

**CITY OF CLEVELAND – DEPARTMENT OF PUBLIC UTILITIES**

**ELECTRONIC BILL PRESENTATION AND PAYMENT (EBPP)  
& BILL PRINTING AND MAILING SERVICES**

**REQUEST FOR PROPOSAL**

**ADDENDUM No. 2**

**April 5, 2013**

- A. Pre-Proposal Conference is April 9, 2013 at 2:00 p.m. (Teleconference number is 216-664-2444 ext. 6306 (if busy, use 216-664-2444 ext. 6317)
- B. Last day for questions is April 12, 2013 by 5:00 p.m.
- C. Proposals are due April 19, 2013, 2013 by 4:00 p.m.

Answers to questions received:

- 1. Is a plan holder's list available that provides details as to which vendors are intending to respond to this RFP?

Answer: No.

- 2. Please provide the name of the vendor(s) that currently provides these services.

Answer: Kubra and Source link

- 3. Please provide the current price paid per printed bill to the existing print and mail vendor(s) and does this amount include postage.

Answer: Please obtain from public records.

- 4. Please provide the current volume and price paid per electronic bill to the existing EBPP vendor(s).

Answer: Current volume information is in Appendix B. Price information should be obtained from public records

- 5. How many online payments are currently processed per month?

Answer: About 11,000 per month. We expect this number to double by the end of the year.

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6. What is the average customer bill amount due (CWD & CPP)?

Answer: For CWD, the average quarterly bills are approximately \$260.00/residential and \$3,500.00/commercial. For CPP, the average monthly bills are \$72.00/residential and \$2,000.00/commercial.

7. Can you please provide current credit card & ACH fees paid? Will convenience fees be absorbed?

Answer: Currently, a Merchant cannot charge a surcharge or service/convenience fee of any kind and participate in the VISA Utility program, which we do participate in.

8. Can you please provide breakdown of online bill payment types (Ex. "75% ACH, 25% Credit Card")?

Answer: Currently, all Water online payments are credit card payments. Going forward, we want to offer other options. CPP, in addition to on-line credit card payments also offers an on-line ACH payment options (about 50%/50% ACH/Credit Card).

9. Would City of Cleveland DPU consider a for fee consumer payment?

Answer: No

10. Who is the current Provider for your Payment Services?

Answer: Kubra

11. Who is your current bill print provider?

Answer: SourceLink

12. Who is your current e-bill provider?

Answer: Kubra

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13. For payments via the Banks (Metavante and CheckFree) are these supported with e-bills as well?

Answer: Yes

14. For payments via the Banks (Metavante and CheckFree) are these supported with e-bills as well?

Answer: Yes.

15. Would the DPU consider a higher measurement for your SLA's – i.e. 99.95% (this is fairly common in the Utility industry today)?

Answer: Yes

16. Will the DPU distribute the answers to the questions submitted?

Answer: Yes

17. Will DPU offer the EBPP Solution in a User Pay model, or will you absorb the fees on behalf of your customers?

Answer: See the answers to 7 and 9.

18. Will respondents be penalized if they only respond to the EBPP portion only?

Answer: No. Proposers are able to respond for either EBPP or Bill Printing and Mailing Services or both.

19. Who are the current providers for: Credit/debit card processing, web payments (one-time and biller direct), IVR payments and E-bill provider?

Answer: See the answer to 10 and 12.