 of 31. In order to bid responsibly, we would like to better understand the City's requirements for disaster recovery. In the event of a disaster, what is the minimum recovery time that would be acceptable to the City?

Please provide your current disaster recovery solution.

10) This question refers to section II, Scope of Services, sub section Qualifications, Disaster recovery plan, which is found on page 11 of 31. In order to bid responsibly, we would like to better understand the City's requirements for disaster recovery. What types of disasters should be covered by this plan?

Disaster recovery should be an all-hazard solution to provide continuity of operations. Please provide your current disaster recovery solution.

11) This question refers to section II, Scope of Services, sub section Qualifications, Disaster recovery plan, which is found on page 11 of 31. In order to bid responsibly, we would like to better

understand the City's requirements for disaster recovery. What are the minimum requirements that the City would accept with regard to the contractor's disaster recovery ability?

Please provide your current disaster recovery solution.

12) This question refers to section II, Scope of Services, sub section Qualifications, Support Tickets, which is found on page 11 of 31. In order to bid responsibly, we would like to better understand the City's requirements for support tickets. We do have a ticketing system, however, for security reasons it is not outward facing. Tickets are created and managed by our own personnel. The City would be advised of the ticket numbers and status via email. Is this an acceptable ticketing solution for the City?

Please provide your current process on how the City of Gallup can open a support ticket online and how the process works from there.

13) This question refers to section II, Scope of Services, sub section Qualifications, Data Processing, which is found on page 12 of 31. In order to bid responsibly, we would like to better understand the City's requirements data processing. The following statement is not clear to us: "Offeror to describe their ability to back up all client document processing programs at least once per week as well as monthly backups. Description of ability to restore a backup copy if a live document processing application has any issues that make restoring to backup necessary". Who is the "client"?

City of Gallup

14) This question refers to section II, Scope of Services, sub section Qualifications, Data Processing, which is found on page 12 of 31. In order to bid responsibly, we would like to better understand the City's requirements data processing. The following statement is not clear to us: "Offeror to describe their ability to back up all client document processing programs at least once per week as well as monthly backups. Description of ability to restore a backup copy if a live document processing application has any issues that make restoring to backup necessary". Our document processing programs and systems are proprietary. What is the intention of these backups?

To be able to retrieve any files submitted to the vendor.

15) This question refers to section II, Scope of Services, sub section Qualifications, Data Processing, which is found on page 12 of 31. In order to bid responsibly, we would like to better understand the City's requirements data processing. The following statement is not clear to us: "Offeror to describe their ability to back up all client document processing programs at least once per week as well as monthly backups. Description of ability to restore a backup copy if a live document processing application has any issues that make restoring to backup necessary". Is the intention here that the contractor have the ability to reproduce documents using an older version of the data processing application?

To be able to recover any files submitted to the vendor.

16) This question refers to section II, Scope of Services, sub section Qualifications, Data Processing, which is found on page 12 of 31. In order to bid responsibly, we would like to better understand the

City's requirements data processing. The following statement is not clear to us: "Offeror to describe their ability to back up all client document processing programs at least once per week as well as monthly backups. Description of ability to restore a backup copy if a live document processing application has any issues that make restoring to backup necessary". Please provide examples of "any issues" relating to this requirement for which the City is concerned.

No answer given.

17) This question refers to section II, Scope of Services, sub section Qualifications, Data Processing, which is found on page 13 of 31. In order to bid responsibly, we would like to better understand the City's requirements regarding proof of delivery. What evidence would the City find to be sufficient as proof of delivery to the USPS?

Mail tracking through the USPS.

18) This question refers to section II, Scope of Services, sub section Qualifications, Data Processing, which is found on page 13 of 31. In order to bid responsibly, we would like to better understand the City's requirements regarding proof of delivery. What evidence would the City find to be sufficient as proof of delivery to the USPS?

Mail tracking through the USPS.

19) This question refers to section II, Scope of Services, sub section Qualifications, Data Processing, which is found on page 13 of 31. In order to bid responsibly, we would like to better understand the City's requirements regarding the contractor having an on-site DMU. It is our understanding that the USPS does not open new DMU's in favor of seamless acceptance. Seamless acceptance follows the mail acceptance timeline as a DMU. Does the contractor's electronic submittal bypass the DMU requirement?

We can consider seamless acceptance. Please explain in your response who would be responsible for assessment penalties for any errors (vendor or City of Gallup).

