



CITY OF DOWNEY

REQUEST FOR PROPOSALS

FOR

UTILITY BILLING PRINT, MAIL

and

ELECTRONIC BILL PRESENTMENT AND PAYMENT SERVICES (EBPP)

KEY RFP DATES

Issue Date: February 25, 2014

Proposal Due Date: March 27, 2014

SEND TO:

City of Downey
Maurina Lee, Finance Manager
11111 Brookshire Avenue
Downey, CA 90241

TABLE OF CONTENTS

- I. INTRODUCTION
- II. ABOUT THE CITY
- III. BACKGROUND
- IV. REQUIREMENTS AND SCOPE OF WORK
- V. PROPOSAL REQUIREMENTS AND CONTENTS
- VI. PROPOSAL SUBMITTAL
- VII. PROPOSAL TERMS AND CONDITIONS
- VIII. INDEMNIFICATION AND INSURANCE

I. INTRODUCTION

The City of Downey ("City") is requesting proposals from qualified vendors ("vendor") to provide Electronic Bill Presentment and Payment (EBPP) Services for utility billing in Finance Department.

Downey does not currently offer web based services to utility customers. Web Based Services sought include but are not limited to: electronic bill payment options, online bill presentment, e-mail notification of bills, and online payment history. In response to the needs of our internal and external customers, the City would like to offer these services as soon as possible. This functionality will provide an additional payment channel for our utility customers.

II. ABOUT THE CITY

Downey is located in Los Angeles County, California. It is a municipality with a service area of approximately 12 square miles. Downey is a full service City, employing 378 full-time positions, offering its residents a wide range of municipal services in public safety, highways and streets, sanitation, water and sewer services, development and public infrastructure improvements, culture and leisure programming, general government functions.

The City Hall is located at 11111 Brookshire Avenue, Downey, CA 90241. The main contact telephone number for Finance Department is (562) 904-7265. The City website address is www.downeyca.org.

Contact Information:

The vendor's primary contact with the City of Downey will be Maurina Lee, Finance Manager, (562) 940-7262, who will be the City's Project Manager and will have overall responsibility and accountability for the project.

The vendor's technical contact with the City of Downey will be Alvin Lam, I.T. manager, at (562) 904-7252, who will be responsible of City's Information system.

III. BACKGROUND

(A) Current Downey's Utility Billing Accounts

Downey supplies water to 98% of Downey's residents. Private water companies service the remaining portions of the City.

All water and sewer billing is provided on one bill. Commercial customers and residential customers are billed bi-monthly. The Finance Department provides this full range of billing and collection services to the City's nearly 23,000 water, sewer and AB 939 customers.

(B) Current Downey's Utility Billing Software Application

The City uses a utility billing software application which is provided by Tyler EDEN Financial Software. The Tyler EDEN Financial software is responsible for the management of account information, recording of payments and adjustments, aging of accounts through late fees; meter read processing and regular billing. The system supports a standardized CSV formatted file for the importing of electronically processed payments. The system also generates a CSV file that incorporates all relevant billing information for each billing cycle.

(C) Current Payment Options

The City currently offers the following payment options to utility customers.

1. Cash payments accepted at the City Hall located at 11111 Brookshire Avenue, Downey.
2. Check payments accepted at the City Hall, from the payment drop box located outside the main entrance to the City Hall, or by mail to City's lockbox service provided by Bank of the West.
3. Credit card payments (Visa, MasterCard, and Discover), made in person.
4. Automatic debits to customers' checking or saving accounts.

(D) Current Process

All payments are processed at City Hall and posted daily through batch file processes. The City would like to add options through the implementation of EBPP functionality.

1. The City of Downey bills utility customers' bi-monthly for water, sewer, and AB 939 services.
2. Approximately 2,500 bills are produced every week.
3. Bills are mailed via presorted first class mail.
4. Bill messages and bill inserts are updated periodically.
5. Check payments mailed to the Lockbox service at Bank of the West are processed and deposited every day.

IV. REQUIREMENTS AND SCOPE OF WORK

Utility Bill EBPP

The implementation of EBPP is the first of several phases of an overall "web based services". All responses to this RFP should include information about the vendor's ability to provide the services outlined in the "Future Phases" section below.

Please describe your ability to meet each of the requirements below. If a requirement cannot be met, please provide an alternative approach.

