

**EL PASO WATER  
PURCHASING DEPARTMENT  
1154 HAWKINS BLVD.  
EL PASO, TEXAS 79925**

**EPWater Bill Printing and Mailing Services  
RFP18-23**

**ADDENDUM 1**

**August 29, 2023**

**Attention of all bidders is directed to the following addendum to this Bid Proposal:**

**A. Response(s) to Bidder's question(s):**

**Question #1:**

Who is your CIS provider?

C2M version 2.7

**Question #2:**

Who is your current vendor for these services?

EP Water/Doxim (Pinnacle)

**Question #3:**

Are there any issues with your current vendor?

The issue with the current vendor is the delay in delivery.

**Question #4:**

What are you currently paying for these services? No response.

Bidders will propose the price as described in the scope of work.

**Question #5:**

Can you provide samples of your current bill, outgoing envelope, and return envelope?

Please see Exhibit A – Example of the current bill, outgoing envelope, and return envelope.

**Question #6:**

Is the Utility open to setting up a postage deposit/escrow account with the awarded vendor before the Go Live date?

No

**Question #7:**

We would like to clarify that we will not be held liable for any USPS delays- please see below. We are capable of delivering the mail to the postal service next business day, with agreed upon cutoff times for approval, but have no authority on how quickly it moves through the USPS once they take possession. Our estimated mail float time from the time the USPS takes possession to El Paso is 2 business days. Can you clarify your expectations for mail delivery time from the time the vendor receives the approved file back to the City of El Paso?

- a. On page 7, 3.2, #1 Technical Approach it has – The vendor, through its’ written proposal submission, must demonstrate its’ ability to meet a required mailing turnaround time of two (2) business days from the time the utility bill file has been received, verified and authorized by EPWater. This means that all mailed bills **must be processed through the postal service** within three (3) postal service business days. The vendor is responsible for meeting all postal service deadlines to assure this happens. Failure to meet these requirements may result in a \$1,000/day penalty to vendor.

EPWater generates the billing files in the evening but they are not sent until the following morning after our review process. They should be sent to the post office within two (2) days max.

**Question #8:**

Regarding the Print Color option, would this be color on the front and black ink on the back or color on both sides? At your convenience, kindly confirm receipt of this email for our records.

The actual bill is printed in black ink for both front and back. The primary bill mailing envelope is in color only on the front in the return address placement. Nothing is printed on the back of this envelope. Regarding the return envelope, the front and back is printed in black ink. For any inserts included with the bill, printing in color is required.

Bidder shall acknowledge receipt of this addendum and submit this acknowledgment with their bid submittal. Failure to acknowledge addendum(s), may result in rejection of bid.



Mirtha Solis  
Senior Purchasing Agent




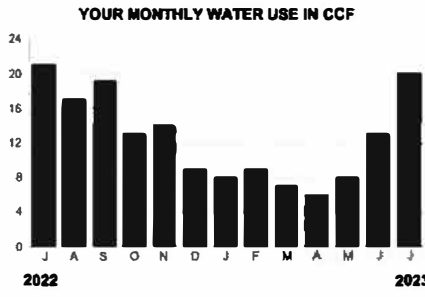
Rose Grevara  
Utility Purchasing & Contracts Manager

**BIDDER’S ACKNOWLEDGEMENT OF RECEIPT**

\*The signature of the Senior Purchasing Agent and Utility Purchasing & Contracts Manager certifies only that this document shall become part of the Contract Documents for the referenced project and is NOT a representation that the content of this document is technically correct.

