

**IREA Printing and Mailing RFP - Questions and Answers
Addendum 01**

No.	Question	Response
1	What CIS (billing software) are you using?	Cayenta
2	It appears that each statement is printed “full color”, as the usage graph (variable member data) has multiple colors – can you verify this?	At present IREA routes past due statements to a color printer so the past due will print in red. Those that route there also print the usage graph in color because the program used has a colored graph.
3	If so, is it your intention to stay with full-color statements (higher cost versus black plus 1 highlight color)?	Proposals should price full color statements; however, IREA would like to consider other more efficient layouts and alternate pricing should be provided if available. IREA does intend to continue the past due portion in color, which is based on a tag for each account in the XML billing file.
4	While the batch (data) is processed in the evening, what time will we receive the file? See Section 3.1 of the RFP?	IREA intends to deliver the electronic files by 10:00 am MST/MDT. More specifically, 01:00 A.M. will be the earliest and 10:00 AM the latest.
5	How is this job currently being produced?	IREA's CIS billing system, Cayenta, produces the files via XML. This XML file is what will be sent for printing operations.
6	The billing notices reference 20 different versions, what is driving the versioning? Just imaged wording or completely different formatting?	The type of bill is driving the versioning. For example: a regular bill, a budget bill, and a time of use bill are all considered different versions. The majority of data is of the same type and in the same area, but some information varies. There are areas that will appear or disappear on the bill depending on XML TAGs. The same space is used by several different bill renditions.
7	Are the color bars (green) on the front of the statement static or do they move?	If this question is in reference to page separators, there are two green bars that run horizontally across the form separating the bill into three different “zones.” They are preprinted. Otherwise, it is a rolling 13 month graph.
8	Is the back of the bill static information? Typically how often does it change?	Yes it is. So far it has remained the same since April 2012. IREA is in the process of making a minor change (email address), but typically information does not frequently change.
9	What is the typical amount of time given to obtain inserts? (final art to first bill inserted).	The print deadline for our current vendor is the 21 st in order to have hard copies ready for insertion around the 1 st of the month. IREA works to have all artwork approved by the 14 th of each month. Once final artwork is approved, it typically takes 9 days to receive shipment.

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10	Are the billing cycles driven at all by the districts?—4 times per year there would be 7 “letters from the district director”.	No, the billing cycles are not driven by the districts. The only thing driven by the districts is the director letter. One month each quarter each director writes a letter to his district, which replaces the Watts and Volts newsletter that month. Both are inserts, but the Watts and Volts is the same for all bills and the director newsletter is specific to bills by district.
11	Are there different folding options available for inserts?—currently z-folded.	IREA uses the z-fold to make it easier to insert with its machine and remittance system as it experienced issues with the perforations when using other fold styles. IREA is open to other folding styles so long as the fold is above the perforation and the address information is properly placed in the window.
12	How does IREA currently process check payments?	IREA processes check payments in-house using Wausau ImageRPS.
13	Does IREA process checks thru lockbox or In-House with Western Union?	Same as above, in-house using Wausau ImageRPS.
14	Page 3, 3.5 Mailing Schedule states that “Respondent must provide a schedule for daily mailings as listed in the scope of work, attached as Exhibit B.” Are you looking for a physical schedule to be printed?	IREA needs an ensured timeframe, from receipt of the file to mailing, that can be guaranteed from the vendor. A physical schedule is not necessary.
15	Will the data that is required for separate mailings, such as Disconnect or Collection Letters, be contained in the regular statement file, or will separate files be sent with their data?	It would be a separate file and is currently created from Cognos.
16	How will the 36,000 members that receive their bill electronically be identified for print suppression?	eBill customers are not included in the XML data file.
17	Will the full-color graph be required for statements? If not, what items will require the full-color graph?	See answers to questions 2 and 3 above.
18	Since the billing batch file is processed during the evening, is it possible to receive the file prior to 10:00 am?	See answer to question 4 above.
19	For vendor-supplied color inserts, how many colors are on each side?	This varies, but can be more than 10. Please refer to Attachment 01_WattsAndVolts for a sample.
20	Does the no.9 envelope have a window?	No, there is no window. It is pre-addressed to IREA.

