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**Addendum No. 1**

To  
Request for Proposal  
For  
Bill Printing, Inserting, and Mailing Services  
For  
Spartanburg Water System  
Spartanburg, South Carolina  
Issued August 12, 2025

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Bid Accepted Until August 19, 2025 10:00 A.M., EST

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**ACKNOWLEDGE RECEIPT OF THIS ADDENDUM BY INCLUDING THE DOCUMENT ALONG WITH YOUR WRITTEN RESPONSE. FAILURE TO DO SO MAY SUBJECT PROPOSERS TO DISQUALIFICATION. THIS ADDENDUM AND ANY ATTACHMENTS FORMS A PART OF THE PROJECT DOCUMENT AND MODIFIES THEM AS FOLLOWS:**

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1. Would it be possible to receive scanned color PDFs of the Water, Sewer, Final, Second and Quarterly notices as well as the outer and return envelopes? **Yes**
2. Will a price sheet be provided or should vendors provide their own? **Vendors should provide their own price sheet indicating their cost per item, mailing, other services as listed in the RFP.**
3. Is there a reason Spartanburg Water is proposing only a 1 year contract? **Contract is a one year term, with annual renewal options.**
4. Would Spartanburg Water accept either a 3 year agreement which is standard in order to offset implementation costs? **Yes.**
5. Can we provide an electronic response to the RFP via email by the due date and mail the hard copy and usb for delivery the next day? **No.**
6. Can Spartanburg Water clarify the need for an aggressive timeline to start the implementation and to go live by January? (contract ends) **The timeline is due the current contract expiration date.**
7. Would Spartanburg Water accept a later live date to reduce risk and ensure the project is done with the highest quality and allows for testing? **No.**
8. Please confirm that the data/print file will be in PDF format for all applications (bills, letters and notices) **It is.**
9. Does Spartanburg Water send data print files 7 days a week? Or just files M- F so approximately 20-22 per month? **We send Monday through Friday, but we send more than 1 data print file per day. Mostly 2 per day, sometimes more with smaller data print files. Even with those smaller data print files, we would send no more than 5 in a day.**
10. The RFP states that water bills have 40 cycles per month. Is Spartanburg sending two bill data print files each day? **See previous answer. Each billing cycle is sent as a separate data print file.**

11. If two files are sent is there a reason why? Depending on the transmission times can the two files be merged together? **We would prefer not to combine the files. If we need to reference back to the files, it creates challenges in locating the file when the cycles are combined.**
12. Can Spartanburg either use their own postage permit account to cover postal expenses or provide a deposit to cover the monthly postage cost? **We would provide a deposit – we would work together to determine an appropriate deposit amount.**
13. Please clarify the request to have a PDF file of all the bills returned when you are already providing the data file in PDF format to start. We need the PDF file of the actual bills being mailed. **The file we provide initially is a “layover” of the data included on the bills. The file you would return to us is a proof of the actual bill.**
14. Please provide digital copies / scans of all Bills, Letter and Notices both the front and back of each document. **Provided.**
15. Please provide digital copies / scans of the front and back of all send (#10) and return (9) envelopes and please identify what application they are used for (ie bills, letter notices) **Will attach in an email to respondents.**
16. Can you give examples of what ancillary service that the county is referring to? **Ancillary service is any value-added offerings beyond the core scope that position the vendor as a strategic partner. You tell us what services you may offer beyond those referenced in the RFP.**
17. Page 5 F: Track shipments through the postal system — are you referring to the IMSB tracking? **I understand IMsb to be a free tool provided by USPS for small business tracking. We currently utilize the Multi-trac service; this feature tracks the scanning barcode on the printed bill and provides location of the scanning.**
18. What are the references based off of? Is it the size of the business or the number of customers? **Both. The references should be able to indicate the amount of volume, capacity, ability, and service level to complete the project.**
19. How will the General Provisions be scaled? **These provisions will be scaled to the relationship of performance for the RFP.**
20. Where would I insert pricing for line items? An itemized price list or schedule will be provided. **An itemized pricing sheet should be on company letter in the bid submittal.**
21. Can you provide a breakdown of any licensing, subscription, or usage fees associated with Advanced Utilities Software and Aperta Software? **All licensing, subscription, and/or usage fees would be the responsibility of SWS and do not apply to vendors.**
22. Does the data file interface directly with the current database? The data file is produced by Advanced as a PDF. **The current process is that we upload the PDF via an SFTP to the bill printer.**
23. In what format does the data arrive—spreadsheet (Excel) or CSV? **PDF.**
24. Is the software compatible with both PC and Mac systems? **We utilize PC systems.**
25. Is it possible to test or trial the software before purchase? I’m unsure what software you need to test or trial? **No purchases of the Aperta or Advanced software should be required for the third party vendor.**
26. Are there any fees associated with using the software? **N/A**
27. What is the reason for going out to RFP at this time? **Due diligence to verify we are getting a good value for these services at a complete price.**
28. How will addenda be issued to participating vendors – posted online or via email? **I will email an addenda once the question and response time closes. I will also post the addenda on the Spartanburg Water Website.**
29. Are there any service related issues with the current vendor? **No service issues.**
30. Is the City looking for something specific that the current vendor does not provide? **No**