**Exhibit A  
Addendum 1**

Example of Current Bill - Front

		<b>YOUR MONTHLY WATER USE IN CCF</b> 		CALL CENTER HOURS 7am-6pm MONDAY THRU FRIDAY  CALL CENTER OR EMERGENCY (915) 594-5500 ENVIRONMENTAL SERVICES (915) 212-6000					
		<b>SERVICE PERIOD</b> <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <th style="width:50%;">FROM</th> <th style="width:50%;">TO</th> </tr> <tr> <td align="center">6/6/23</td> <td align="center">7/7/23</td> </tr> </table>		FROM	TO	6/6/23	7/7/23		
FROM	TO								
6/6/23	7/7/23								
<b>METER READINGS</b> <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <th style="width:50%;">PREVIOUS</th> <th style="width:50%;">PRESENT</th> </tr> <tr> <td align="center">1220</td> <td align="center">1240</td> </tr> </table>		PREVIOUS	PRESENT	1220	1240	<b>ACCOUNT NO.</b> XXXXX 0		<b>SERVICE ADDRESS</b> Service Address	
PREVIOUS	PRESENT								
1220	1240								
<b>TOTAL CCFS</b> 20 <b>TOTAL KGALS</b> 14		<b>YOUR AVERAGE WINTER CONSUMPTION FOR WATER = 9 SEWER = 8 METER = 5/8X 3/4"</b>							
<b>EL PASO WATER CHARGES:</b> WATER SUPPLY REPLACEMENT CHARGE 14.04 WATER MINIMUM CHARGE 5 CCF 9.48 BLOCK 1 USE 9 @ \$3.07 27.63 BLOCK 2 USE 6 @ \$7.25 43.50 <b>WATER BILL 94.65</b> SEWER MINIMUM CHARGE 5 CCF 27.71 SEWER USE 3 @ \$3.78 11.34 <b>SEWER BILL 39.05</b> STORMWATER MANAGEMENT 5.66 CITY FRANCHISE FEE 1.33 LEAK PROTECTION PROGRAM 0.98 <b>TOTAL EL PASO WATER BILL 141.67</b> ACTIVITY SINCE LAST BILL -\$238.81			<b>CITY OF EL PASO ENVIRONMENTAL SERVICES (ESD) CHARGES:</b> 1 GREY TRASH BIN 19.00 ENVIRONMENTAL FEE 5.00 SALES TAX 1.98 FRANCHISE FEE (NO TAX) 6.00 <b>TOTAL BILL 31.98</b>  CALL (915) 212-6000 REGARDING ANY GARBAGE, RECYCLING OR OTHER ESD RELATED SERVICES.						
<b>PLEASE MAKE CHECKS PAYABLE TO EL PASO WATER</b>		<b>DUE DATE</b> 7/24/23	<b>TOTAL BILL</b> \$173.65						

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PLEASE DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT

<b>DUE DATE</b>	<b>TOTAL BILL</b>	<b>SERVICE TO</b>
7/24/23	\$173.65	7/7/23
<b>ACCOUNT NO.</b>	<b>SERVICE ADDRESS</b>	
XXXXXX 1	Service Address	

  
 P.O. BOX 511  
 EL PASO, TX 79961-0511

I agree to donate any excess payment toward AguaCares. \*See back of bill for details

CUSTOMER NAME  
ADDRESS  
EL PASO TX 79936

10222222000022222255555

1100

**Leak Protection Program** provides protection against costly service bills caused by unexpected leaks, offering up to \$1,000 coverage per occurrence. All eligible El Paso Water customers are automatically enrolled, and charges will appear on your monthly utility bill. Call 915-273-3999 to decline protection or to request specific program guidelines.



\*By check-marking the box, you agree to donate any excess amount toward AguaCares. Your account must be paid in full prior to applying any donation.

AguaCares provides assistance for EPWater customers who are seniors (65+) facing a financial hardship and who are at risk of being disconnected from water service. For details on AguaCares, please visit [www.epwater.org/customer\\_service/agua\\_cares](http://www.epwater.org/customer_service/agua_cares).

Sign up to receive our electronic newsletters at [epwater.org/subscribe](http://epwater.org/subscribe).

**When Can I Water?**

Even address: Tuesday, Thursday, or Saturday

Odd address: Wednesday, Friday, or Sunday

**Water before 10 a.m. and after 6 p.m.**

Schools, Parks, Cemeteries and Industrial Parks: Monday, Wednesday or Friday



Look for the WaterSense label and save water, money and the environment.  
[epa.gov/watersense](http://epa.gov/watersense)

For more tips and information on water conservation, visit [epwater.org/conservation](http://epwater.org/conservation)

**Log in to My Account at [epwater.org](http://epwater.org) to make online payments with no additional fees**

**EL PASO WATER AUTHORIZED PAYMENT AGENCIES**

**All MoneyGram El Paso area locations including all 7-11, CVS, Melek, and Walmart locations.**

Go to Pay My Bill under Customer Service at [epwater.org](http://epwater.org) for additional authorized payment locations near you.

