



City of Pawtucket, RI

\*\*\*\*\* Addendum \*\*\*\*\*

Bid # 16-010A1

Pawtucket Water Supply Board  
Utility Billing – Printing & Mailing Services

April 4, 2016

The following issues/questions were received.

**Q: Is the reason for the requirement to deliver mail to the Providence Post Office because that is where your mail permit is, or is there another reason?**

**A:** It is not due to any permit issue.

We already have 2-3 lost days between the bill date and the actual mailing date and we want to ensure our customers have the maximum number of days before the due date to pay their bills.

This requirement ensures the vendor is delivering the mail to Corliss Street so our utility bills are delivered next day.

**Q: The RFP states that the vendor will create and maintain a .pdf archive of all bills for the most recent 24 months. Will the City, or another vendor, supply us with 24 months' worth of .pdf images in the beginning of the contract for us to store and transmit to Invoice Cloud, when requested?**

**A:** The new vendor's responsibility starts with the first month of the new contract. PWSB also maintains a .pdf archive of the monthly bills. If necessary, PWSB will be able to provide the .pdf archive for the prior month's .pdf images.

**Q: What version of Sungard is the City currently on? Is there a plan to upgrade in the future?**

**A:** The City is presently on version 9.1 of the SunGard Public Sector software (originally known as HTE). The City is presently conducting a search for new financial management software. However, there is no specific timetable for this project but it could occur during the term of this contract.

**Q:** **Are the printing and mailing of water bills currently being managed in-house, or through a 3rd party vendor? If a 3rd party vendor, who you are using?**

**A:** The printing and mailing of the water bills is done via a 3<sup>rd</sup> party vendor and that vendor is Cathedral Corporation.

A handwritten signature in black ink, appearing to read 'David Clemente', written over a horizontal line.

**David Clemente**  
**Purchasing Agent**