



**VIRGIN ISLANDS WATER AND POWER AUTHORITY  
(VIWAPA)**

**PR-05-21**

**REQUEST FOR PROPOSALS**

**UTILITY BILL PRINT AND MAIL SERVICES**

**RESPONSE TO QUESTIONS**

**Addendum II**

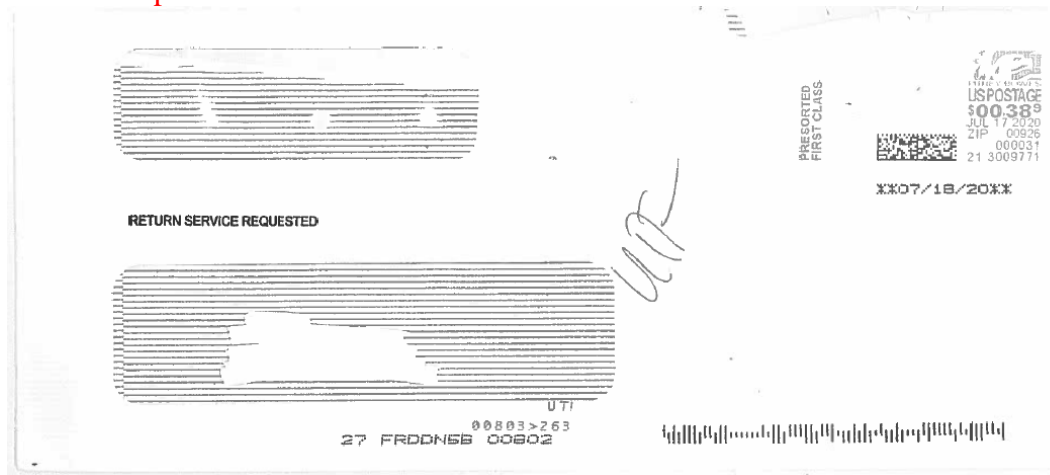
**September 30, 2020**

**Addendum II to Offeror:**

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- 1. Question:** Are you a tax-exempt organization? We see you are a not for profit Public Corp. and wanted to confirm your tax status.  
**Answer:** Yes
- 2. Question:** May we have a copy of a recent postal sortation report, 3600 USPS form, and invoice? This will assist us in estimating our return postage information.  
**Answer:** No, we are unable to provide the information requested.
- 3. Question:** May we please have a copy of the front and back of the forms to include data areas, along with your envelope fronts and backs to confirm colors and window placement on the envelopes?  
**Answer:** Yes, see following pages

## Bill Envelope Front



## Bill Envelope Back



# Front of bill



VIRGIN ISLANDS WATER AND POWER AUTHORITY  
PO BOX 302636  
ST. THOMAS, VI 00803-2636

## ELECTRIC BILL



999

Previous Balance	-	\$82.53
Last Payments	-	\$0.00
Adjustment	+/-	\$0.00
Pay Immediately	+	\$82.53
Current Charges	+	\$77.77
Total Amount Due	=	-\$4.76
Payment Due Date		08/03/20

After 08/03/20 pay \$0.00

Service Address			Rate Class		Account Number	
			RESIDENTIAL			
Cycle	Bill Date	Due Date	Service Period		Days	Meter Number
59-04	07/14/20	08/03/20	05/20/20 - 06/20/20		31	323461014
Multiplier	Units	Current	Previous	Usage		
1.0000	KWH	2,039.00	1,850.00	189.00		
Service	Consumption		Charge	Total		
CUSTOMER CHARGE			4.88			
FIRST 250 @ .231577	189.00		43.77			
OPEN SUR @ .002166	189.00		0.41			
PILOT SUR @ .000666	189.00		0.13			
FUEL CHARGE @ .149417	189.00		28.24			
INS SUR @ .001925	189.00		0.36			
TOTAL ELECTRIC				77.77		