(A) Requirements: Daily Processing

1. The vendor must have the ability to accept data files daily using standard secured FTP.

(B) Requirements: Security

1. The vendor must provide necessary controls to protect the City's data from unauthorized access. Please provide details about the controls in place.
2. Describe in detail how security is handled for information shared between the vendor and the City via e-mail or online.
3. The vendor must allow site visits by City personnel.

(C) Requirements: Customer Support

1. The vendor must provide unlimited customer support during the hours of 7:30 a.m. to 5:30 p.m. PST.
2. All requests and status updates related to support requests must be tracked via an online interface that can be viewed and updated by City staff.
3. Provide procedures for after-hours support.
4. Provide a list of company holidays
5. Provide contact points for customer service.

Please describe your ability to meet each of the requirements below. If a requirement cannot be met, please provide an alternative approach.

GENERAL REQUIREMENT EBPP	Meets	Partially Meet	Does Not Meet	Future Enhancement
(1) Customers will access all EBPP options via a link on the City's website: www.downeyca.org				
(2) The EBPP website must have the same "look and feel" as the City's current website.				
(3) Vendor application must provide the ability to display PDF bills to ensure an exact replica of the information, look and feel of the printed bill output.				
(4) Unauthorized users will not be able to access utility account data, credit card numbers and other payment information.				
(5) All information contained in the transferred files shall be considered strictly confidential and must be secured at <i>all</i> times and shall not be communicated or disclosed to any third party.				
(6) Vendor should have the ability to interface with City's existing bill print file, or have the ability to produce the bill image in PDF format.				
(7) Vendor must allow the customer to make the choice to stop receiving paper bills and will post the bills to the website on the same day that the bills are mailed.				
(8) Vendor must notify or provide a report to the City the list of accounts that will not receive paper bills. The City will suppress paper bills on those accounts.				
(9) Vendor will send customers, who sign up for EBPP, an email notification alerting them that their bill is ready for viewing. The customer will either click on the email or go to the City's website to find the link to their bill image.				
(10) Vendor must maintain and archive 18 months of bill images. Drill down to historical consumption and billing and payment information will be provided.				
(11) The City is able to view all payment transactions processed by the vendor including pending payments that have not posted to City's Utility Billing system.				

GENERAL REQUIREMENT EBPP	Meets	Partially Meet	Does Not Meet	Future Enhancement
(12) Vendor must provide "Payment Posting File" (CSV format or other type of file formats that can be accepted by Tyler EDEN utility billing software) every business day by 8:30 am PST. The file must contain the record of all payment transactions initiated through the EBPP system for a given time period.				
(13) Vendor must provide, every business day, "Payment Summary Report" based on the data from Payment Posting File, also, CSV format				
(14) Vendor must provide a "Subscription Report" or a comprehensive report of EBPP system, on a monthly basis. This report must contain customer usage and account configuration information.				
(15) Secure storage and transmission of all transactions sent via internet - using most advanced security technology available, which must be in compliance with PCI DSS.				
(16) Provide the City staff with all the tools (i.e. reset passwords, add/or remove subscribers, etc.) required to manage/support customer inquiries.				
(17) Provide an extensive array of online reports available in multiple download options (Subscriber/enrollment, remittance, account accessed, etc.).				
(18) Updates and software upgrades to the vendor's application shall be included in vendor's unit pricing.				
(19) The City may require the vendor to print/mail utility bills.				
(20) Vendor will provide the City with the capacity to process and receive authorization for telephone payments (IVR) via a link from desktops.				

GENERAL REQUIREMENT EBPP	Meets	Partially Meet	Does Not Meet	Future Enhancement
(21) Vendor must include a process for handling payments made by customers who have received final notices on their delinquent account. Customers may try to make a payment just prior to their scheduled disconnect date, expecting the payment to be posted immediately.				
(22) Vendor must be able to support Mobile Apps.				
(23) Vendor must be PCI DSS compliant and, annually, must provide the certification in writing.				
(24) Vendor must provide training and training documentation in addition to delivering the EBPP functionality.				

