

**FOUR RIVERS SANITATION AUTHORITY  
ADDENDUM NO. 3  
RFP #25-206 BILL PRINTING & MAILING SERVICE**

**May 21, 2025**

**AD3-1 Notice**

This Addendum No. 3, dated May 21, 2025, to the Request for Proposals: **Bill Printing & Mailing Services** supersedes all contrary and conflicting information in the above-mentioned instructions, specifications, and contract documents which are hereby supplemented or revised in certain particulars as follows:

**AD3-2 General Information**

FRSA submits Addendum No. 3 to answer questions.

**AD3-3 Questions and Answers**

**Question 1:** The words *“For Review Only – Proposers Not to be Used for Submission”* are etched into every document of the RFP. Are we still to download, print and sign the forms, pricing documents, etc.? Please define

**Answer 1:** The proposal document found on the website is not to be used for proposal submission. Proposal documents for submittal are available by contacting Purchasing at [purchasing@fourrivers.illinois.gov](mailto:purchasing@fourrivers.illinois.gov) or (815) 387-7425. Refer to Section I, Notice, paragraph 4. All forms must be completed and signed and submitted with hard copies of the proposal and an electronic copy submitted on a flash drive. See Section II Detailed Specifications and Instructions, 2.7 Proposal Response Format.

**Question 2:** Is the cash/check/bid bond a hard requirement? These items are typically required for much larger, and costly, economic improvements

**Answer 2:** The bid bond is required. This sum is a guarantee that, if the bid is accepted, a contract will be entered into. Refer to Section I, Notice, paragraph 3.

**Question 3:** Is special preference, or scoring, given to Illinois-based businesses?

**Answer 3:** Special preference is not given to any proposer.

**Question 4:** How are the data processing, printing, mailing and e-presentment of utility bills and notices being managed today? I.E. – Is this function currently managed by a vendor?

**Answer 4:** Data processing, printing, mailing and e-presentment of utility bills and notices are being managed by a third-party vendor. E-presentment will be handled by FRSA's new financial system and utility billing ERP software, leaving a continued need for bill printing and mailing services.

**Question 5:** If these services are being managed by a vendor, what is the name of the vendor?

**Answer 5:** BTRS Holdings Inc. dba Factor Systems LLC.

**Question 6:** Why are these services currently out for bid? IE – contract expiration, pricing, poor delivery, etc.?

**Answer 6:** Pricing and functionality change due to transition to new ERP system enabling internal handling of the process except for printing and mailing.

**Question 7:** What company has FRSA Chosen for your new CIS?

**Answer 7:** Tyler Technologies Enterprise ERP – Utility Billing.

**Question 8:** The bid package mentions the file would be handed to vendor in PDF format. Tyler Technologies does have the capability to submit data files to vendors in XML format. Is this possible?

**Answer 8:** XML format is possible, but custom forms from Tyler have been created with specific coloring, logo, data points, and verbiage required for each bill run type that would need to be replicated.

**Question 9:** Billing File types that are submitted – are they submitted together or separately?

- Ex: FRSA has the following bill types: Wastewater Treatment Bill, Past Due, Final Notice, Sewer Disconnect & Lien Notice, Water Shut-off & Lien Notice, Lien Bill.
- Are they submitted individually by type as indicated in the multiple files submitted weekly (so all Wastewater Treatment, all Past Due, etc.)?
- Or are there all types of bills in one data file submitted based on the schedule indicated in the RFP?
  - One file has all six types.
- We believe FRSA submits one bill type per file submitted (multiple times weekly or monthly or the schedule set forth), but want to make sure we are clear.

**Answer 9:** One bill type per file will be submitted (several times a week).

**Question 10:** The messages that are mentioned on the envelope: if a large window envelope is used, is it acceptable to print that message onto the bill that will show through the window?

**Answer 10:** Yes, that is acceptable.

**Question 11:** How many multiple page bill accounts exist for FRSA?

- Are these grouped for mailing to one address?
  - Ex: Company A has 20 or 30 accounts to bill, all going to the same address – should these all be placed into one outgoing envelope?
    - A 9 x 12 is used in cases of more than 7 bills to one address; a #10 envelope is used in cases of 6 bills or less to one address.

- Is it possible to clarify this multi-page format? How many pages for multi-page bills exist?

**Answer 11:** A single customer may have up to 50 bills (pages) going to the same address. We estimate that we have less than 1,000 customers that have multiple bills to be sent to the same address.