Average Cost Per Day \$2.51. Average Consumption per Day 6.09

Next reading date: 00/00/00

RETURN THIS STUB WITH PAYMENT



VIRGIN ISLANDS WATER AND POWER AUTHORITY  
PO BOX 302636  
ST. THOMAS, VI 00803-2636

### PAYMENT STUB

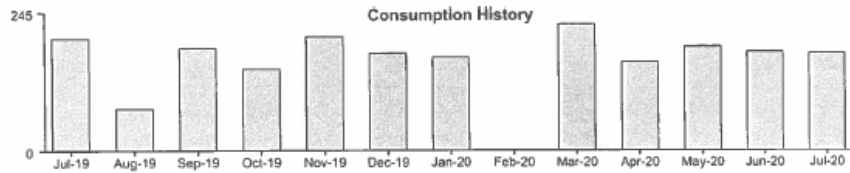
Account Number	Cycle	Bill Date
	59-04	07/14/20
Current Charges		\$77.77
Pay Immediately		-\$82.53
Total Amount Due		-\$4.76
Payment Due Date		08/03/20
Amount Enclosed	\$	

- Paying in person bring the entire bill
- Paying by mail return this portion of bill
- Checks are payable to WAPA, include your account number on check
- After 2 returned checks within 12 months, only cash or certified checks will be accepted for the next 12 months



000200041000039206 2 00000000476

## Back of Bill



### INTERRUPTION AND LIABILITY

The Authority will endeavor to furnish continuous service but does not guarantee uninterrupted service and is not liable for any damage which the customer may sustain by reason of the failure or partial failure of the service or variations in service characteristics, whether caused by accident, repairs or other causes.

The Authority is not liable for damage that may be incurred by the use of any service wiring, electric connections, instruments, services, electrical appliances, service pipes, or water connections installed by or for the customer, nor is the Authority liable for damage that may be incurred due to the presence of the Authority's property on the customer's premises. In case the customer requires three phase electric service, the installation of proper protective equipment against single phase or phase reversal is the responsibility of the customer. The customer has the responsibility for the protection of potable water lines against breakage after the meter.

### INTERRUPCIONES Y RESPONSABILIDAD

La Autoridad tratará de suplir el servicio de energía continua, pero no garantiza el servicio de energía sin interrupciones y no es responsable de cualquier daño que el cliente pueda sufrir por razones de falta o falta parcial de servicio o variaciones en las características del servicio ya sea por accidentes, reparaciones o por otras causas.

La Autoridad no es responsable de que puedan incurrir en daños por el uso de servicios de cablearía de conexiones eléctricas, instrumentos, servicios, enseres eléctricos, servicios de tubería, o conexiones de agua instaladas por o para el cliente; ni es la Autoridad responsable por daños en que puedan incurrir debido a la presencia de propiedad de la Autoridad en la propiedad del cliente. En caso de que el cliente requiera servicio eléctrico trifásico, la instalación de equipo protector adecuado contra fase sencilla o fase reversible es la responsabilidad del cliente. El cliente también es responsable por la protección de las líneas de agua potable contra rotura después del contador.

### SERVICES

Account Information  
Información Sobre Cuentas

Power Outages  
Apagones de Energía

### PHONE NUMBERS

STT: 774-3552 STX: 773-2250 STJ: 776-6446

STT: 774-1424 STX: 773-0150 STJ: 774-1424

### HOURS

(Mon-Fri)

De lunes a viernes de  
8AM-4PM

Anytime  
A Cualquier Hora

**Return self-addressed envelope**

VIRGIN ISLANDS WATER AND POWER AUTHORITY  
PO BOX 302636  
ST. THOMAS, VI 00803-2636

**Notice front/back(pressure seal form)**



VIRGIN ISLANDS WATER AND POWER AUTHORITY  
PO BOX 302636, ST. THOMAS VI 00803-2636

PRESORTED  
FIRST CLASS



U.S. POSTAGE & PAYMENT BY MAIL  
ZIP 00906 \$ 000.38<sup>1</sup>  
02 491  
0000365512 SEP 03 019

**RETURN SERVICE REQUESTED**


29 GRDDNSF 00803



REMOVE SIDE EDGES FIRST  
THEN FOLD, CREASE AND TEAR THIS STUB ALONG PERFORATION

## Notice inside

**VIRGIN ISLANDS WATER AND POWER AUTHORITY**  
PO BOX 302636, ST. THOMAS VI 00803-2636 - PO BOX 5997 CSTD. ST. CROIX 00823-9997



Name/Service Address		Rate Class	
Account Number	Cycle	Feeder	Notice Date
	64-02		8/28/2019
Amount Past Due			
\$122.22			

**Disconnection Notice**

Your utility account is more than 30 days past due. Your utility service will be disconnected if you do not make payment within 10 days from the date of this notice.