A. Requirements: Daily Processing

1. The vendor must have the ability to accept data files daily using standard secure **FTP** transmission. The City must be able to log into the vendor's server and transmit the files daily.
2. Data files must be processed and updated on the same day received.
3. The City must be able to track all requests and status updates related to issue investigation, new functionality, and monthly updates using an online interface.
4. On a daily basis (except weekends and holidays) at no later than 8:30 a.m. the City will update customer utility account files , which will include updating customers' accounts with any further utility billings and/or payments received either by the City or by the vendor the previous day. The City will then compile a CSV file and provide automated file transfers of the customer account balances due to the vendor, at least once a day (around 12:00 noon). An automated file transfer with a more frequent and recurring option (example: every hour) is desirable.

B. Requirements: Security

1. The vendor must provide necessary controls to protect the City's data from unauthorized access. Please provide details about the controls in place.
2. Describe in detail how security is handled for information shared between the vendor and the City via email or online.
3. The vendor must allow site visits by City personnel.

C. Requirements: Customer Support

1. Customer Support

- a. The vendor must provide unlimited customer support during the hours of 7:30 am – 5:30 pm PST.
- b. All requests and status updates related to support requests must be tracked via an online interface that can be viewed and updated by City staff.
- c. Provide procedures for after-hours support.
- d. Provide a list of company holidays.
- e. Provide contact points for customer service.

Utility Bill Printing and Mailing Services

The general requirement for printing and mailing service is described in attachment A.

V. PROPOSAL REQUIREMENTS AND CONTENTS

The proposals submitted for this project are to follow the outline described below and must address all requested information. Any additional information that the vendor wishes to include should be included in an appendix to the proposal.

SECTION 1 Introduction

Provide a brief description of the vendor and a statement of qualifications for performing the requested services.

SECTION 2 Experience

Provide a summary of the vendor's prior experience with similar projects. This section should include specific and detailed descriptions of similar projects performed previously, project results, client name, and year completed.

SECTION 3 Project Overview

Provide a narrative description of the project, based on the scope of work presented in the RFP. Include any issues that you believe will require special consideration for this project. Also identify any unique approaches or strengths your firm may have related to this project. City staff will assess your understanding of all aspects of the project based on the overview.

SECTION 4 Detailed Work Plan

Respond to all requirements defined in the scope of work. If any of the requirements cannot be supported, provide a recommendation for an alternative approach. Provide a description of the required tasks for the implementation and post-implementation support. Include the tasks needed to complete the project and any recommended additions to the requirements. Also document assumptions used in development of the work tasks, including assistance needed from City staff, and required hardware and software.

SECTION 5 Project Schedule

Include a project schedule for each key focus area of the project, as identified in the scope of work. This schedule should contain key project milestones and timelines for deliverables. Identify assumptions used in developing the schedule.

SECTION 6 Project Cost

Provide a cost proposal separately identifying costs related to implementation and ongoing costs. Identify all costs to be billed to the project, including out-of-pocket expenses such as travel and office support.

SECTION 7 Project Alternatives

Describe how the cost of the proposal could be reduced if necessary. Identify the tasks that would be eliminated or scaled back.

SECTION 8 Project Team

Identify the project team (including proposed sub-consultants), with key tasks and associated responsible personnel. Provide an organization chart depicting the project team members proposed by the vendor. Also identify the geographic locations of the vendor and key personnel.

SECTION 9 References

Provide a description of projects similar in nature and scope that the vendor has completed in the last five years. Include client names, addresses, and telephone numbers. Identify project team members that worked on the project and their respective roles and responsibilities.

SECTION 10 Conflicts of Interest

Vendors submitting a proposal in response to this RFP must disclose any actual, apparent, direct, indirect, or potential conflicts of interest that may exist with respect to the vendor, management, or employees of the vendor or other persons relative to the services to be provided. If a vendor has no conflicts of interest, include a statement to that effect in the proposal.

SECTION 11 Insurance

Provide summary of the vendors (and sub-consultant's) insurance coverage. Requirements for minimum limits and types of insurance are identified in EXHIBIT A.

SECTION 12 Proprietary Information

Vendors submitting a proposal in response to this RFP must provide a statement that nothing contained in the submitted proposal will be proprietary. All proposals shall become the property of the City once submitted.

SECTION 13 Signatures

The proposal shall be signed by an official authorized to bind the vendor and shall expressly state that the proposal is valid for 90 days.

VI. PROPOSAL SUBMITTAL

Submit three (3) copies of the proposal to:

Maurina Lee
City of Downey
Finance Department
11111 Brookshire Ave.
Downey, CA 90241

The deadline for submittal is 4:00 pm on Thursday, March 27, 2014. Proposals delivered after the deadline or to the wrong location may be rejected and returned un-opened.

