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ADMINISTRATIVE SERVICES  
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REQUEST FOR PROPOSAL

BID NO. 21-026

FOR

LASER PRINTING AND MAILING SERVICES OF UTILITY BILLING,  
BUSINESS LICENSE RENEWALS AND DELINQUENT NOTICES

INFORMATIONAL ADDENDUM NO. 1

DATED ISSUED: September 1, 2021

- 1. Does this specification disqualify a bidder if bidder is not within 150 miles of your office?**  
Unfortunately, it does as the city has incurred more costs with having a vendor out of state when it comes to shipping items such as; utility inserts, envelopes, etc.
- 2. What is the City's anticipated go live date after notice of award is issued?**  
November 1<sup>st</sup>
- 3. What is the CIS/Utility billing software?**  
Tyler Technologies New World Utility Management
- 4. Who is the current vendor for these services or is this currently being done in house?**  
QuestMark
- 5. Is it required to have a City of Turlock Business License since we are not located in the city limits? If so, is this due with the bid submission or due upon notice of award?**  
Yes, due upon notice of award.
- 6. Can we bid this using a white return envelope (see attached) with window instead of gray and green non-window envelopes since these appear to have different return addresses?**  
No, the colored envelopes must remain as they help staff distinguish which types of bills they are.
- 7. What is the white #10 non-window envelope used for? Does it require the vendor to print the recipient's address block on it?**  
This envelope would be ordered on an "as needed" basis for the department and will require the return address printed on it.

- 8. Does the selected vendor need to print the monthly newsletter? If so, can you please provide the specifications?**  
The selected vendor does not need to print the monthly newsletter as the City will obtain quotes when needed for this service.
- 9. Can you please clarify the envelope quantity shown on the price sheet? If the City is sending out about 22,600 regular and delinquent notices each month, why does it show either 2,500 or 5,000 as the quantities of the envelopes?**  
The quantities are based on per case quantities as separate for envelope orders for utility billing the City will order envelopes from vendor as needed.
- 10. I have a question regarding postage as delineated in pg. 6 Section 1.5. Will we be using the city's permit number for postage? Will, the city keep an escrow account for Postage?**  
The City does not have a permit number for postage and/or keep an escrow account for postage. The awarded vendor will bill postage directly to the City.
- 11. Page 5 Section 1.2: It states that we will receive PDF files and that we must prepare and send a file back to the City for approval. PDF files are generally complete documents that are just printed "as is" – so wouldn't we be sending you back the same file that you just sent us?**  
As confirmation, we would need at least 3 bills front and back to review and approve in order to confirm the printed document is accurate. The PDF sent weekly is the front side only of all bills. The backside is a static form which can change from time to time. The three individual bills provide an opportunity to confirm that both the front and back is as accurate as possible.
- 12. Page 6 section 1.6: All utility bills must have bar codes readable with the City of Turlock's current Bar Code Readers. If you are sending us finished PDF files, wouldn't you already be putting the appropriate barcodes on the PDF?**  
The barcodes are already generated on the bills; however, we do need to ensure they are functional after printed. A problem with rendering or with the font could cause an issue with the reading of the barcodes.
- 13. Are the PDF's complete with your artwork or is it your intention to provide preprinted forms and your PDF lines up on your form? Are we**  
The PDF's are complete with artwork, no pre-printed forms are necessary.
- 14. The bid mentions warehousing a 6-month supply of forms and envelopes – will the City be pre-paying for this or is the vendor required to bill back the materials as they are used?**  
Bill back materials as they are used.