

Henry Roybal
Commissioner, District 1

Anna Hansen
Commissioner, District 2

Rudy N. Garcia
Commissioner, District 3



Anna T. Hamilton
Commissioner, District 4

Hank Hughes
Commissioner, District 5

Katherine Miller
County Manager

ADDENDUM #1
IFB# 2022-0120-UT/KE

UTILITY BILL PRINTING AND MAILINGS

Dear Proponents,

This addendum is issued to reflect the following immediately. It shall be the responsibility of interested Offerors to adhere to any changes or revisions to the IFB as identified in this Addendum No. 1. This documentation shall become permanent and made part of the departmental files.

ATTENTION: The due date for this IFB has been extended to:

February 24, 2022 2:00PM MDT

If you wish to attend the Bid Opening on February 24, 2022 at 2:00PM MST Vis WebEx use the link below:

<https://sfco.webex.com/sfco/j.php?MTID=m9fcc0ddcc319e5b995afc70d3d89d8f1>

ATTACHMENTS: Pre-Bid Sign in Sheet
Sample of statements, envelopes, inserts and newsletter

1. What utility billing software is SFCU using?

ANSWER: Cubic

2. Can you please provide the specifications (one or two-sided, size, colors) and frequency of the newsletter?

ANSWER: Newsletters are rare and do not have a specific color or one/two-sided page format. But they would be printed on 8.5 x 11 paper. Newsletter design would be addressed on a case by case basis.

3. Please provide samples of the current utility bill, 15-day notice, final notice, reminder notice and the outer and return envelopes.

ANSWER: See attached samples.

4. What is the anticipated award date?

ANSWER: March 2022.

5. What is SFCU's anticipated go live/first production, print and mail date?

ANSWER: We are hoping to start April 2022 but this depends on the completion of the new bill design.

6. Is it a requirement that the provider sort, tray, bundle bills and deliver to a post office in New Mexico? If a company has the ability to Mail Anywhere. With this USPS designation, and can create indicia to show it mailing from New Mexico even though it has mailed from a location in another state, would the County consider this option?

ANSWER: The 15-day notices and bills are on a tight timeframe and have to be delivered to the customers within a couple of days. If this can be accomplished, then these do not have to be delivered to a post office in New Mexico.

7. Are the volumes listed on page 12 - Specifications 2. Scope of Work. Section B mentions monthly quantities of 4,100 bills to be mailed. Is this correct?

ANSWER: Yes

8. How many multi-page bills per month?

ANSWER: None

9. Of the 4,100 monthly bills, what is the current breakdown of paper bills and e-bills?

ANSWER: The bills are currently 100% paper.

10. How do Santa Fe County customers sign up for E-bills? Are E-bill notifications "push" or "pull"? Are there instances where a recipient would get both a paper and an E-bill?

ANSWER: E-bills have not been implemented.

11. Postage is not mentioned in the IFB; will a mail permit be provided to the vendor or will this be metered? If metered, will vendor provide postage costs and then bill for it each cycle?

ANSWER: Postage is included in the scope, item 14.

14. Costs. Contractor must provide all prices in per-unit cost that shall be all-inclusive and cover the costs of any and all services rendered by the Contractor. The per-unit cost applicable to each bill or each insert printed must include the total cost associated with providing the service to SFCU. These costs shall include, but not be limited to, any and all costs associated with staffing, software, hardware, printing equipment, printing supplies, mailing materials, postage, etc. necessary to perform the services stipulated. The per-unit price must be all-inclusive and there shall be no additional charges for jammed, wasted, obsolete materials or any other form of overhead associated with this Contract.

12. Will there be any consideration/provision for any USPS Postal Service Increases? What about other increases, such as paper costs?

ANSWER: Cost increases will be addressed on an annual basis when the terms of the agreement are renewed.

13. How will the cost for inserts, annual water report, newsletters and other special mailings be covered? Could it be invoiced on a job to job basis?

ANSWER: Yes, each insert, annual water report and newsletter will be invoiced separately. Rates should be submitted for each.

14. How will it be indicated for which envelopes need which inserts or remits?

ANSWER: The following is in the scope of work, item 12.

12. Mailing Preparation. The Contractor shall fold and insert statements and up to four inserts with remittance envelope into a preprinted number ten (#10) window envelopes with interior tinting or printing for visual security. In addition, the Contractor shall enclose in each bill one (1) number nine (#9) envelope with interior security tinting or printing as a convenience to the residents and businesses for the return of payments. Multiple page mailings shall be collated then folded and machine inserted into the window envelope.

