



216 Prospect St
Port Orchard WA 98366

REQUEST FOR PROPOSALS
FOR
Utility Bill Print, Insert and Mail Services

**CITY OF PORT ORCHARD NOTICE TO VENDORS
REQUEST FOR PROPOSALS (RFP)
UTILITY BILL PRINT, INSERT AND MAIL SERVICES**

The City of Port Orchard (City) is seeking Proposals from qualified Vendors (Vendor) for the *Utility Bill Print, Insert and Mail Services*. Submittals meeting the criteria described herein shall be submitted to the *City of Port Orchard, c/o Finance Department RE: RFP for Utility Bill Print, Insert and Mail Services., 216 Prospect Street, Port Orchard, WA 98366*, no later than 4:00 p.m. on *September 14, 2021*. Information related to this RFP, including any addenda, will be posted to the City's website at <https://www.cityofportorchard.us/bids-and-proposals>. Any questions regarding this project should be directed to *Kathy Cain, (360) 876-5139* or utilitybilling@cityofportorchard.us.

Scope of Work: The City of Port Orchard, Washington (herein referred to as the City) is soliciting proposals to obtain a vendor with the necessary experience and knowledge to provide printing, insertion and mailing services for utility bills.

This RFP contains instructions governing the requirements for a proposal and includes the proposal format, the material to be included with the proposal, and how the entire proposal is to be submitted to the Finance Department for consideration. This RFP also addresses the requirements that companies must meet to be eligible for consideration as well as addressing vendor's responsibilities.

Proposers assume responsibility for comprehending the entire RFP. If clarification is desired, it is the responsibility of the proposer to submit questions in writing to the Finance department. It is the proposer's responsibility to ensure that all procedures and requirements of the RFP are accurately followed and appropriately addressed. The proposer should carefully read the entire RFP before submitting a proposal.

Project Description:

The City currently processes utility billing data monthly with accounts billed on a bi-monthly basis. Vendor must be a certified full service intelligent mail barcode vendor who is capable of providing all services requested with no subcontracting of any portions of the project, including presorting, artwork, programming, and electronic presentment of bills and statements.

The number of bills mailed out monthly fluctuates based on the cycle. There are approximately 2,300 – 2,500 billing statements mailed out each month, and approximately 400 delinquent statements mailed out each month. The vendor selected must be able to integrate with the city's billing system and maintain the look and feel of the City's utility bills. The City of Port Orchard has enclosed scanned samples of current Utility statements and Delinquent Notices. (Attachment D)

Billing and Delinquent statement requirements:

- **Billing statement requirements:**
 - Must fit a number No. 10 single window envelope with mailing address clearly shown.
 - Must include a No. 9 single window envelope for mailing payment.
 - Insertion and folding of statements and return envelopes included in pricing.
 - Special inserts may be required and selective insertions should be an option.
 - Statement will be printed on pre-perforated paper.

- Billing statements with metered consumption will contain a bar graph showing comparative usage.
- Statements will be easily read and fit on one page, two sided.
- A PDF file of the billing statements are provided to the vendor. The vendor is capable of changing the verbiage on the statements if necessary.
- Color print (approximately 5 colors). See attachment D for example of colors used in both billing and delinquent statements.
- Perforated payment stub will be at the top of the page.
- Delinquent statement requirements:
 - Must fit a number No. 10 single window envelope with mailing address clearly shown.
 - No return envelope is provided for the customer with the delinquent notice
 - Insertion and folding of statements included in pricing.
 - Special inserts may be required and selective insertions should be an option.
 - Statements will be printed on pre-perforated paper.
 - A PDF file of the delinquent statements are provided to the vendor. The vendor is capable of changing the verbiage on the statements if necessary.
 - Color print (approximately 5 colors). See attachment D for example of colors used in both billing and delinquent statements.
 - Perforated payment stub at the top of the page.
- Vendor will be responsible for climate-controlled storage and warehousing of forms and envelopes until needed or used. Any costs for fees must be clearly stated in the vendor's response.
- Port Orchard will have the ability to have statement "pulled" from the run if necessary.
- Port Orchard mailing addresses are not "clean". A "zip plus 4" for CASS certification is required for the best rate on postage. Additionally, postal bar coding visible through the envelope window will be the responsibility of the selected vendor.
- The Port Orchard schedule for mailing bills (Last business day of the month) and delinquents (first business day of the month) must be strictly adhered to. Turnaround should be within 24 hours of receiving electronic file.
- The City expects to be able to pay postage to the selected vendor and to receive timely and appropriate accounting for the actual postage expense.
- The Vendor will enable us to get the lowest qualifying first-class postal discounts rates possible.
- Any additional or special programming may be requested by the City of Port Orchard and will be billed at a per hour rate with prior approval of quotes.
- Vendor must be a "Certified Full Service" vendor capable of providing all services requested without subcontracting any portion of our project, including presorting, artwork, and programming.
- Vendor will have a location for disaster recovery and must detail operations specific for processing statements should the Vendor's primary facility become in-operable.
- All work shall be processed at a location that provides security and supervision including a well-defined quality control assurance program.
- Vendor must provide a means of secure data transmission and confirm receipt of data.
- The vendor must provide to the City the ability to transfer PDF files via a secure hosted web service.
- Vendor must comply with the City's Red Flags policy. (Attachment F)