**Question 12:** The Bid Bond – must a Surety company be used? OR can a certified check for the 10% amount be submitted as bond alone? If a Surety company must be used, does FRSA have a recommendation for one?

**Answer 12:** See Section I, Notice, paragraph 3; Section II, General Specifications and Instructions, 2.4 Bid Security, paragraph 1.

**Question 13:** Bill Format – is the design of the bill as provided in the RFP a must? Or is FRSA open to other format options?

- Ex: for the yellow and pink areas of the more severe notices – can that be done on pink or yellow paper? Or does FRSA prefer the stub to be shaded as in the examples given?

**Answer 13:** FRSA prefers the stub to be shaded (unless XML format is converted) to match electronic billing format processed in-house.

**Question 14:** With switch over to new system mentioned in RFP – will FRSA expect chosen vendor to convert file types to new system OR will go live be done with new system?

**Answer 14:** Go-live is anticipated week of August 18<sup>th</sup>, with all bill printing file creation through new system. No conversion is required.

**Question 15:** There are E-bills mentioned in the RFP: Will the files submitted contain a flag for the e-bills, so that only those that need to be printed are; and those with the E-Bill flag are able to be suppressed from printing?

**Answer 15:** File will only include those bills to be printed (no ebilling documents will be included in the file). As customers move to the new ebilling platform, there will be a high volume of invoices printed in the early months, with printing needs declining after the first few months. Currently, 56% of invoices are printed and mailed by third-party vendor.

**Question 16:** Are we to include the full RFP document (48 pages) with all three hard copies of our proposal as well as the electronic USB version? Or will adding to our electronic version or just one physical hard copy be sufficient?

**Answer 16:** Please follow the instructions under Section II, General Specifications and Instructions, 2.7 Proposal Response Format, Section 3 – Main Body of Response.

**Question 17:** Can you please provide a sample of the custom #10 outer envelope and the #9 return envelope?

**Answer 17:**

**#10 Window Envelope:**

#10 Std. Window (9 1/2 x 4 1/8) - NO TINT VERSION

24# white wove

Construction: diagonal seams

Face Ink: CMYK color

Flaps: commercial, with std. drygum seal

Window Size: standard 4 1/2 x 1 1/8, 7/8" left, 1/2" bottom

**# 9 Courtesy Envelope:**

#9 Custom Window Return Envelope Size: 8 7/8 x 3 7/8 Stock:

24# white wove

Face Inks: black

Back Inks: black

Inside Security Tint: yes - black

Flap: standard commercial with drygum seal

Window Size: 2 3/4" x 1 1/4"

Window Position: 1 1/4" left, 5/8" bottom

Samples attached.

**Question 18:** On the cost proposal, Custom Messaging/Notice Inserts - If we are to quote the printing of inserts can you please provide the specifications (one or two-sided, number of colors each side, size, paper type, etc.?)

**Answer 18:** Past typical use has included inserts that are one-sided. Size will vary from whole page (8 1/2"x11") to 1/3 page (3 2/3"x8 1/2"). Colored paper may be utilized. Anticipate one color for ink, but please quote other options.

**Question 19:** On the cost proposal, is the intention of Custom Messaging/Notice Inserts for placement of messages on the bill or just the cost to insert the notice with the bill? If these are two different things, should we indicate the second cost at the bottom of the cost proposal if applicable?

**Answer 19:** FRSA is requesting the cost to insert the notice with the bill. If there is a charge to insert a message on the bill, please indicate the additional cost on the proposal.

**Question 20:** What is the reason for issuing the RFP?

**Answer 20:** See question and answer #6.

**Question 21:** Who is the current vendor for the requested services or is this being done in-house?

**Answer 21:** See question and answer #5.

**Question 22:** If currently outsourced, when was the last time an RFP was issued for these services?

**Answer 22:** 2015 for bill, invoice, and document print service with electronic bill presentment and payment processing system.

Proposer shall initial this Addendum No. 3 and include it with their proposal.

\_\_\_\_\_Proposer's Initials



# Four Rivers

Sanitation Authority

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Rockford, IL 61109-2053



NAME

STREET

CITY

STATE

ZIP



PLACE STAMP  
HERE  
Post Office  
Will Not Deliver  
Without  
Proper Postage



**PLEASE MAKE SURE RETURN ADDRESS SHOWS THROUGH THE WINDOW.**

**DID YOU REMEMBER...**

- TO NOTE YOUR ACCOUNT NUMBER ON YOUR CHECK?
- TO ENCLOSE THE PAYMENT STUB?
- TO SIGN YOUR CHECK?

