

**Date:** 08/09/2021

**Meeting: Printing and Mailing Services RFP**

**Questions:**

- **Will the content change for each mailer every time?**
  - o Weekly mailings are a standard template and only the recipient information will be changed per mailing. (Information may include last four digits of their account number, so customer privacy is an important aspect of working with SVCE.)
  - o The required notices that we send out twice a year have unique content. SVCE will always provide custom artwork for these mailings.
- **Will the content remain the same for the flyers, brochures and banners?**
  - o These projects are on an as-needed basis and are typically unique since it is something new that we are producing.
  - o The only time is when it's a re-print of an existing project due to needed additional quantity.
- **I noticed that the City of San Jose is missing from the service area. Are they served by someone else?**
  - o SVCE does not serve the City of San Jose, as they have their own CCA within a department of the city. We also do not serve the City of Santa Clara or the City of Palo Alto as they have their own municipal utility.
- **Is there a standard page count for the booklets?**
  - o We do not have a standard page count for the booklets as each are a unique project. They are typically a 8.5x11 folded-bound booklet with page quantities divisible by four. They are typically around 28-32 pages.