



## RFP #FY23-RFP-24

### Charlotte Water Bill Inserts Printing Services

#### Addendum #1

May 10, 2023

It is necessary to acknowledge receipt of this Addendum on Required Form 2, Addenda Receipt Confirmation, within the Request for Proposals (RFP).

#### **Required Form 7, Company's Background and Questionnaire Response, Change and Clarification:**

1. The original Section 6, Required Form 7, Company's Background and Questionnaire Response, is hereby replaced in its entirety by the Updated Required Form 7, Company's Background and Questionnaire Response, which now includes the changes indicated, and is incorporated as part of this Addendum 1.
2. A copy of the Updated Required Form 7, Company's Background and Questionnaire Response, in Microsoft Word format is available on Charlotte Water's Contractor and Vendor Opportunities website (<https://www.charlottenc.gov/water/Work-With-Us/Opportunities>) by searching for the RFP Title or Number.
3. The questions below have been added to the Updated Required Form 7, Company's Background and Questionnaire Response. The City will review this information and discuss the responses received with selected Company(-ies) as part of the contract negotiation process.
  - Can your Company provide firm and fixed pricing for an initial two-year term of an awarded Contract?
  - If unit price adjustment requests were allowed to be submitted for consideration each calendar year from the Contract's effective date, how might that affect your proposed pricing? Please be specific.
  - If a percentage cap was placed on annual price adjustment requests (for example: Company's unit prices shall not increase greater than X% of the prior year unit price), what percentage would you propose?
  - If your Company was to submit a price adjustment request to the City, what is your current procedure for justifying any change to contract pricing with your current customers? What justification evidence do you provide? At what frequency are you currently requesting price adjustments, if any, from your current contracted customers?

#### **Exhibit C, Print Ready Files – Bill Inserts:**

1. The original Print Ready Files – Bill Inserts, which were included with Exhibit C, are hereby replaced in their entirety by the Updated Print Ready Files – Bill Inserts, and are incorporated as part of this Addendum 1.
2. Copies of the Updated Print Ready Files – Bill Inserts, are available on Charlotte Water's Contractor and Vendor Opportunities website (<https://www.charlottenc.gov/water/Work-With-Us/Opportunities>) by searching for the RFP Title or Number.

Please note the following questions concerning the above-referenced RFP.

RFP REFERENCE	VENDOR QUESTION	CITY RESPONSE
SECTION 2.5, SUBMISSION OF PROPOSALS	How many printed samples of each art sample on the actual paper is required to you by the 16th?	One of each on each paper type.

SECTION 3.3, SPECIFICATIONS, AND SECTION 6, REQUIRED FORM 4, PRICING WORKSHEET	Section 3.3 states that adjustments to pricing due to fluctuations in fuel or freight during the initial term of contract are not allowed, however in Section 6, Required Form 4, Pricing Worksheet, second paragraph, all prices quoted shall be firm and fixed for the initial two-year term and then each renewal contract period thereafter. Please clarify.	Please provide pricing as requested in Required Form 4, Pricing Worksheet, which should be firm and fixed during the initial two year term of an awarded Contract. Price adjustments can be submitted for review and approval at the first renewal period to then fix pricing for the next two-year term. Then, price adjustments can be submitted for review and approval at the final renewal period to then fix pricing for the final one-year term. The City has added questions to the Updated Required Form 7, Company's Background and Questionnaire Response, regarding price adjustments. The City will review this information and discuss the responses received with selected Company(-ies) as part of the contract negotiation process.
SECTION 3.3.1, PAPER STOCK AND SECTION 6, REQUIRED FORM 4, PRICING WORKSHEET	For option A one of the paper choices for us to provide a quote for is 70# silk text (coated). However, in Exhibit B (Mail House Facility Guidelines) on page 62, KUBRA's instructions specify for buckslips that are printed on silk text paper, 80# is the minimum acceptable weight. Please confirm whether or not 70# silk text (coated) is an option.	Please follow KUBRA guidelines in Exhibit B, Mail House Facility Guidelines, and only provide pricing for 80# Silk (coated).
SECTION 3.3.1, PAPER STOCK	The RFP is asking for a recycled content, 30-100% PCW. I'm not sure how available this stock is, or will be, on an on-going month to month basis. Should we quote whatever paper, recycled content or not, that is available now?	Yes, it is recommended to quote multiple stocks.
SECTION 3.3.1, PAPER STOCK	Our distributors are willing to hold pricing for 30 days, is this contract open to paper fluctuations in pricing?	Please provide pricing as requested in Required Form 4, Pricing Worksheet, which should be firm and fixed during the initial two year term of an awarded Contract. Price adjustments can be submitted for review and approval at the first renewal period to then fix pricing for the next two-year term. Then, price adjustments can be submitted for review and approval at the final renewal period to then fix pricing for the final one-year term. Please notate any Exceptions to the RFP following the instructions listed in Section 4.1.4. The City has added questions to the Updated Required Form 7, Company's Background and Questionnaire Response, regarding price adjustments. The City will review this information and discuss the responses received with selected Company(-ies) as part of the contract negotiation process.
SECTION 3.3.1, PAPER STOCK	Paper with post-consumer recycled %s can be quoted and the % identified. Is FSC paper absolutely required to be considered? That could be an issue providing a quote with the FSC requirements.	If you cannot source FSC, then please state that. Next best consideration for Charlotte Water is PCW %, but please know the Evaluation Team emphasize/prioritize recycled and FSC certification.
SECTION 3.3.1, PAPER STOCK	Due to continuing paper supply chain issues, if the paper that has been quoted and approved is not	Yes, in this circumstance Charlotte Water may approve a substitute as long as it is comparable in price and type.