20) This question refers to section Exhibit A, Cost Proposal, sub section Optional USPS Outbound Mail Tracking, Pricing Unit, which is found on page 23 of 31. The USPS tracking data is not provided by mail piece, but by each event where the envelope was scanned by equipment at USPS. The number of scans per mail piece can be as few as zero and can sometimes be 10 or more. Most of the time there are 2 or 3 scans per mail piece. We suggest that the pricing unit be "per scan", not "per mail piece". Was this pricing unit intended to be "per scan"?

If there is a charge incurred based on your experience, please furnish what that charge would be to us.

21) This question refers to section Exhibit A, Cost Proposal, sub section Optional Move Update Service Fees, Service Level, which is found on page 23 of 31. There are three different types of services available for move updates. They are 18 month NCOA, 48 month NCOA, and USPS ACS. 48 Month NCOA is more expensive than 18 month NCOA. Which NCOA method, 18 or 48, does the City require?

18 months

22) This question refers to section Exhibit A, Cost Proposal, sub section Optional Move Update Service Fees, NCOA Unit, which is found on page 23 of 31. Our pricing model is based on number of records submitted to NCOA, not number of reported changes. Was this pricing unit intended to be "per submitted record"?

Please provide your current service provided.

23) This question refers to section Exhibit A, Cost Proposal, sub section Optional Move Update Service Fees, NCOA, which is found on page 23 of 31. Failure to update your addresses in a timely fashion may subject your mail to penalties and additional postage. Will the City bear the costs for these penalties and additional postage?

This information should be incorporated into your proposal.

24) This question refers to section Exhibit A, Cost Proposal, sub section Optional Move Update Service Fees, NCOA, which is found on page 23 of 31. Failure to update your addresses in a timely fashion may subject your mail to penalties and additional postage. Will the City update the mailing addresses as new NCOA/ACS updates are reported to the City from the contractor?

No answer given.

25) This question refers to section Exhibit A, Cost Proposal, sub section Optional Move Update Service Fees, ACS, which is found on page 23 of 31. ACS is charged on a per reported change. Will the City separate ACS as a separate line item on this cost proposal?

It is an either or answer. If you want to provide a fee for each, that is acceptable.

26) This question refers to section II, Scope of Services, sub section Qualifications, Data Processing, which is found on page 12 of 31. Under the section describing the web based interface, items a through i, we are able to provide many of these requirements, but not all through the web interface. Some functions are handled more efficiently through other means. Which items of a through i are mandatory requirements?

Please describe what options you can and cannot do for items a - i. If they are handled through other means, please explain.

27) This question refers to section II, Scope of Services, sub section Qualifications, Data Processing, which is found on page 12 of 31. Under the section describing the web based interface, items a through i, we are able to provide many of these requirements, but not all through the web interface. Some functions are handled more efficiently through other means. Which items of a through i are optional requirements?

See #26

28) This question refers to section II, Scope of Services, sub section Qualifications, Data Processing, which is found on page 13 of 31. In order to responsibly bid on your RFP, we require additional information. We require samples of all materials, including paper, forms, and envelopes. This

ensure that the appropriate quality of materials is selected. Will the City send paper samples to the prospective offerors well before the deadline?

We will have to provide a sample of the double window. All other requirements are self-explanatory.

29) This question refers to section n/a, n/a, sub section n/a, Insurance Requirements, which is found on page n/a. What are the City's insurance requirements for this RFP?

Offeror shall provide certificate of insurance which includes statutory limits for worker's compensation and professional liability insurance.

30) This question refers to section I, General Conditions, sub section n/a, Appropriations, which is found on page 8 of 31. What is the financial condition of the City?

No issues.

31) This question refers to section I, General Conditions, sub section n/a, Appropriations, which is found on page 8 of 31. Has the City defaulted on any contracts?

The City has NOT terminated any contracts for data, print, and mail services of utility bills.

32) Would it be possible to either receive samples of the carrier and return envelopes?

Requested samples but not received to date.

DATE: April 30, 2018

BY/S/

Frances Rodriguez

Frances Rodriguez, Purchasing Director

Acknowledge

Receipt Amendment No. One (1)

BY/S/

Authorized Signature of Offeror/Bidder

COMPANY NAME:

[TO ACKNOWLEDGE RECEIPT, RETURN ONE (1) COPY WITH PROPOSAL]