



Virgin Islands Water & Power Authority

PR-05-21

UTILITY BILL PRINT AND MAIL SERVICES

Clarification I

Bidder: EVERTEC

Date: October 28, 2020

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?
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.
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.
4. The Invoices Email Confirmation should be submitted in English.