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21	Inserts: What is the weight of the paper? 60# or higher?	IREA's Watts and Volts newsletter that is sent as an insert 8 months out of the year is 70 pound dull text. The Director Letter, sent as an insert 4 times a year, is 60 pound (opaque text uncoated stock).
22	Inserts: One side black. What is the volume? How often are they mailed?	Occasionally, IREA inserts a one-sided black and white advertisement in addition to the Watts and Volts (or Director newsletter). The volume would be equivalent to one cycle of paper billing or approximately 123,000 each time it's used. IREA often requires approximately 5,000 additional for inserting errors and community event considerations.
23	Inserts: Two sided black. What is the volume? How often are they mailed?	At this point, IREA does not utilize this type of insert. However, IREA would like pricing for future consideration.
24	Inserts: One side color. Number of colors and also what is the volume? How often are they mailed?	Currently, IREA's Director Newsletters are one-sided color inserts. At present the color is minimal (2-3), but could change in the future. The volume is approximately 123,000 each month it's used; IREA often requires approximately 5,000 additional for inserting errors and community event considerations. They are mailed 4 times per year.
25	Inserts: Two sided color. Is the color 4/4? Also, volume. How often are they mailed?	Currently, IREA's Watts and Volts newsletter is a two-sided insert. The color is 4/4; the volume is approximately 123,000 each month it's used; IREA often requires approximately 5,000 additional for inserting errors and community event considerations. They are mailed with the bills 8 months a year.
26	Are all Return envelopes yellow? Would you consider white wove return envelopes?	Yes, all return envelopes are currently yellow. IREA would consider alternatives as long as it is easily distinguishable from the other mail. The yellow color makes it easy to quickly separate payments from regular mail.
27	What is the paper weight of the return envelopes and of the #10 envelope?	Both are 24#.

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28	Can you clarify what the Portal/Search service and Portal/bill pull search is? Is this your tool to find and view images of statements? If so, are there any additional requirements we should be aware of? Archiving for example. One year?	IREA needs the capability to find a bill and possibly pull it. It is desirable to have a convenient way to verify how many bills were produced, which can be matched against Cayenta records to verify mailings. IREA needs PDFs returned for internal archive purposes. Vendor archiving will only be necessary for a couple of days after printing.
29	You also ask for a price for PDF images. Is this separate from the Portal/Search and bill pull search service? Are there any other requirements we should be aware of for this product? That is, hosting (IREA or vendor)? Archiving periods, etc.	The PDFs are for IREA's reference on what was sent to the customer in case there is an issue. The portal is where IREA would like to view on the billing side in case one needs to be pulled. Since different groups would use each, as long as it has security based on user, PDFs can be part of the portal.
30	Can you provide your current presort breakdown? That is, how many go 5 digit, 3 digit etc. If the break out is not available, can we receive a sample data set so we can run it through our sortation software to get as close an estimate as possible?	A sample is provided in Attachment 02_Presort Breakdown.
31	Do you have a proposed contract term? We did not find a proposed length in the documents.	We anticipate a multiple year contract, which term is open to negotiation.
32	What is meant by delivery charges? Are there unique packaging or delivery requirements not listed in the RFP? If more detail could be provided that would help understand pricing for other delivery options.	These would be vendor specific handling or delivery charges that are not already included in the postal costs. If a vendor does not have additional costs of this nature, it would not apply.
33	Please provide images and/or specifications for the send and reply envelopes. Number of colors on the outside, security tint on the inside, number of windows, width and height of window, placement of window from left and bottom of envelope.	The #10 statement envelope is 24 pound white wove with "IREA" green privacy printing on the inside in the "Confetti" style. The window is 1-1 /4 inches by 4-1 /8 inches wide. The window placement is 3 /4 inches from the left and 13 /16 inches from the bottom. The return address for IREA is printed in "IREA" green and "IREA" brown, in the IREA address format. The return #9 envelope is CANARY yellow, no window, 24 pound paper. Printing on this envelope is all black. Both are "Open Side – SSS" styles.
34	How many bills go to a second page?	Currently no bills go to the second page.
35	How many pages do your largest bills have?	One, see #34 above.

