Kanawha County Sheriff's Office - Tax Division

16-RFP-MAILEQP

RFP Questions

1. I cannot locate Appendix 1 Vendor Registration Form. Where can I find this so I can confirm our status?
   Answer:
   I will provide everyone with a copy of the Vendor Registration Form at the same time that I send the email responding to these questions.

2. The RFP references both a 12 month rental with optional years and a request for a lease quote of 36, 48, and 60 month lease. These are exclusive of each other. The first is a pure rental and is traditionally much more expensive than a true lease with annual encumbrances and non-appropriations. Will you please provide clarification as to which procurement method the County prefers?
   Answer:
   Under state law we cannot appropriate funds beyond a twelve-month period of time. We confine all purchases within our fiscal period (July 1st to June 30th). For multi-year contracts we generally initiate a contract with an appropriation clause that states in effect that the County cannot guarantee funding beyond 12 months due to our appropriation limits, but we will request funding in support of the lease each year for the term of the lease. In form we agree to a contract that contains this appropriation clause and is good for 12-months, with renewable 12-month terms for the duration of the lease.

   The requested lease terms are exclusive of each other and is meant to provide me with funding options that best fit my budgetary constraints. I will only choose one lease term.

3. What are some of the issues you are facing processing in house?
   Answer:
   Equipment and space constraints are two of the biggest issues I face. I would like to have backup equipment on-site or at least available because we have experienced down-time and outright failures in the past that create additional layers of stress related to completing the job within a deadline.

   Our space is limited so it is not possible to have two of every piece of equipment, plus it is not really economical in many ways either. Also, there is a lot of product and finished mail pieces that we have to purchase, store, prepare, inventory, then ship to the Post Office. We developed some methodology and efficiencies for completing our tasks over the years, but it is still a very large undertaking for a small staff.

   Some of the other challenges are we do not control the original timing or accuracy of the data needed to create our tax statements. We must wait for the

County Assessor to complete their required tasks and generate a data file in a timely manner. We have had delays in the past and in some cases the data we received was not complete or accurate and we had to wait for problem resolution by the Assessor and for that office to resend the necessary data files.

4. Are you wanting the vendor to create a barcode for the certified mail?
   Answer:
   We presently use a barcode created for us by a third party vendor for use in our Planet Press Form. I would like to take this opportunity to explore current technology and USPS requirements to see if we could or should be doing something different to make our process more effective/useful.

5. Do you want the vendor to provide Planet Press as an option?
   Answer:
   You may present Plant Press as an option if you wish, but you should also keep in mind that we utilize this software in every facet of our forms input/output. I am interested in using this RFP as an opportunity to implement greater effectiveness and efficiency where possible. If a vendor were to include Planet Press as a quote you may want additional information relating to our network setup and usage, plus all forms and print jobs that flow through this program. For more information about Planet Press usage and network configurations I would ask that you contact Sarah Chapman, I/T Administrator for the Sheriff's Tax Office directly at sarahchapman@kanawhasheriff.us.

6. What challenges do you currently face using in-house Planet Press Configuration?
   Answer:
   The only real challenge we face is a lack of advance training in forms creation and implementation. The I/T Administrator is fully capable of resolving most all issues that arise. The configurations for our large mailings are either incomplete or unorganized.

   If you do face challenges, how can we resolve those issues related to Planet Press so that you can utilize the same configuration.
   Answer:
   Correct the processes that do not appear to work and/or provide new ones so that we can run these on our own.

7. Pitney Bowes can utilize Relay Communication Hub using both SaaS (Software As a Service) and In-house model. Would you feel more comfortable utilizing the Relay Communication Hub using SaaS Model or would you have strict restrictions of In-house Planet Press configuration?
   Answer:
   I am certainly not tied to an In-house configuration, if there are other means available that will make a process more effective or efficient. One of the biggest challenges is

making sure the process is effective and all facets of service/production work together to satisfy the ultimate deadline.

We also use Planet Press for non-mailing related functions, so SaaS would not be a replacement to our current installation.

Product: Relay Communication Hub (SaaS) with Performance Pack

Key Bundle Opportunity: Relay™ Inserter Series, Riso ComColor Printers

Key features

- Route files to Pitney Bowes off-premise print-to-mail facilities
- Address cleansing
- Closed-loop file-based processing
- Full-color printing

Required Technical Questions:

1. File type to be used (PDF, PCL, Postscript, or Word)?
   Answer:

Beginning file is a printer spool file. The first step in our process is to convert this spool file to .txt via Planet Press.

2. Expected monthly collation volumes:
   Answer:

Monthly volume varies greatly dependent upon due dates. I do not think we would be using Relay for the receipts that we mail on a daily basis, which vary from 0 to 1,000 items a day. Relay would most likely only be used for the mailings specified in the bid.

3. Submission method to be used (hot folder, print driver, or web console)?
   Answer: (Customer can choose)

   We can use any of these. Print driver or hot folder are what we typically use the most.

4. Expected size of each submission?

   Answer:

   Statements: 500MB/ approx. 190,000 items

   Certifieds: Three separate files; 3mb, 10mb, and 14mb/approx. 14,000 items

5. What is the operating system of the computer being used to submit the data?
   Answer:

   Flexible – Windows 7, 8, Server 2008-2012R2, or Mac OSX

6. What type of internet connection can be used to submit the data?

Answer:

150MB/10MB cable internet

7. How many PCs will be required to submit data?
   Answer:
   1

8. Sample Input?
   Answer: To be provided by customer.

   On disc provided to Susan.

9. What is the software package being used to create the PDF:
   Answer:
   Planet Press (if we're processing the file in house and then sending to you)

10. What is the version of the software package creating the PDF
    Answer:
    7.5

11. Which adobe standard does this package produce?
    Answer:
    PDF 300 Resolution
    PDF 1200 Resolution
    PDF/A-1b 2005 (CMYK)
    PDF/A-1b 2005 (RGB)
    PDF/X-1a 2001
    PDF/X-1Z 2003
    PDF/X-3 2002
    PDF/X-3 2003
    PDF/VT

12. Are all of the fonts fully embedded?
    Answer:
    Yes

13. What graphics are used in the PDF?
    Answer:
    Our Logo

14. Are overlays used in the PDF?
    Answer:
    No

15. What version of postscript is the input file?
    Answer:
    3

16. What version of PCL (PCL 6 not supported) will the data be formatted into?
    Answer:
    n/a

17. What version of word will the data be formatted into?
    Answer:
    n/a

18. Where is the output expected to be delivered to?
    Answer: Relay Client

19. Will the output be printed locally?
    Answer: Yes

20. Will the output be ran on an inserter:
    Answer: Yes, the client will utilize DI950/Relay 6000 inserter?

21. How many PCs will be utilized?
    Answer:
    1

22. How many users (Administrative, Power User, Regular user (**User names & email/contact details will be required)?
    Answer:
    1 Administrative, 1 Power User

23. Type of Installation/Submission Method?
    a. UI Client
    b. Print Driver

    (Customer can choose)

    Either, Print Driver is probably preferred

24. What type of Remote Access will be required if allowed?
    Answer: TeamViewer (PB Recommended)