31. Is it possible to obtain a PDF copy or scan of the water bills, sewer bills, final bills, second and quarterly notices – front and back and in color if applicable. **Yes, we can provide copies of these.**
32. Can you please confirm that the “three-color (black, blue-PMS#293, and green-PMS#335)” for the water bills applies to both sides of the document or is the static backer black only? **The backer is static black. The color requirements are only for the front.**
33. With regards to the outgoing #10 envelopes, may we recommend industry standard #10 double window envelopes? A double window envelope saves a step in production by eliminating the need to imprint the City’s return address and logo to the face of the envelope, since it shows thru the top window of the utility bill. In addition to being the most cost effective option, a double window is also the most production efficient and allows for same day-disaster recovery at no additional charge since they are pre-staged at all 5 of our production facilities. **Spartanburg Water is open to changing this as long as it doesn’t change the bill print layout.**
34. Is it possible to obtain a PDF copy or scan of any insert or inserts that need to be quoted as part of this project? **Sure, examples of the inserts used are attached. We typically send inserts quarterly in approximately 52,000 mailed invoices.**
35. What time of day are files typically transmitted to the vendor in order to match the next business day SLA and is there a cut off time? **Time of day files are transmitted varies daily depending on the amount of invoices in each file – it can range from as early as 10:30 am to as late as 3 pm. Ideally, anything approved for printing before 3:30 would be printed and mailed next business day.**
36. Does the City require or prefer a vendor that can imprint marketing messages to the face of the envelope periodically and if so how often? **No**  
Can you provide statistics or historical data on how many bills are combined? Bills longer than 7 pages will require hand insertion and a 9x12 envelope. **Currently no bills are combined, but we are exploring options for this feature in the future.**
37. Who is the current vendor providing service to the City? **Amsive.**
38. What is the rate that the City is paying on a cost per piece basis for the utility bill and second notice, not including postage? Cost per piece is eleven cents.
39. Would the City consider requests for annual cost increase based on CPI or other metric? **Yes**
40. Does the City send any ebills via email and if so (1) how many and (2) will the print mail vendor be sending them out on your behalf? **Yes, SWS does send ebills through our current payment processor. No, the print mail vendor would not send these on our behalf.**
41. Does the City require bills to be archived online for CSR view or customer view and if so for how long – 12, 24 or 36 months? **As long as we receive PDF copies of each file sent for printing, we do not require archival. However, we prefer 12-24 months online archive.**
42. The RFP states “Owner will be able to track shipments through the postal system” – does this refer to remit tracking or mail tracing or shipments as they related to inserts delivered to the vendor site? **Mail tracing**
43. The RFP refers to “laser quality” whereas the industry standard is high speed and high resolution roll fed inkjet technology – please advise as to whether a laser based toner technology is required or if high resolution inkjet printing is acceptable. **Most current industry standards are acceptable.**
44. With regards to the requirement “that the Service Provider have an on-site USPS MERLIN system or latest quality system from USPS for verifying mail quality prior to entry into the

USPS distribution system.” – the MERLIN system reached end of life in 2018. Can this requirement for MERLIN be waived? Absolutely – we were requesting either the MERLIN system OR the latest quality system from USPS for mail quality verification. We do still want the mail quality to be verified prior to distribution system entry, but it doesn’t have to be MERLIN.

45. The RFP states that “The Owner is committed to the intentional utilization of Minority and Women Owned Business Enterprises (MWBE) on all construction projects”. Since this is not a construction project and instead a fully outsourced solution whereby none of the functions are subcontracted and local services not used, does the MWBE requirement still apply here or can it be waived so that it does not count 5% against vendor submissions? The “...all construction projects” will be removed. The MWBE criteria for a competitive bid, such as this one, will still be in effect.
46. With regards to postage, will the City provide a postage deposit or escrow at the start of service? Yes. Since postage is due at the time of mailing by USPS and 30 days will elapse during the first month of service, plus another 30 days awaiting payment reimbursement – we therefore typically request a 2-month postage deposit for this reason.