

**REQUEST FOR PROPOSAL (RFP) PS20201415  
PROVISION OF PROPERTY TAX, UTILITY BILLING AND GENERAL INFORMATION MAIL-  
OUT SERVICES**

**QUESTIONS AND ANSWERS NO. 1**

**ISSUED ON: January 18, 2021**

Q1	In the Scope of Work, Section 1.2 there is mention of the Empty Home Tax mailings but there is no mention in Section 8.0 (Schedule) When is the Empty Home Tax mailing expected to be done?
A1	<b>Empty Homes Tax Declaration forms are typically issued in November with the Advance Main Tax Notice which are due typically in early February. For those who do not declare a reminder notices are sent typically mid-February with responses due in March.</b>
Q2	Related to preprint forms: Does the City mean MICR Ink (not micro ink) for all the forms
A2	<b>Yes, for clarification the City means MICR ink.</b>
Q3	Related to preprint forms: Is the City sure they want MICR Ink? Most Cities have moved away from using MICR ink as almost all banks do not require it anymore.
A3	<b>At this time the City continues to require MICR ink.</b>
Q4	Related to preprint forms: For each form please specify if the forms are PMS colors or 4 Color Process (CMYK) and if there are bleeds. If they are PMS colors please specify how many colors on each side of the form.
A4	<p><b>Yes, Pantone Ink Colour PMS 369 Green / Pantone Reflex Blue / Pantone Yellow/ Pantone 032 Red</b></p> <ul style="list-style-type: none"> <li>• <b>Property Tax Notice with Claim Your Home Owner Grant Online 8.5 x 14 70lb stock LYNX or similar - Prints 2 sided with 2 colour 1 / 2 colours Reflex Blue / Pantone 032 Red with MICR black ink;</b></li> <li>• <b>Tax Empty Home Tax Property Status Declaration form 8.5 x 14 70lb stock LYNX or similar 4- colours total, prints 2- sided 4 / 2 colours - (add MICR black on the front bottom of form)</b></li> <li>• <b>Empty Home Tax Form 8.5 x 14 70lb LYNX or similar - 4 colour form prints 2 sided 3/2 colours (add MICR black on the front bottom of form)</b></li> </ul>

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	<ul style="list-style-type: none"> <li>• Empty Home Tax 8.5 x 11 70lb LYNX stock or similar - 4 colours form prints 2 sided 3/1 colours (add MICR black on the front bottom of form)</li> <li>• REMSOA Form 8.5 x 11 70lb Lynx stock or similar - 1 colour prints two sided PANTONE PMS 371 Green</li> </ul>
Q5	Can physical or PDF sample of each form be provided?
A5	<p>PDF Samples are available at the following FTP site: To access the site externally, use any internet browser and go to: <a href="https://webtransfer.vancouver.ca">https://webtransfer.vancouver.ca</a> The user ID is : PS20201415dl@coveftp01 The password is: 7aswEtrE (The password is case sensitive)</p>
Q6	Are the envelopes Standard Whitewove or Kraft?
A6	<p>Property Tax has 3 different envelopes versions Kraft printed 2 sided 2/1 colours. Property Tax envelopes are O/S outside seam for machine inserting. The Property Tax and Empty Home Owner envelopes are all Kraft No. 10 window with Indicia postage,</p>
Q7	Is some sort of Vancouver Business License mandatory for the respondents?
A7	At the time of responding to the RFP proof of a City of Vancouver or Inter-Municipal (from Metro Vancouver) is not required. However, the successful and contracted service provider will be required to obtain such.
Q8	Are the PDF front and back files to be married with the Tempest PDF files by the vendor prior to production OR will City of Vancouver do that during creation of the documents and provide the vendor with complete PDF files for production?
A8	The Tempest PDF files supplied by the City of Vancouver are printed one sided onto the preprinted two sided Property Tax and Empty Home Tax forms
Q9	Regarding the requirement where we need to send “Units of stock to the City on an annual basis” within the Commercial Proposal file, is this in ADDITION to the quantities indicated in column B of Appendix 3 - Commercial Proposal
A9	Yes, these requirements quantities indicated are in addition to the quantities indicated in column B.
Q10	Are all of the "shells" the same for each mailing? Specifically, We wonder if one large run of all the shells or if we would print the shells for each mailing as they come up (treat each mailing completely separate if there are not consistencies).
A10	Please see Answer 4 of this Q&A No. 1
Q11	What size is the envelope? Non-standard 4 inch window: is the envelope a non-standard size or is the window a non-standard size? 2 colour double sided: does that mean printing on the envelope front and back or envelope outside and inside?

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<b>A11</b>	<b>Please see Answer 4 of this Q&amp;A No. 1</b>
Q12	Do you want the mailing services pricing under (example) A) Advance Tax EHT applicable and B) Advance Tax Notice EHT not applicable and then the printing costs under the line items underneath (eg: stock, general information insert and envelopes)?
<b>A12</b>	<b>Unit pricing in Appendix 3 - Commercial Proposal should be inclusive of Data transfer, formatting, printing, folding, stuffing, split, collate PDF files for Canadian, US, International and bulk mail addresses, barcode verification and activity log</b>
Q13	Does the City want postage noted anywhere?
<b>A13</b>	<b>No, the City does not require postage noted as it is a regulatory requirement.</b>
Q14	Empty Homes Tax Main Billings March: A) 10,000 mailing B) a) and b) - are these 8.5 x 14, full colour, double sided, 60lb offset, micro perf?
<b>A14</b>	<b>See Answer A4 of this Q&amp;A No. 1</b>
Q15	Annual Flat Rate Utility Billings: Can you please confirm the numbers? 30m mailing but 35m printed sheets and 2x 25m general info sheets and 350m envelopes?
<b>A15</b>	<b>The numbers on lines 39 and 40 in Appendix 3 - Commercial Proposal are correct.</b>
Q16	Quarterly Metered Utility Billings Can you please confirm the (specifically lines 39 and 40)?
<b>A16</b>	<b>The numbers on lines 39 and 40 in Appendix 3 - Commercial Proposal are correct.</b>
Q17	Which products are being delivered to the City? Our assumption was that the products would be injected into Canada Post for mail delivery.
<b>A17</b>	<b>The Printer would complete the mail out on our behalf of the City and would follow the City’s mailing instructions. Once all the notices are delivered, the Printer will return an unused envelopes and tax notice forms back to the City.</b>

END OF Q&A No. 1