	available at the time of printing, can a similar paper be substituted as long as ALL inserts within the same mailing are printed on the same paper?	
SECTION 3.3.1, PAPER STOCK	Are all paper stocks and weights required for the proposal or our best weight and cost for that weight of paper?	Please submit your most competitive proposal. Charlotte Water allowed flexibility in paper and weight.
SECTION 3.3.2, OVERRUNS	Any remaining inserts shall be mailed to the respective department. KUBRA charges extra to recycle or return overruns. Would KUBRA bill the individual departments for the returns of overruns, or should we calculate the cost into our proposal?	No overruns should be sent to KUBRA.
SECTION 3.5.2, CARTONS AND PACKING	Can chipboard dividers be used inside the cartons, not cardboard. Chipboard is material like the back of a note pad which has a sturdy weight – widely used in packing. Is this okay?	Yes, this is allowed.
SECTION 3.9, NON-PERFORMANCE OF BILL INSERTS PRINTING SERVICES	If there is equipment issues during production that would make this fall out of the posted schedule, how is that handled and is it acceptable.	In this instance, it is considered an emergency, but depending on when in the production schedule, Charlotte Water and other external submitters would not incur costs. Charlotte Water would cancel that month's bill insert, at no cost to any submitting entity. This would also be considered a Non-Performance of Bill Inserts Printing Services following Section 3.9 of the RFP.
SECTION 4.1.2, PROPOSED SOLUTION	Our solution is to print the inserts. Would a copy of our quote suffice here? If not, we aren't sure what you're looking for here.	Your proposal should include a Cover Letter, Proposed Solution, Required Forms, and Exceptions, all of which should be e-mailed to: <a href="mailto:matthew.newlon@charlottenc.gov">matthew.newlon@charlottenc.gov</a> by 2:00 p.m. EST on 5/16/23. Samples of your printed Charlotte Water Bill Inserts should be mailed to be received by this date and time as well. This should be done following the process provided in Section 2.5, Submission of Proposals, of the RFP document. Section 4.1.2 of the RFP document describes what is recommended to include in the Proposed Solution section of your proposal. This section should be provided on your "company paper" (no form to fill out) and is your opportunity to market your organization, the services you provide, and your strategy in meeting the requirements of the RFP for Charlotte Water to the Evaluation Team. This section should be used to highlight why your organization would be the best selection for Charlotte Water for the services requested. There is no minimum or maximum amount of information which you can include to provide this information to the Evaluation Team. Please be sure to include how your specific organization would meet the requirements needed by Charlotte Water, and any strategies which you may propose to do this.
SECTION 4.1.5, SAMPLE INSERTS SUBMISSION	Can samples be sent after the first round and down selection of vendors?	No, samples of your printed Charlotte Water Bill Inserts should be mailed to be received by 2:00 p.m. EST on 5/16/23

