

CITY OF WARNER ROBINS
RFP NO.: IS-3425
OPENING DATE: THURSDAY, DECEMBER 16, 2010 at 11:00 A.M.
BILLING SERVICES

THE CITY OF WARNER ROBINS, GEORGIA INVITES YOU TO SUBMIT SEALED BIDS ON THE FOLLOWING ITEMS:

PLEASE BID ON THIS SHEET IN THE SPACES INDICATED BELOW: City of Warner Robins, Georgia
--

SPECIFICATIONS & CONDITIONS

BILL PRINTING, INSERTING AND MAILING SERVICES

The City of Warner Robins, is accepting proposals for the printing, inserting and mailing of its utility, tax, business license, and Jointly Owned Natural Gas bills.

GENERAL INFORMATION

1. The City of Warner Robins provides water, sanitary, sewer and gas services to 36,000 plus accounts in Warner Robins GA, USA. The billing data for this customer base is developed primarily from water/gas meters at each location. The customer base is divided into 110 billing cycles, which are daily. All accounts are billed each month, with the expectation of a payment being received from each.

The City of Warner Robins is receiving proposals to contract with a Service Provider for the following services:

- Receiving and formatting billing data to print, insert, sort and mail utility, tax, business license and Jointly Owned Natural Gas bills. This process is to include the inserting of the monthly/yearly statement(s) in a double window envelope with a security tinted return envelope. Occasionally an additional insert provided by the City of Warner Robins will need to be included.

Interested parties must submit proposals to the City of Warner Robins Purchasing Department for their proposals to be considered. Proposals shall be submitted exactly as described on the proposal form.

The term of the contract will be for a period of two (2) years. Thereafter the City of Warner Robins may at their option and in agreement with the vendor renew for successive 12 month periods.

PROPOSAL

The proposal should include:

1. Management Summary - Provide a cover letter indicating the underlying philosophy of the firm in providing the service.
2. Approach - Describe in detail how the service will be provided. Include a description of the major task and subtasks.
3. Corporate Experience and Capacity - Describe the experience of the firm in providing the service, give the number of years that the service has been delivered, and provide a statement as to the firm's capacity to fulfill the terms of the proposal and/or the need for expansion to handle the service.
4. Staffing - Describe the qualifications and experience of the Key personnel performing the work.
5. References - Give at least five utility customer references for contracts of similar size and scope. Include the name of the organization, and the name and telephone number of a responsible contact person.
6. Additional Data - Provide any additional information that will aid in evaluation of the response.
7. Cost Data - Use the attached Proposal Sheet to submit formal unit cost data.

Submittal of an extensive and elaborate proposal is not necessary. A clear, concise proposal in the specified proposal format is requested with all the necessary information included.

SPECIFICATIONS, TERMS AND CONDITIONS

1. For the purpose of this proposal, Service Providers should base proposal responses on approximately 38,000 utility bills per month, approximately 28,000 tax bills per year and approximately 4,000 business licenses per year.
2. *The City of Warner Robins* hereby requests proposals for the service inclusive of processing, laser printing in highlight color on form, folding, inserting, along with remittance envelope, sorting, and delivery of bills to the USPS on a daily weekly scheduled basis in 110 different bill cycles.
3. The City of Warner Robins will occasionally have inserts for the bills.
4. The term of this full service contract shall be for a period of two (2) years, commencing on a mutually agreeable date and ending two years later. Thereafter the City of Warner Robins may at their option and in agreement with the vendor renew for successive 12 month periods.
5. *The City of Warner Robins* reserves the right to evaluate the vendor's qualifications. Only those vendors/contractors who, in the opinion of the City of Warner Robins,

meet the minimum necessary qualifications will have their price and contract/agreement proposal evaluated.

6. License Requirements: Service Provider shall furnish with the proposal documents a copy of the appropriate State or County business license.

SCOPE OF PROPOSAL

1. Service Provider will design in conjunction with the City of Warner Robins a two-color (black with a second variable laser highlight color of blue, green or red), one-sided bill form that is 8 ½" x 11" in size. The bill design will include an appropriate scan line for remittance processing, a message area (variable data text messages shall be printed in the highlight color ink), different sized fonts to enhance readability, a bar chart (if requested by the City of Warner Robins) and a City of Warner Robins logo. Service Provider will agree to purchase and maintain a sufficient supply of billing forms and envelopes to ensure an uninterrupted supply for printing requirements. (Color to be finalized when contract awarded)
2. Service Provider will design in conjunction with the Jointly Owned Natural Gas a two-color (black with a second variable laser highlight color of blue, green or red), one-sided bill form that is 8 ½" x 11" in size. The bill design will include an appropriate scan line for remittance processing, a message area (variable data text messages shall be printed in the highlight color ink), different sized fonts to enhance readability, a bar chart (if requested by the Jointly Owned Natural Gas) and a Jointly Owned Natural Gas logo. Service Provider will agree to purchase and maintain a sufficient supply of billing forms and envelopes to ensure an uninterrupted supply for printing requirements. (Color to be finalized when contract awarded)
3. Service Provider will notify the City of Warner Robins in writing, and receive approval from the City of Warner Robins, of any required changes to forms or envelopes prior to implementation.
4. The City of Warner Robins will provide Service Provider with any additional forms to be inserted with the bills. The Service Provider must agree to receive a drop shipment of the inserts necessary to supply a one-month cycle of bills. The City of Warner Robins will work with the Service Provider to design the inserts to conform to the specifications required for successful insertion by the equipment used by the Service Provider.