All other mailings such as inserts, annual water reports and newsletters will be mailed in a #10 envelope and do not require a #9 return envelope.

15. There are four possible inserts listed in the Scope of Work, does each mail piece, each cycle have four inserts, or does the number of inserts vary by cycle?

ANSWER: Inserts are rare. The language regarding “four inserts” is referring to the maximum that could be mailed in one envelope if it was necessary. The typical billing cycle each month does not consist of any inserts.

16. What are the requirements for review of printed images? Will PDF be acceptable or are hard copies required? Is there ever a time that hard copies will be required?

ANSWER: PDF is acceptable. There will not be a time when hard copies will be required.

17. Explain clear CTA What information would need to be tracked should a customer use the QR code or PURL?

ANSWER: This would just be a link to the website where they could pay their bill or access more information. This would not require information to be tracked by the vendor that is awarded this contract.

18. What documents are required? Does Appendix D need to be signed and returned?

ANSWER: Please include the Bid Form, Bid Sheet, Appendix A and B. Appendix C if it applies, and any other preferences that may apply. Appendix D (Sample Agreement) does not get signed and returned it is a sample for your information.

19. The IFB mentions a contract bond to be furnished with the executed contract. - Is this a percentage, full amount, or other? Can you please provide more information regarding this?

ANSWER: There is a Bid Security Bond of \$500.00 required.

Please add this Addendum #1 to the original proposal documents and refer to proposal documents, hereto as such. This and all subsequent addenda will become part of any resulting contract documents and have effects as if original issued. All other unaffected sections will have their original interpretation and remain in full force and effect.

Offerors are reminded that any questions or need for clarification must be addressed to Karen K. Emery, Senior Procurement Specialist at kkemery@santafecountynm.gov.



SANTA FE COUNTY

**SIGN IN SHEET FOR PRE-BID MEETING
WEBEX MEETING**

IFB# 2022-0120-UT/KE

UTILITY BILL PRINTING AND MAILINGS

January 26, 2022

1:30 PM MST

NAME	COMPANY	TELEPHONE	E-MAIL ADDRESS
Karen K. Emery	SFC – Purchasing	505-992-6759	kkemery@santafecountynm.gov
Ira Roybal	SFC – Utilities	505-992-9874	igroybal@santafecountynm.gov
P. J. Griego	SFC – Utilities	505-992-3024	pjgriego@santafecountynm.gov
Chris Chappell	SFC – Utilities	505-992-3067	cbchappell@santafecountynm.gov
Tenille Randolph	Data Pose	972-462-5434	trandolph@dataprose.com
Stacey Hanlon	Standard Printing dba Information Outsource	602-352-2369	iosales@spcio.com
Craig Grover	Data Print Services	505-872-7905	cgrover@dataprintllc.com
Rick DeLuca	Data Print Services		
Coco Cuevas	Info Send Inc.	800-955-9330	Coco.c@infosend.com
Robert Crawford	Info Send Inc.		
Michael Davenport	Adelante Development Center	505-341-7196	mtdavenport@goadelante.org
Sy Green	USIO Output Solutions	210-826-4994	Sy.green@usio.com
Roger Albert	TPSi	918-637-6337	ralbert@tpsitulsa.com
Richard Pickering	KUBRA	416-627-5239	Richard.pickering@kubra.com

SAMPLE #9 INSERT RETURN ENVELOPE

SANTA FE COUNTY
WATER / WASTEWATER OPERATIONS
P.O. BOX 276 / 424 NM 599
Santa Fe, New Mexico 87504-0276

SAMPLE #10 WINDOW ENVELOPE



SANTA FE COUNTY

PO Box 276 • Santa Fe, NM 87504

FIRST CLASS
PRESORTED
US POSTAGE
PAID
ABQ, NM
PERMIT NO 1893

SANTA FE COUNTY WATER UTILITIES
MAILING: P.O. BOX 276 SANTA FE, NM 87504
PHYSICAL: 424 NM 599 SANTA FE, NM 87507
PHONE: (505) 992-9870
EMERGENCIES: (866)885-6623

Book: 8 Account: 307 Notice Date: 01/12/2022

SAMPLE 15 DAY NOTICE

Amount Due: \$ 191.68

Amount Enclosed:

Shut-Off Date: 01/26/2022

Customer Name
1Customer Address

Service Address
TUSA DRIVE
SANTA FE, NM 87508

*** Return this portion with your payment ***

Book: 8 Account: 307

DELINQUENT NOTICE

Our records indicate that as of 01/12/2022 there is a balance past due for the following service address:

10 TUSA DRIVE
SANTA FE, NM 87508

We believe this is an oversight and will appreciate prompt payment. If payment has not been received before 01/26/2022, service will be terminated on 01/26/2022.
An additional \$70.00 penalty + tax will be assessed once disconnection work order is issued (no exceptions).
Payment arrangements may be made on a case by case basis only if you contact this office before 01/26/2022.
Below is a listing of outstanding past due balances totaling \$191.68.
If you have any questions or concerns please call 505-992-9870.
Only mailed 15-day & 7-day notices are provided prior to water service suspension for this residence.
PLEASE NOTE, THE TOTAL ON THIS NOTICE REFLECTS THE PAST DUE AMOUNT ONLY.

Service Balances as of 01/12/2022

Service	Seq	Rate Code	Rate Description	Amount
UNMETERED	1	271	SEWER/RES SERV CHRG	31.11
WATER	1	130	WATER/RES 5/8"	131.95
SEWER	1	239	SEWER/RESIDENTIAL	28.38
UNMETERED	3	741	CONSERV. FEE/RES.	.24
Total Amount Due:				191.68

**SANTA FE COUNTY WATER UTILITIES**

Mailing: PO Box 276 Santa Fe, NM 87504

Physical: 424 NM 599 Santa Fe, NM 87507

Phone: (505) 992-9870

Emergencies: (505) 829-7631

Book: 15

Account: 2686

Bill Date: 01/06/2022

SANTA FE COUNTY
UTILITIES DIVISION**SAMPLE MONTHLY BILL**

DUE BY: 02/05/2022

Amount Due: \$ 39.04

ACH Automatic Payment, Do Not Pay:

DUE 10 DAYS AFTER: 02/05/2022

Amount: \$ 39.60

Customer Name
Customer Address

Service Address

*** Return this portion with your payment ***

Book: 15 Account: 2686

Service Address
170 CARSON VALLEY WAY
SANTA FE, NM 87508Bill Date: 01/06/2022
Read Date: 01/03/2022
Due Date: 02/05/2022
Next Read Date: 02/01/2022

Activity	Days	Serv Code	Service Description	Prior Reading	Present Reading	Usage	Charges
Prev Balance			12/09/2021				51.71
1.5% PENALTY:							.00
Adjustment							.00
PAYMENT:			12/17/2021				51.71
Applied Deposit							.00
Net Balance							.00
Bill	28	S5	WATER/RES 5/8"	39028	39087	590	27.22
Bill	28	T5	SEWER/RESIDENTIAL	39028	39087	590	
Bill		T5	SEWER/RES SERV CHRG				9.94
Bill		N9	CONSERV. FEE/RES.				.02
TAX		TX1					1.86
Total New Charges							39.04

DUE BY: 02/05/2022
DUE 10 DAYS AFTER: 02/05/2022

ACH AUTOMATIC PAYMENT

39.04
39.60

Remit to:

Santa Fe County Utilities
P.O. Box 276
Santa Fe, NM 87504-0276



SANTA FE COUNTY UTILITIES DIVISION

Utility Service Fees (Effective Jul, 13 2018)

The Santa Fe County Board of County Commissioners approved rate changes for Santa Fe County water and wastewater services. The Ordinances can be obtained from the Santa Fe County Utilities web page: https://www.santafecountynm.gov/public_works/utilities. The following summarizes the new rate schedule

Water Service Rates and Charges

(From Santa Fe County Ordinance No. 2018-4)

Monthly Services Charge per Meter Size

Meter Size (inches)	5/8	3/4	1	1-1/2	2	3	4	6	8	10
Residential*	\$22.83	\$24.88	\$28.32	\$61.38	\$83.62	\$98.15				
Non Residential*	\$49.30	\$68.82	\$108.28	\$210.93	\$332.80	\$641.93	\$762.64	\$1517.64	\$2423.67	\$3366.72
High Usage* July 1, 2019						\$641.93	\$762.64	\$1517.64	\$2423.67	\$3366.72