To avoid being disconnected pay your utility bill now. You can make payments at any approved WAPA pay station (all local banks on St. Thomas, St. Croix and St. John) through the Internet (WWW.VIWAPA.VI), by phone at any WAPA business office (see office phone numbers below; VISA/MasterCard credit card payments only), with the cashiers at WAPA's Administrative offices or by placing after-hours in the adjacent drop box.

If you have any questions or believe that this disconnection notice is in error, you must immediately contact the business office either by phone or in person. The WAPA business office is open from 8 A.M. to 4 P.M. Monday through Friday on St. Thomas, St. John, St. Croix.

If service is disconnected, you are required to pay the total amount past due plus a reconnection service charge.

Our Customer Service Representatives will be pleased to meet with you and work to help you resolve your utility billing problems.

Business Office Phone Numbers:  
St. Thomas: 774-3552  
St. Croix: 773-2250  
St. John: 776-6446

WAPA COPY

**VIRGIN ISLANDS WATER AND POWER AUTHORITY**  
PO BOX 302636, ST. THOMAS VI 00803-2636 - PO BOX 5997 CSTD. ST. CROIX 00823-9997



**PAYMENT STUB**


Account Number	Cycle
	64-02
8/28/2019	\$122.22
Notice Date	Amount Past Due

Amount Enclosed
\$

\* PAYING IN PERSON BRING ENTIRE NOTICE  
\* PAYING BY MAIL RETURN THIS PORTION OF NOTICE  
\* CHECKS ARE PAYABLE TO WAPA  
\* INCLUDE YOUR ACCOUNT NUMBER ON CHECK  
\* AFTER 2 RETURNED CHECKS WITHIN 12 MONTHS, ONLY CASH OR CERTIFIED CHECKS WILL BE ACCEPTED FOR THE NEXT 12 MONTHS

<< RETURN THIS STUB WITH PAYMENT >>  
0001427330000620360000012222

**VIRGIN ISLANDS WATER AND POWER AUTHORITY**  
PO BOX 302636, ST. THOMAS VI 00803-2636 - PO BOX 5997 CSTD. ST. CROIX 00823-9997



Name/Service Address		Rate Class	
Account Number	Cycle	Feeder	Notice Date
	64-02		8/28/2019
Amount Past Due			
\$122.22			

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CUSTOMER COPY

**VIRGIN ISLANDS WATER AND POWER AUTHORITY**  
PO BOX 302636, ST. THOMAS VI 00803-2636 - PO BOX 5997 CSTD. ST. CROIX 00823-9997



**PAYMENT STUB**

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0001427330000620360000012222

4. **Question:** Can you provide a copy of the last bid tabulation for this bid, or a copy of the current pricing/contract with your vendor?

**Answer:** No, we are unable to provide the information requested.

5. **Question:** I believe you confirmed this on the Pre-bid call, but my understanding is you included data on both sides of your Utility Bills (usage graph, etc. on the back of the form).

**Answer:** Yes, data is included on both sides of the utility bills (See Question #3)

6. **Question:** Is it possible to receive a one-week extension on the due date/deadline since the answers to the questions will be provided on 9/30, two days before the due date. It will enable us to more accurately provide pricing based on the samples of your envelopes and forms?

**Answer:** The deadline has been extended to October 9, 2020 no later than 10:00 am., AST

7. **Question:** Will any other format, besides using Microsoft Project, be considered responsive for our Implementation plan?

**Answer:** Yes, you can use an alternate to Microsoft Project for the Implementation plan; however, the file must be submitted in a format easily viewed by VIWAPA.

8. **Question:** Section 8.9 – Service Interruption Disaster Recovery. Can you elaborate more on the requirement?

**Answer:** If a disaster affects your operations, what measures are in place to resume the processing of bill print with limited interruptions.

9. **Question:** Section 9.9 – Online Presentment. Does WAPA have Current Billing Online System? If not, can the bidder provide a solution in the proposal?

a. Should it be integrated in this one? Or separate from this offer?

**Answer:** Yes, WAPA does have current Billing Online System.

a. It should not be integrated in this one. It should be separate from this offer.