VII. PROPOSAL TERMS AND CONDITIONS

There is no expressed or implied obligation of the City of Downey to reimburse responding firms for any expenses incurred in preparing proposals in response to this request. Materials submitted by respondents are subject to public inspection under the California Public Records Act (Government Code Sec. 6250 et. seq.), unless exempt.

To be considered, three (3) copies of a proposal must be received by Maurina Lee, Financial Manager, at 11111 Brookshire Ave., CA 90241 by 4:00 p.m. on March 27, 2014. The City of Downey reserves the right to reject any or all proposals submitted and/or waive any irregularity.

During the evaluation process, the City of Downey reserves the right, where it may serve the City's best interest, to request additional information or clarifications from proposers, or to allow corrections of errors or omissions. At the discretion of the City, firms submitting proposals may be requested to make oral presentations as part of the evaluation process.

This RFP does not constitute any form or offer to contract.

VIII. INDEMNIFICATION AND INSURANCE

Please refer to EXHIBIT "A"

EXHIBIT A IDEMNIFICATION AND INSURANCE

Indemnification

Vendor will defend, indemnify and hold harmless City and its officers, agents, employees and volunteers from and against all claims, damages, losses and expenses including attorney fees arising out of the performance of the services, caused in whole or in part by the willful misconduct or any negligent act or omission of the vendor, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, except where caused by the active negligence, sole negligence, or willful misconduct of City.

The parties expressly agree that any reasonable payment, attorney's fee, cost or expense City incurs or makes to or on behalf of an injured employee under the City's self-administered workers' compensation is included as a loss, expense or cost for the purposes of this section.

The parties expressly agree that this section shall survive the expiration or early termination of the Agreement.

Insurance

Vendor shall obtain and maintain for the duration of the Agreement and any and all amendments, insurance against claims for injuries to persons or damage to property which may arise out of or in connection with performance of the services by vendor or vendor's agents, representatives, employees or subcontractors. The insurance will be obtained from an insurance carrier admitted and authorized to do business in the State of California. The insurance carrier is required to have a current Best's Key rating of not less than "A-:V."

1. Coverage and Limits. Vendor, at its sole expense, shall maintain the types of coverage's and minimum limits indicated below, unless the Director of Finance or City Manager, in consultation with the City Attorney, approves a lower amount. These minimum amounts of coverage will not constitute any limitations or cap on vendor's indemnification obligations under this Agreement. City, its officers, agents, volunteers and employees make no representation that the limits of the insurance specified to be carried by vendor pursuant to this Agreement are adequate to protect vendor. If vendor believes that any required insurance coverage is inadequate, vendor will obtain such additional insurance coverage, as vendor deems adequate, at vendor's sole expense.

1.1 Commercial General Liability Insurance. \$2,000,000 combined single-limit per occurrence for bodily injury, personal injury and property damage. If the submitted policies contain aggregate limits, general aggregate limits will apply separately to the work under this Agreement or the general aggregate will be twice the required per occurrence limit.

1.2 Automobile Liability. \$1,000,000 combined single-limit per accident for bodily injury and property damage.

1.3 Workers' Compensation and Employer's Liability. Workers' Compensation limits as required by the California Labor Code and Employer's Liability limits of \$1,000,000 per accident for bodily injury. Workers' Compensation and Employer's Liability insurance will not be required if vendor has no employees and provides, to City's satisfaction, a declaration stating this.

1.4 Professional Liability. Errors and omissions liability appropriate to vendor's profession with limits of not less than \$1,000,000 per claim.

2. Additional Provision. Vendor will ensure that the policies of insurance required under this Agreement contain, or are endorsed to contain, the following provisions:

2.1 For Commercial General Liability Insurance and Automobile Liability Insurance: City, its officers, agents, volunteers and employees will be named as additional insured.

2.2 Vendor will obtain occurrence coverage, except that Professional Liability will be written as claims-made coverage.

2.3 This insurance will be in force during the life of the Agreement and any extensions of it and will not be canceled without thirty (30) days prior written notice to City sent pursuant to the Notice provisions of this Agreement.

3. Providing Certificates of Insurance and Endorsements. Prior to City's execution of this Agreement, vendor will furnish certificates of insurance and endorsements to City.