PROGRAMMING

Service Provider will provide a quote for initial programs required to print billing information from the data/print file provided by the City of Warner Robins to the approved City of Warner Robins bill form. The City of Warner Robins will compensate Service Provider for program changes involving bill layout changes requested by the City of Warner Robins after the initial program has been put into place. Provide quote for the programming fee for set-up and changes on the Proposal Sheet.

COMPUTER RELATED PROCESSING REQUIREMENTS

1. *The City of Warner Robins* data/print files will be transferred to the Service Provider via FTP. It will be the responsibility of the Service Provider to assist the City of Warner Robins during the configuration process of the FTP link. The City of Warner Robins will transmit required data/print files to the Service Provider each day. The City of Warner Robins uses Associated Systems, Inc. billing software.
2. *The City of Warner Robins* is always seeking ways to be more efficient and to position itself for the future utilizing the latest technology to meet the needs of the ever-growing variable data applications. Service Provider should comment on ancillary services that they are able to perform, for future use, such as on-line services and electronic bill presentment, along with other existing or new features and offerings, etc.

PERFORMANCE REQUIREMENT

1. Service Provider will print, insert and mail all bills for the City of Warner Robins within 24 hours after successful receipt of the data/print file for the City of Warner Robins.
2. The Service Provider shall provide the City of Warner Robins a document, or another method, indicating the number of bills received electronically for printing, as well as the postage breakdown as USPS Automation Qualified starting at First Class 5-Digit Rate of the billing cycle prior to the mailing of bills.
3. Upon award of contract, the successful Service Provider must be ready to accept the first production data/print file within eight (8) weeks from date of receipt of all required information from the City of Warner Robins.

RECORD RETENTION AND DATA BACKUP

Service Provider will retain the City of Warner Robins billing data/print file until the Service Provider receives the next data/print file. Service Provider should comment on daily backup rotation and storage of data in the proposal package.

SERVICE PROVIDER INVOICE PROCEDURE

The Service Provider will provide the City of Warner Robins a monthly invoice broken down by each data/print file or cycle sent by the City of Warner Robins. The invoice will detail the number of bills processed and the amount of postage paid for each data/print file along with any other itemized charges.

POSTAGE RATES

1. All postage costs will be incurred initially by the Service Provider and billed at cost to the City of Warner Robins as part of the monthly bill. The City of Warner Robins will allow vendor to set up an escrow account for postage, if needed. The vendor will provide a monthly manifest detailing the total bills printed, mailed and the dollars billed to the City of Warner Robins for postage services.
2. The Service Provider must mail the bills starting at the USPS 5-Digit Rate (or lowest) as qualifies to obtain the largest postage discounts. The Service Provider must have postal software in-house to process and sort. The Service Provider must CASS certified each cycle.
3. Bar coding, arranging and sorting of the mail shall be utilized to qualify for the lowest postage charges consistent with USPS standards. It is required that the Service Provider have an on-site USPS MERLIN system for verifying mail quality prior to entry into the USPS distribution system. The mail must be delivered to the USPS within 24 hours of receipt of FTP file from the City of Warner Robins.
4. The Service Provider must be OP Certified by the USPS. This will allow for one (1) and two (2) ounce mail pieces to go into the same mail-stream to maximize the postal discounts.
5. The Service Provider shall make periodic recommendations for improving mail delivery, postage savings and reducing mailing costs.

CONFIDENTIALITY

Service Provider on behalf of itself and its employees agrees to keep confidential all records and other information with respect to the City of Warner Robins and its customers. The City of Warner Robins on behalf of itself and its employees agrees to keep all information with respect to the Service Provider's system confidential. However, if either party is required to produce any such information by order of any

governmental agency or other regulatory body, it may, upon not less than five (5) days written notice to the other party, release the required information.

REFERENCES

Service Provider shall submit with the proposal documents a reference list with at least five utility/tax/business license customers with the same or similar scope of work and should include the company name, address of the business and a contact name and phone number.

PAPER AND PRINT QUALITY AND REQUIREMENTS

1. Printing shall be laser quality with a resolution of at least 600 x 600 DPI. The paper should be of a brightness factor to allow for a contrast ratio of paper to print to ensure reliable OCR scanning.
2. Bills will be printed on 8 ½" x 11", 24# bond, with perforation. In the event that *Utility* requests it, the Service Provider must have the capability to print a bar chart displaying the customer's usage over a 12-month period.
3. The Service Provider must have the ability to print variable messages and data on the bills by utilizing highlight color text when requested.
4. Envelopes should be a double window (#10) that will allow for the outgoing address on the bottom, with the return address and the City of Warner Robins logo in the top window. Being that the City is migrating from a different looking envelope statement, vendor must supply (at least on a temporary basis of 3 months) an envelope with similar wording as follows on the outside "**UTILITY BILL ENCLOSED**". Payment stubs will be designed with the City of Warner Robins payment address revealed when inserted into vendor provided return window envelopes. The appropriate size return window envelopes must be security tinted on the inside.
5. Service Provider must include in the proposal one set price per piece (bill) that is all-inclusive for the production of the billing statement. This would include the processing, laser printing in highlight color on form, folding, inserting, along with remittance envelope, sorting, and delivery of bills to the USPS.

CUSTOMER SERVICE AND QUALITY CONTROLS

Service Provider should indicate its customer service organizational structure for the services included. Service Provider should describe the chain of command for problem resolution.

Service Provider should describe its quality assurance and control check points within the printing and inserting operation. What process is used to insure that the correct undamaged data production file was received?

Data formatting on the customer bill/statement and return envelopes will be in accordance with the requirements of the U.S. Postal Service. Any data receipt problems, print or insert errors should be reported to the *Utility* immediately upon recognition of such errors.