Customers making payments at the above payment agencies will be assessed a service transaction fee. The utility does not accept responsibility for payments made at an UNAUTHORIZED UTILITY BILL PAYMENT COMPANY through its personal checks, cashier checks or money orders. The customer does so at their sole risk and the utility does not assume responsibility for the solvency of such companies, or the worth or value of such personal checks, cashier checks or money orders.

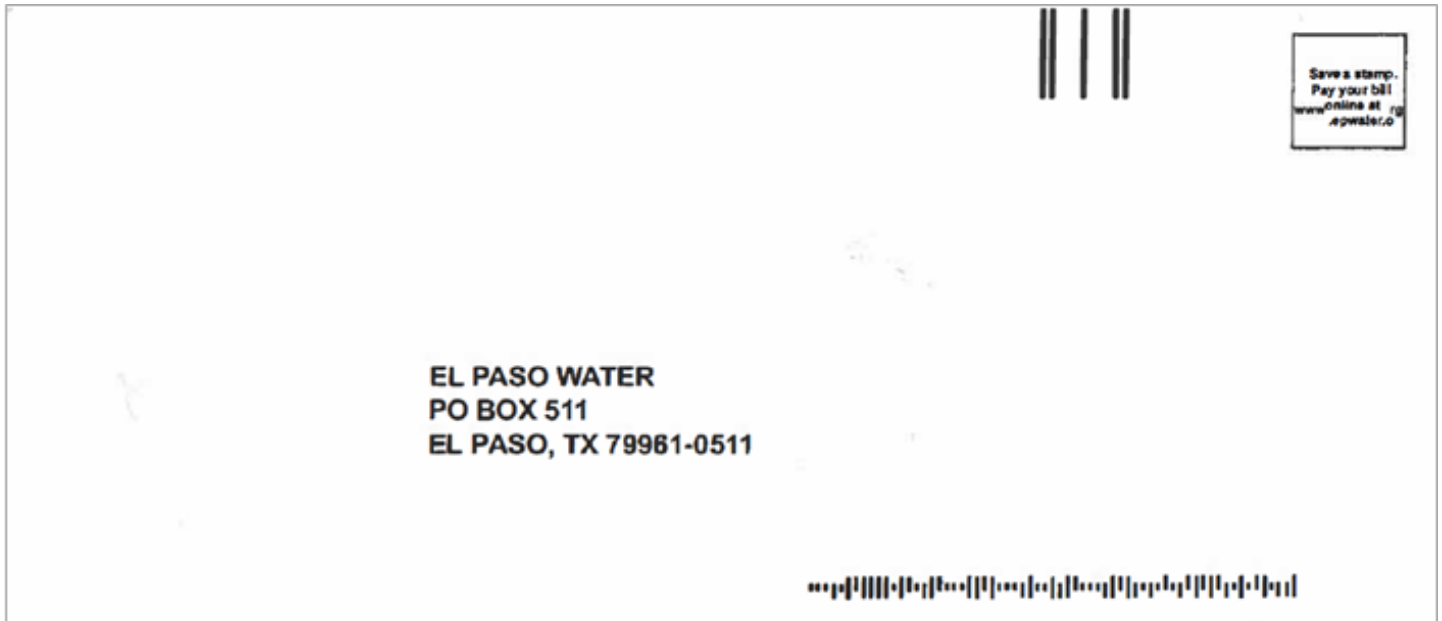
When you submit a check for payment, you authorize El Paso Water to complete the payment by a one-time ACH transaction or other electronic debit. If we do, your account will be debited in the amount of the check as early as the day it is received. afterward, the check will be destroyed.

Example of Bill Window Envelope



[Space left intentionally blank]

Example of Return - Front



Example of Return - Back