		following the instructions in Section 2.5, Submission of Proposals.
SECTION 6, REQUIRED FORM 4, PRICING WORKSHEET	Is the quantity 210,000 or 230,000 as per the Pricing Worksheet? 3rd paragraph: 10 months of the year 210,000 bill packages are mailed. In January and July 230,000 packages are mailed. Pricing Worksheet has 230,000 for up to 12 months of the year?	Price per unit should be the same for the two year initial term regardless of quantity needed. Charlotte Water provided this information and estimated quantities to assist with unit price development. Charlotte Water will allow pricing to be submitted for different volumes or volume tiers (for example: 210,000/220,000/230,000, etc. or 210,000-220,000/220,000-230,000). This can be added by the Company to the Pricing Worksheet submission as an additional attachment.
SECTION 6, REQUIRED FORM 4, PRICING WORKSHEET	Will vendors be excluded if pricing cannot be guaranteed for 2-year term given fluctuations in supply (paper) and transportation costs?	Please provide pricing as requested in Required Form 4, Pricing Worksheet, which should be firm and fixed during the initial two year term of an awarded Contract. Price adjustments can be submitted for review and approval at the first renewal period to then fix pricing for the next two-year term. Then, price adjustments can be submitted for review and approval at the final renewal period to then fix pricing for the final one-year term. Please notate any Exceptions to the RFP following the instructions listed in Section 4.1.4. The City has added questions to the Updated Required Form 7, Company's Background and Questionnaire Response, regarding price adjustments. The City will review this information and discuss the responses received with selected Company(-ies) as part of the contract negotiation process.
SECTION 6, REQUIRED FORM 4, PRICING WORKSHEET	Would Charlotte Water allow pricing to be submitted for different volumes or volume tiers (for example: 210,000/220,000/230,000, etc. or 210,000-220,000/220,000-230,000)?	Charlotte Water will allow pricing to be submitted for different volumes or volume tiers (for example: 210,000/220,000/230,000, etc. or 210,000-220,000/220,000-230,000). This can be added by the Company to the Pricing Worksheet submission as an additional attachment.
SECTION 6, REQUIRED FORM 7, COMPANY'S BACKGROUND AND QUESTIONNAIRE RESPONSE	Question 16. Provide a detailed description on the following: Stock, size, ink, bleeds, resolution type, proofs: Can you please provide more clarity on this question i.e., the requirements are provided on the Pricing Worksheet. What additional details are you looking for us to provide?	Please reiterate what Charlotte Water is asking for/confirm that the Company can meet the requirement specifications.
EXHIBIT A, CHARLOTTE WATER BILL INSERT GUIDANCE	In the Charlotte Water Bill Insert Guidance of January 2023, included as Exhibit A, in the Production Section, "Artwork...is created by the sponsoring agency" this refers to the City agency, correct? Not the printer?	Yes, artwork is completed by whichever government entity who is submitting the insert.
EXHIBIT B, MAIL HOUSE FACILITY INSERT GUIDELINES	In the KUBRA Mail House Facility Insert Guidelines, listed in Exhibit B, KUBRA gives a minimum and maximum sizes for inserts. For our purposes in this RFP, we are only considering 8.5" wide x 3.5" high, correct?	Yes, only the 8.5" wide x 3.5" high.

EXHIBIT C, PRINT READY FILES – BILL INSERTS	We have discovered an issue with the art on 2 of the 4 sides of these. The front and back of sample #1, with the blue background, don't have bleeds. Please advise how we should proceed.	The original Print Ready Files – Bill Inserts, which were included with Exhibit C, are hereby replaced in their entirety by the Updated Print Ready Files – Bill Inserts, and are incorporated as part of this Addendum 1. Copies of the Updated Print Ready Files – Bill Inserts, are available on Charlotte Water's Contractor and Vendor Opportunities website ( <a href="https://www.charlottenc.gov/water/Work-With-Us/Opportunities">https://www.charlottenc.gov/water/Work-With-Us/Opportunities</a> ) by searching for the RFP Title or Number.
EXHIBIT C, PRINT READY FILES – BILL INSERTS	Can you e-mail individual print ready files directly?	Please e-mail Matthew Newlon, at: <a href="mailto:matthew.newlon@charlottenc.gov">matthew.newlon@charlottenc.gov</a> , if you would like separate copies of these. Copies of the Updated Print Ready Files – Bill Inserts, are also available on Charlotte Water's Contractor and Vendor Opportunities website ( <a href="https://www.charlottenc.gov/water/Work-With-Us/Opportunities">https://www.charlottenc.gov/water/Work-With-Us/Opportunities</a> ) by searching for the RFP Title or Number.
MISCELLANEOUS	Sales tax for these items delivered to Texas. Added to the Charlotte Water bill or does the City of Charlotte have an exemption certificate for Texas to provide?	The City of Charlotte is not sales tax exempt. Any related sales taxes would be included within the invoice to the City.
MISCELLANEOUS	Will there be Spanish as well as English language inserts?	No, but there may be a time where Charlotte Water does want to include additional language inserts, in which case Charlotte Water would translate content through another vendor. Translated inserts would not affect the proposal or printing. Charlotte Water would translate and deliver art the same.