RFP Schedule: (Dates are estimates and subject to change by the City)

Event	Date
RFP Release	August 30, 2021
Submittals Due	September 14, 2021
Notify Selected Vendor	September 24, 2021
Estimated Contract Award	October 12, 2021

Submittal

Submittals should include the following information:

- *Cover letter/statement of interest demonstrating the firm's interest in the project, highlighting its qualifications to meet the City's needs and shall include the following information:*
 - *Firm name, email address, phone and fax numbers;*
 - *Name of Principal-in-Charge and Project Manager;*
 - *A brief overview and statement of the consulting firm's qualifications, including brief resumes of staff proposed to work on the project. The information should be focused on the firm's demonstrated ability to meet the criteria set out below, and experience with similar projects.*
 - *Description of the most recent projects performed by the consulting firm that included a similar scope of work.*
- **Proposal Response Certification, (Attachment A)** shall be attached to the front of the proposal and contain the Proposer's certification of the submission. Must be signed by an official who has full authority to enter into an agreement. Attachment A is required in the proposal.
- **Background and History:** Describe the company, organization, officers or partners, number of employees, and operating policies that would affect this agreement. State the number of years your organization has been continuously engaged in business. (It is the City's preference that the proposer has been in business for a minimum of ten years from the date of this RFP, providing the services offered in the proposer's proposal, to be eligible for participation in this RFP.)
- **Financial Stability:** Describe the financial status of the company.
- **Experience and Support:** Describe proposer's professional credentials and affiliations indicating their capabilities to provide services of this nature, size, and scope as well as the credentials of the personnel assigned to the project. Describe qualification of project management, appropriateness and completeness of implementation plan, physical resources available and availability of technical support.
- **Pricing Schedule, (Attachment B)** - Vendor must provide an itemized, per statement fee that includes data processing, bill printing, and mail preparation, with USPS postage itemized separately. Vendor must also provide an itemization of setup fees, including initial programming, testing and implementation. Attachment B is required in the proposal.
- **Pricing Terms and Conditions:** Describe all proposed terms and conditions, including, with limitation, written warranties, maintenance/service agreements and license agreements.

- References, (Attachment C): Provide a minimum of three references for similar projects. Attachment C is required in the proposal.

The consulting firm's Proposal shall be limited to 10 pages, double sided excluding resumes, cover sheet and cover letter. Submittals shall include a completed and signed Non-Collusion Affidavit form (Attachment E).

Please submit FOUR copies of your Proposal to: City of Port Orchard, RE: Utility Bill Print, Insert and Mail Services, 216 Prospect Street, Port Orchard, WA 98366, no later than 4:00 p.m. on September 14, 2021. Submittals will not be accepted after that time and date.

