

October 30, 2020

Delores Donovan
Contracts Administration Manager
Virgin Islands Water & Power Authority
St. Thomas, Virgin Islands 00802
contractservices@viwapa.vi

RE: PR 05-21 Clarification I

Dear Mrs. Donovan:

Evertec Group, LLC, appreciates the opportunity to participate in this Request for Proposal process PR 05-21 Utility Bill Print and Mail Services for the Water and Power Authority. Here are our responses to the questions sent by email on October 28 at 9:33am.

1. *The Request for Proposal requires a three-year contract with options for multiple 3-year renewals. The term of contract specified is for three years. Is Evertec willing to have options for renewals?*
 - Evertec is willing to provide flexible renewal options to WAPA. Renewals can be for periods of 6 months or longer.
2. *"Evertec's proposal agrees to VIWAPA's Service Level target, found on page 9, Section 7.2 (Scoping Parameters) of the Request for Proposal, for "End of business – same day" for Postal Service Delivery. Please confirm your agreement to VIWAPA's Service Level Agreement.*
 - Evertec's proposal considers a 2 business days service level agreement to be measured from the time of the corresponding job's accounting report authorization to the day the mail is delivered to the USPS. When compared to the current service level agreement, the proposed service level agreement represents a reduction of the turnaround time per which each run is measured.
3. *Please specify what method will be used to advise VIWAPA when mails are delivered to the Post Office and the quantity mailed on a daily basis.*
 - Evertec will communicate the delivery status to VIWAPA by email. Other delivery methods could be discuss.
4. *The Invoices Email Confirmation should be submitted in English.*
 - Yes, the invoices will be submitted in English.

If VIWAPA needs more information, do not hesitate to contact us.

Cordially,


José M. Rodríguez
Account Manager