* Please see Ordinance for Definitions

Commodity Rates (per 1,000 gallons) - Water Usage per Month

	FY* 2019		FY 2020		FY 2021		FY 2022		FY 2023	
Gallons	Residential	Non-Resident	Residential	Non-Resident	Residential	Non-Resident	Residential	Non-Resident	Residential	Non-Resident
First 4,000	\$5.43	\$6.21	\$6.75	\$6.52	\$7.08	\$6.84	\$7.44	\$7.19	\$7.81	\$7.64
Next 4,000	\$8.65	\$8.57	\$9.29	\$9.00	\$9.76	\$9.46	\$10.26	\$9.92	\$10.76	\$10.41
Next 4,000	\$13.67	\$13.28	\$14.35	\$13.96	\$15.07	\$14.64	\$16.83	\$16.38	\$17.62	\$16.14
Next 4,000	\$18.50	\$17.92	\$19.43	\$18.82	\$20.40	\$19.76	\$21.42	\$20.75	\$22.49	\$21.79
Above 16,000	\$22.81	\$22.81	\$23.95	\$23.95	\$25.14	\$25.14	\$26.40	\$26.40	\$27.72	\$27.72
High Usage										
All Tier Ranges (gallons)										

* Fiscal Year (FY) July 1 to June 30 - FY 2019 is July 1, 2018 - June 30, 2019

Private Fire Hydrant and Fire Service Line

Private Fire Service Line - Meter Size (inches)	3	4	6	8	10	Private Fire Hydrant
Annual Fee	\$341.93	\$762.64	\$1,517.64	\$2,423.67	\$3,355.72	\$1165.00

Water Service Charge

Meter Size (inches)	5/8	3/4	1	1-1/2	2	3	4	6	8	10
Meter Equivalency Units (MEU)*	1	1.5	2.5	5	8	15	25	50	80	115
Charge	\$2,750	\$3,365	\$3,365	\$3,365	\$6,835	\$6,835	\$18,502	\$31,925	\$82,377	\$129,768

* Please see Ordinance for Definitions

Other Fees

Fee	Charge
Account Set Up	\$18.00
Customer Deposit	\$100.00
Reconnection	\$70.00
Document Preparation (agreements)	\$600.00/agreement
Meter Can Inspection	\$30.00
Project Design Document Review	5% of cost estimate
Project Inspection Fee	1.5% of cost estimate
Stand-by	\$7.50/month
Water Rights (if not paid by developer)***	\$4,835.26/26af

*** From Santa Fe County Ordinance No. 2018-12

Meter Installation	
Meter Size (inches)	Charge
5/8 or 3/4-inch	\$400.00
1-inch	\$450.00
1 1/2-inch	\$1,750.00

Waste Water Service Rates and Charges

(From Santa Fe County Ordinance No. 2018-3)

	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Monthly Fixed Fee	\$9.59	\$9.02	\$9.47	\$9.94	\$10.44
Monthly Usage Charge (per 1,000 gallons above base rate of 1,000 gallons)	\$5.10	\$5.31	\$5.54	\$5.77	\$6.01

Other Fees*

Construction Inspection	\$150.00	Sewer Service Connection	\$180.00
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* From Santa Fe County Ordinance No. 1992-16

Rates do not include applicable taxes

All bills are net and payable within thirty (30) days from the date of bill. If payment for any service rendered is not made within forty (40) days from the date of billing, Utility shall apply an additional late charge of 1.5% per month to the total balance in arrears, excluding gross receipts tax. Returned checks due to insufficient funds will result in a \$25.00 charge. Please see Ordinances for other rate information

**AFTER HOURS
EMERGENCY
505-629-4631**

Santa Fe County Water Utilities

Mailing: PO Box 276
Santa Fe, NM 87504

Physical: 424 NM 599
Santa Fe, NM 87507
(505) 992-9870
www.santafecountynm.gov

STAGE 2 Water Emergency Rules

Mandatory Water Use Restrictions

- 3 days Per Week Outdoor Watering Restrictions:
 - Odd-addresses: Tuesdays, Thursdays and Saturdays
 - Even-addresses: Wednesdays, Fridays and Sundays
- No new turfseed or sod may be planted
- Water is Not Allowed to Leave Intended Irrigated Area or off property
- Washing Hard Surfaces (e.g. patios, driveways, etc.) is Prohibited
- Vehicle Washing at Residence is Prohibited
- Only Recirculating Ornamental Fountains, Pools and Spas Allowed
- Water Use Violation Fees:
 - Violating the restrictions described above and other restriction results in citations:
 - 1st Citation: \$20
 - 2nd Citation: \$50
 - 3rd and subsequent citations: \$100
 - Water Service may be disconnected for repeat violators