Evaluation Criteria

Submittals will be evaluated by City staff based upon the responsiveness of the submittal to this RFP, and based on the following criteria:

- *Proposed Project Cost (10pts)*
- *Previous Performance, Qualifications and Technical Support (10 pts)*
 - *Experience with other projects similar in scope.*
 - *Experience under contract with local governments.*
 - *Professional credentials and affiliations indicating their capabilities to provide services of this nature, size, and scope.*
 - *Qualification of project management, appropriateness and completeness of implementation plan, physical resources available and availability of technical support.*
 - *Evidence of financial stability.*
 - *Responses to reference checks.*
- *Qualifications/Expertise of Firm (10pts)*
- *Ability to Meet Schedule/Availability of Key Personnel (10pts)*
- *Past Performance/References (10pts)*

Evaluations will be based on criteria outlined herein, which may be weighted by the City in any manner it deems appropriate. Interviews, if considered necessary, will be held with selected Vendors based on an evaluation of the Qualifications. All submittals will be evaluated using the same criteria and weighting.

General Terms and Conditions

The City reserves the right to accept or reject any or all proposals, to waive all minor technicalities, and to accept the proposal or proposal determined to be the most advantageous to the City. Additionally, the City may accept a proposal subject to an exception if, in the sole judgement of the City, the proposal meets or exceed the City's specifications.

The City of Port Orchard reserves the right to amend the terms of this "Request for Proposals" (RFP), to circulate various addenda, or to withdraw the RFP at any time, regardless of how much time and effort Vendors have spent on their responses.

All questions shall be submitted to *Kathy Cain*, (360) 876-5139 or utilitybilling@cityofportorchard.us. Unauthorized contact regarding this RFP with other City employees may result in disqualification. Any oral communications will be considered unofficial and non-binding on the City.

The City reserves the right to reject any and all submittals and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not obligate the City to pay any costs incurred by Proposer in the preparation and submission of their Proposals. Furthermore, the RFP does not obligate the City to accept or contract for any expressed or implied services.

The City reserves the right to request that any Proposer clarify its submittal or to supply any additional material deemed necessary to assist in the evaluation of the submittal.

Modification of a submittal already received will be considered only if the request is received prior to the submittal deadline. All modifications must be made in writing, executed, and submitted in the same form and manner as the original submittal.

Americans with Disabilities Act (ADA) Information

The City of Port Orchard in accordance with Section 504 of the Rehabilitation Act (Section 504) and the Americans with Disabilities Act (ADA), commits to nondiscrimination on the basis of disability, in all of its programs and activities. This material can be made available in an alternate format by emailing the Kathy Cain at utilitybilling@cityofportorchard.us or by calling (360) 876-5139.

Compliance with Civil Rights Laws

The City of Port Orchard in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq., prohibits discrimination on the basis of race, color, religion, sex or national origin. Any act of discrimination committed by proposer, or failure to comply with these statutory obligations when applicable, shall be grounds for termination of any contract entered into as a result of this solicitation.

Ownership of Work Product

Any and all data, reports, analyses, documents, photographs, pamphlets, plans, specifications, surveys, films or any other materials created, prepared, produced, constructed, assembled, made, performed or otherwise produced by the Vendor or the Vendor's subcontractors for delivery to the City under this RFP shall be the sole and absolute property of the City. Such property shall constitute "work made for hire" as defined by the U.S. Copyright Act of 1976, 17 U.S.C. §101, and the ownership of the copyright and any other intellectual property rights in such property shall vest in the City at the time of its creation. Ownership of the intellectual property includes the right to copyright, patent, and register, and the ability to transfer these rights. Material which the Vendor uses to prepare a proposal in response to this RFP but is not created, prepared, constructed, assembled, made, performed, or otherwise produced for or paid for by the City is owned by the Vendor and is not "work made for hire" within the terms of this RFP.

Public Records Request

This RFP and all public records associated with proposals submitted in response to this RFP shall be available from the City for inspection and copying by the public where required by the Public Records Act, Chapter 42.56 RCW (the "Act"). To the extent that public records then in the custody of the Vendor are needed for the City to respond to a request under the Act, as determined by the City, the Vendor agrees to make them promptly available to the City.

Additional Terms and Conditions

For the City's full terms and conditions for this project, please refer to Attachment G. By this reference, the terms and conditions in the contract are incorporated into this RFP.