4. Failure to Maintain Coverage. If vendor fails to maintain any of the insurance coverage, then City will have the option to declare vendor in breach, or may purchase replacement insurance or pay the premiums that are due on existing policies in order to maintain the required coverage. Vendor is responsible for any payments made by City to obtain or maintain insurance and City may collect these payments from vendor or deduct the amount paid from any sums due vendor under this Agreement.

5. Submission of Insurance Policies. City reserves the right to require, at any time, complete and certified copies of any or all required insurance policies and endorsements.

6. Primary Coverage. For any claims related to the services and this Agreement, the vendor's insurance coverage will be primary insurance with respect to the City, its officers, agents, volunteers and employees. Any insurance or self-insurance maintained by City for itself, its officers, agents, volunteers and employees will be in excess of vendor's insurance and not contributory with it.

7. Reduction in Coverage/Material Changes. Vendor will notify City thirty (30) Days prior to any reduction in any of the insurance coverage required pursuant to this Agreement or any material changes to the respective insurance policies.

8. Endorsements:

CGL – Additional insured

Primary and non-contributory

Cross liability/Separation of insured WC – Waiver of subrogation

Attachment A

ATTACHMENT – GENERAL REQUIREMENTS QUESTIONNAIRE for UTILITY BILL PRINTING AND MAILING SERVICES

**NOTE: FAILURE TO SUBMIT THE COMPLETED ATTACHMENT WITH THE PROPOSAL
MAY BE SUFFICIENT REASON TO DECLARE THE PROPOSING FIRM NON-RESPONSIVE TO THE RFP**

The successful BIDDER shall meet or exceed the following requirements and shall respond appropriately to each of the below specifications using the following notations:

“Y” Yes – BIDDER/system currently meets this requirement and is included as standard and at no additional cost.

“N” No – BIDDER/system cannot comply with this requirement.

“M” Modification necessary to meet this requirement or the BIDDER/system provides this functionality in a different way. Provide a description and cost in the comment section.

Please attach additional pages for comments if needed, with appropriate cross reference.

City of Downey
RFP for Utility Billing Print, Mail and EBPP Service

	Y	N	M
1. The BIDDER shall be a full service supplier that prints, and mails Utility bills at one facility. Comments:			
2. The BIDDER shall keep all data confidential and use secure network practices to keep data safe, provide a means for secure data transmission, and shall be able to accept data transmission by e-mail and/or internet anytime. Provide details about the security measures that are in place in the production facility, for online data transmission and in the BIDDER's computer network. Comments:			
3. The BIDDER's business must be located in an established business location. All work shall be performed at a location that provides security and supervision from start to finish, including a well-defined quality assurance program. Comments:			
4. It is preferred that BIDDER's primary facility be located in California. Please provide information regarding which post office the BIDDER will deliver mail to, and the anticipated delivery time to CITY customers. Comments:			

City of Downey
RFP for Utility Billing Print, Mail and EBPP Service

	Y	N	M
5. The BIDDER system shall support billing format as designed by the CITY (a sample water bill is attached). The BIDDER shall pre-print City of DOWNEY Utility Statements on 8.5" x 11", 24 lb., single part, perforated forms that Z-fold to fit into #10 single window envelopes (perforation at the bottom third for remittance portion of statement). Statements shall require industry standard bar coding for addresses on envelopes. The reverse side shall contain static utility billing information and in the future may contain variable data (special charges and/or adjustments) as contained in a customer's record. Comments:			
6. The BIDDER shall accept and warehouse inserts printed for the CITY by other suppliers. Comments:			
7. The BIDDER shall have the capability to provide insert design and printing services in-house. Comments:			
8. The BIDDER shall furnish and warehouse all forms and envelopes used to process CITY bills at its California location including #10 single window mailing envelopes with City of DOWNEY return address, mail permit and CITY logo, and #9 single window return envelopes, preprinted with the City of DOWNEY address. Return #9 envelopes shall not include return postage. Comments:			