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36	What is the total number of bill pages printed per month?	Approximately 123,000
37	Are all Notices and Letters printed Simplex on only one sheet of paper?	Yes, content is currently only printed on one side for both collection letters and the disconnect notices. However, the stock for the collection letters has pre-printed information on only one side while the disconnect notice stock has pre-printed information on the front and back. The bill stock is also pre-printed with information on both sides.
38	Do bills have other marketing inserts besides the newsletter? What is the maximum number of different inserts that could be selected in a given cycle?	A couple times a year, another insert advertising the Colorado Energy Outreach program is included as well. Typically, only one insert is included but can be up to two in this circumstance. However, that number may increase in the future.
39	How are the 19 cycles distributed throughout the month? Can you provide an example month showing the dates files would be sent to the vendor?	The first business day of the month is the first cycle and IREA produces files every business day up to the nineteenth day. Some months IREA produces two cycles on one day, due to holidays (i.e. Thanksgiving holiday in November).
40	Can we receive a data sample to verify the actual format/ layout of data that would be provided?	See Attachment 03_XML for a sample XML file. A sample bill print of this data can be found on page 6 of the RFP.
41	Are graphs and QR images a part of the data, or are would these items be created using conditional data sent?	Graphs are part of all bills, conditional based on kWh usage. The QRcode is a static hardcoded URL to IREA's Western Union Speedpay site. It is the same for every bill.
42	Can IREA list the software used for each phase of the current billing process?	All billing processes are done within Cayenta.
43	Can IREA provide a list of print and mailing equipment currently being used for production of the bills?	IREA's current printers are as follows: OCE 4100 and Cannon 9750. IREA's inserter is a Pitney Bowes DM 8 series 4 enclosure system.
44	IREA has in the past issued an RFP for this service but elected to keep the service inhouse. Is IREA now committed to outsourcing the statement printing process? If yes, can you explain what factors have led to this decision?	IREA has not solicited bids for this service in the recent past. While IREA has determined that outsourcing the statement printing process is most likely the most efficient option, IREA will review proposals and available options before committing to a contract with an outside company.
45	Do you have a preference for a local provider and if so is that reflected in your scoring criteria?	IREA has not established a preference or preferential scoring for local providers.

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46	How do you handle move update compliance?	This is done through IREA's mailing service, as well as using Mailers +4 in house.
47	Is z-fold required or are you open to using a letter fold?	See answer to question #11 above.
48	Is the BRE selective based on there being a balance owed? Is this the reason for the reference in 3.3 to the xml file indicating a return envelope for "some" bills?	The business reply envelope is mailed to all customers receiving paper statements who do not pay IREA through the automatic bank draft program.
49	What are the differences between the 20 templates?	See answer to question #6 above.
50	Is the backer static or dependent on the 20 different versions?	If this is in reference to the back of the stock, yes it is static.
51	Will materials be supplied by client or will vendor order them?	Either is a possibility. IREA is interested in vendor suggestions on best practices and available options.
52	Will your e-statement work be going out to bid as well, and if so, when? Consolidating all statements with one vendor may provide additional savings and simplicity.	At this time IREA does not intend to release an RFP for eBilling.
53	Will your e-billing work be going out to bid and if so, when?	All billing is done in Cayenta and there is no intent to go out to bid for a new billing software. Regarding the delivery of eBills, see the answer to question #52 above.
54	Will your insert printing work go out to bid, and if so, when?	While insert printing is not specifically provided for in the RFP, IREA is interested in proposals regarding this scope of work. Vendors are encouraged to provide information regarding available insert printing options.
55	Are grouped bills merely inserted into one envelope or do they involve modifications to the statements themselves?	Group bills are merely 2 or more statements inserted into the same envelope. They do not involved modifications to statements.
56	For grouped bills, will you provide more detail on how these are identified and grouped?	There is an XML TAG on each account that specifies group number. If there is a value all accounts with the same value are "grouped" If there isn't a value it is an individual statement.
57	Is their only one template for disconnect notices?	Yes.
58	What are the differences in the three versions of the collection letter?	All three versions have static and variable information. The main differences are the verbiage changes on the static pieces.

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59	Will you expand on the timeframe and specifics related to the change in the disconnect notices?	Some additional verbiage will be added to the stock portion (static information). There will also be a couple more variables added, specifically a new charge, and service address. IREA will work with the selected vendor to establish a reasonable timeframe for incorporating any future changes to the verbiage.
60	What providers are participating in the RFQ?	IREA did not pre-approve a list of vendors to participate in the RFP. As such, a vendor list is not being provided.
61	Will sample data files and hard copy samples be made available for review for each application?	Sample data is included in Attachment 02_Presort Breakdown and Attachment 03_XML as part of the addendum. All other data samples will be provided once contract and non-disclosure agreements are signed by IREA and the selected vendor.
62	What paper stock and envelopes are used for the insertion of the different mailing units? Will materials specifications and/or hard copy samples be made available for each application?	Answers to questions 19-27 and 33 above detail current stock and envelopes. IREA is looking to the vendor for suggestions moving forward.
63	What is the anticipated award date for the contract?	Anticipated decision announcement and contract completion dates are listed on page 1 of the RFP; however, the dates are subject to change.
64	What is the anticipated implementation kick-off date for a new vendor?	IREA is looking to the vendors submitting proposals to suggest an implementation timeframe, including a kick-off timeframe. This portion of the RFP can be found on page 4.