**Additional Documentation Incorporated as Part of this Addendum 1**

1. Updated Required Form 7, Company's Background and Questionnaire Response
2. Updated Print Ready Files – Bill Inserts

**End of Addendum #1**

## **Section 6**

### **Required Forms**

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#### **REQUIRED FORM 7 – COMPANY’S BACKGROUND AND QUESTIONNAIRE RESPONSE** **RFP #FY23-RFP-24**

##### **Charlotte Water Bill Inserts Printing Services**

Companies shall complete and submit the form below as part of their response to this RFP. Additional pages may be attached as needed to present the information requested.

1. Company’s legal name.
2. Company Location (indicate corporate headquarters and location that will be providing the Services).
3. How many years has your Company been in business? How long has your Company been providing the Services as described in Section 3?
4. How many public sector (cities or counties) clients does your Company have? How many are using the Services? Identify by name some of the clients similar to City (e.g., similar in size, complexity, location, type of organization).
5. List any projects or services terminated by a government entity. Please disclose the government entity that terminated and explain the reason for the termination.
6. List any litigation that your Company has been involved with during the past two (2) years for Services similar to those in this RFP.
7. Explain your Company’s financial ability and capacity to meet the Services required in this RFP.
8. Provide an overview and history of your Company.
9. Describe the ownership structure of your Company, including any significant or controlling equity holders.
10. Describe the key individuals along with their qualifications, professional certifications, and experience that would comprise your Company’s team for providing the Services.
11. If the Proposal will be from a team composed of more than one company or if any subcontractor will provide more than fifteen percent (15%) of the Services, please describe the relationship, to include the form of partnership, each team member’s role, and the experience each company will bring to the relationship that qualifies it to fulfill its role. Provide descriptions and references for the projects on which team members have previously collaborated.
12. How will your Company ensure proper, timely, and effective communication with the City, and what communication methods will be utilized?
13. Explain how your organization ensures that personnel performing the Services are qualified and proficient.
14. Provide information regarding the level of staffing at your organization’s facilities that will be providing the Services, and each staff person’s role, as well as the level of staffing for each subcontractor if applicable.
15. What are the risks you’ve identified with performing these Services, and how will your Company mitigate those risks?
16. Provide a detailed description on the following: Stock, size, ink, bleeds, resolution type, proofs
17. Describe your security procedures to include physical facility, electronic data, hard copy information, and employee security. Explain your point of accountability for all components of the security process. Describe the results of any third-party security audits in the last five (5) years.

## **Section 6**

### **Required Forms**

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18. Does your Company use any digital tools for file submissions, proof review, and project status tracking? Is that tool openly accessible to the customer? Please describe.
19. Describe your relationship, if any, with the shipping company (-ies) that you would utilize to provide the Services.
20. Has your Company ever worked with KUBRA, the Mail House Facility, in the past? If so, please describe your working relationship.
21. Can your Company provide firm and fixed pricing for an initial two-year term of an awarded Contract?
22. If unit price adjustment requests were allowed to be submitted for consideration each calendar year from the Contract's effective date, how might that affect your proposed pricing? Please be specific.
23. If a percentage cap was placed on annual price adjustment requests (for example: Company's unit prices shall not increase greater than X% of the prior year unit price), what percentage would you propose?
24. If your Company was to submit a price adjustment request to the City, what is your current procedure for justifying any change to contract pricing with your current customers? What justification evidence do you provide? At what frequency are you currently requesting price adjustments, if any, from your current contracted customers?