



## **Bill Print and Mail Service for Water Operations**

### **ADDENDUM NO. 1**

Date: March 10, 2026

RE: Bill Print and Mail Service for Water Operations

**BID DATE AND TIME:**

Tuesday, March 24, 2026, 2:30 P.M.

Location for the bid opening remains the office of the Chief Financial Officer, located at 200 West College Street, Room 125, Columbiana, Alabama, 35051

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#### **Clarification:**

Q1. The Bid Proposal Sheet includes a line item for "Unit price per emailed statement (includes pdf email to customer, storage and access to pdf file)." However, the bid specifications primarily reference printing and mailing invoices. Can you please confirm whether emailing invoices to customers is currently part of the requested services, or if this pricing is being requested only for potential future use?

A1. Emailing invoices to customers is currently part of the requested services.

Q2. The specifications state that the contractor should have an on-site USPS MERLIN system. Our facility does not have a MERLIN system onsite. Instead, we utilize BCC software to ensure postal presort compliance and we have three full-time USPS Certified Mail Design Analysts on staff. Our local USPS BMEU also operates a MERLIN system for mail verification at entry. Would this arrangement still satisfy the requirements to participate in this bid?

A2. Yes.

Q3. The specifications indicate that bills must be printed, inserted, and mailed within 24 hours after receipt of the data/print file. Can you please confirm that the 24-hour turnaround begins once the final production data file is received by the contractor? For example, if the data file were received at 3:00 PM on a Monday, would the bills need to be entered into the USPS mailstream by 3:00 PM on Tuesday?

A3. Yes, the example is the correct assumption.

- Q4. Can you confirm whether all 14,500 statements are processed in a single monthly batch or if billing occurs across multiple cycles?
- A4. Currently, all one batch.