

VILLAGE OF ORLAND PARK  
RFP - UTILITY BILL PRINTING  
QUESTIONS AND ANSWERS

1. **Orland Park is asking for a cost using pre-printed stock as well as completely laser stock. If pre-print is to be used, what color requirements are there (1, 2, 3 colors)?** The Village is currently using pre-printed stock. The front of the bill is pre-printed with 2 shades of green. All billing information is printed in black ink. The back of the bill is printed in a light gray so the color will not bleed through to the front.
2. **Are printed envelopes expected or will standard double window #10 and single window #9 suffice? If printed envelopes are used, how many colors are on the front and back?** The Village currently uses a standard single window #10 and #9 envelope and both are printed in green ink. The #10 envelope contains the return address in the upper left hand corner, the indicia stamp in the upper right hand corner and the words “Municipal Bill Enclosed” on the bottom of the envelope. The #9 envelope also contains the return address in the upper left hand corner. In the upper right hand corner is a box for residents to place their stamp and the bottom under the window contains the bar code for the Village lockbox. There is nothing printed on the back of either envelope.
3. **Instructions mention that inserts will be sent electronically to the vendor instead of actual drop shipped material. Will the inserts be 8.5 x 11 printed on one side only (simplex)? What type of paper stock is expected (plain colored)?** The Village prefers to e-mail a Word document rather than shipping documents. Usually, the insert will be 8.5 x 11 inch, 20-pound white paper. In the past, we have tried to keep letters to one side of a sheet of paper. If the Village has something unusual to be inserted, the item will be shipped seven days in advance of the printing of the bills. Since the Village bills bi-monthly, items shipped will be for the entire billing which means the vendor will be expected to warehouse the remaining items until the next month’s billing. Please include pricing for printing the insert and for the insertion of the extra page.
4. **What is the anticipated number of bills to be sent electronically via e-mail?** Currently, the Village does not send bills electronically. Once this option is available to Village residents, it is anticipated that approximately one-fourth of the residents will want this bill option, approximately 1,000 to 3,000 per month.
5. **On page 4, under sizing/format – It states that the print is black on the face. Are there any additional colors?** Please refer to question # 1.

6. **How many colors of ink are printed on the outer envelopes? How many colors of ink are printed on the reply envelopes? Is the reply envelope a window envelope? Or is it closed faced?** Please refer to question # 2.
7. **On page 5 – under paper stock – You are asking for prices for an entirely laser printed bill. Again will the bill be one color black or will there be a need for an additional color?** If the bill is printed entirely using a laser printer, there would be two colors – black and green. Since we currently do not have a laser bill, please price for one color and 2 colors.
8. **On page 6 – under general requirements – On this page you state the additional flyer is saved in Word. In addition, it is mentioned that the inserts will be delivered seven days in advance of the mailing. Am I printing the inserts and will I need to supply a price for that printing? Or did I just need to provide a price for inserting?** Please refer to question #3.
9. **How many bills are emailed? Also, does that bill include the back copy information?** Yes, the emailed bill should include the back copy information. Also, please refer to question #4.
10. **To improve my service to you, are you currently experiencing any problems with the current vendor? If so, what?** Currently, the Village is not experiencing any problems with our current vendor. Our contract will be expiring soon and per Village policy, requests for proposals must be sent to competent vendors.
11. **In the provided samples for your Utility Bill... which is correct? I ask this because the color requirements for your form stock has different pricing levels based on the required color or colors to be applied, both in pre-printed and laser printed stock.** Please refer to question # 1.
12. **The information on the back of the bill is pre-printed, correct?** Yes, the back of the bill is pre-printed. See question #1 for additional details.
13. **Are inserts printed black ink only?** Yes, inserts are typically printed in black ink only.
14. **Is it possible to include your bulletin board messages in your data file so there is no manual intervention/programming required on a monthly basis?** In the past, the Village would send our bulletin board electronically in a Word file. Currently, we submit the bulletin board with the bill file. If your company is equipped for the Village to submit the bulletin board with the bills, we will gladly do this. If your company has another process for bulletin boards, we would be willing to use that procedure. Also, when the bills are reviewed, the bulletin board will also be reviewed.

15. **Do you require the bills to be mailed from your local post office in Orland Park? This pertains to your item “The contractor shall commit to meet the regional post office mail center’s schedule in order for delivery and postmark of Village...”** The bills do not need to be mailed from our local post office in Orland Park.
  
16. **Pricing does not include postage, correct?** Pricing does not include postage; however we do expect to receive the best postage rate possible as stated in the General Requirement on page 6 of the Request for Proposal.