City of Downey
RFP for Utility Billing Print, Mail and EBPP Service

	Y	N	M
9. The BIDDER shall confirm receipt of the proper data file via e-mail within two hours of receipt of the CITY's file. (The number of records contained in the file and the billing batch number will be used as confirming data). Reporting shall consist of the following: 1. Weekly Production Confirmation Reports via email – immediately after processing is complete: a. Volume of bills i. received for processing ii. printed/archived iii. not printed but archived - grouped by type or reason for not printing iv. not printed/archived due to data errors b. Account details (customer name and account number) for all of the above categories 2. Monthly Statistics a. Timeline for each cycle/job, from receipt to delivery to USPS. b. For each file, with volumes summarized monthly: i. File name ii. Date received iii. Volume of: - Transactions - Printed bills - First pages - Multiple Page iv. Job status v. Total postage Comments:			
10. The BIDDER shall produce multiple runs of batch files, at the CITY's request. Comments:			

City of Downey
RFP for Utility Billing Print, Mail and EBPP Service

	Y	N	M
11. The BIDDER shall have the ability to print batch files based upon predetermined criteria, as established, modified, and/or requested by the CITY. Comments:			
12. The BIDDER shall contractually guarantee the CITY's daily billing requirements and work schedule for customer support. Comments:			
13. The BIDDER shall provide unlimited telephone support during the hours of 8:00 am to 5:00 pm PST Monday through Friday. • Describe the trouble management process including problem reporting, assignment, escalation and resolution. • After hour support – describe procedures. • Provide a list of company holidays. • Provide contact points for customer service. Comments:			
14. The BIDDER shall have been in continuous operation for a period of five (5) years or more and have prior experience with organizations similar in size and scope to the CITY. Comments:			

City of Downey
RFP for Utility Billing Print, Mail and EBPP Service

	Y	N	M
15. Does your firm have prior experience integrating your process with Tyler EDEN Utility Billing system and using XML? It is the City's strong preference to contract with a firm that had this experience. Comments:			
16. The BIDDER shall have the ability to modify their bill print formats to meet CITY specifications as requested by CITY. BIDDER shall have the ability to program bill print and barcode to meet lockbox specifications. (Note: We currently use Quadrant Cashiering system. The barcode reader cannot read POSTNET) Comments:			
17. The BIDDER shall provide pre-printed bill stock (as approved by the CITY). The bill stock shall include a custom pre-printed backer and display the City of DOWNEY information. Comments:			
18. The BIDDER shall have multiple page and selective inserting capabilities. Comments:			

City of Downey
RFP for Utility Billing Print, Mail and EBPP Service

	Y	N	M
19. The BIDDER shall have the ability to print, fold and stuff additional insert/information pieces of various sizes throughout the calendar year. • The BIDDER shall have the capability to distinguish unique types of bills. • The BIDDER shall have the ability to segment inserts by unique type. Comments:			
20. The BIDDER will be required to print, insert, meter and mail via lowest discount rate the completed bills for delivery to the U.S. Postal Service preferably within the same business day, but no later than 24 hours. Under no circumstances the bill shall be mailed later than 24 hours after electronic submission. Comments:			
21. The BIDDER shall provide electronic mail-sort services to maximize postal discounts and mail bills at lowest discount rate. The following requirements shall be adhered to: - Bills must be mailed via presorted first class mail to maximize postal discounts. - The City should be able to verify proof of delivery to the USPS on an as-needed basis. - Customer addresses must be validated and updated as necessary by the vendor using CASS (USPS-certified) software. - The vendor must provide daily reports of address changes, so that the City can update the CIS database. - Multiple bills to the same customer and mailing address shall be matched and inserted in one appropriate size envelope and metered first-class separately, and delivered to the USPS at the same time as all other bills are delivered. These bills require only a single return envelope and single inserts. - Please provide details about how the vendor will ensure that the City receives the lowest postal rates possible, including information about minimum quantities for mailing. Enter Current Best Available Postage Rate Per Piece \$_____ Comments:			

City of Downey
RFP for Utility Billing Print, Mail and EBPP Service

	Y	N	M
22. The BIDDER shall use software for "Coding Accuracy Support System" (CASS) and "Presort Accuracy Validation & Evaluation" (PAVE) program shall be U.S. Postal Service (USPS) approved. Comments:			
23. The BIDDER shall perform address correction (scrubbing) and proofing capabilities, address validation, and address correction service. Comments:			
24. The BIDDER shall provide National Change of Address Link (NCOALink) for processing zip code + 4 or Information Technology (IT) service to report City addresses, which have been updated in the USPS database due to a customer submitted change of address. Comments:			
25. The BIDDER shall not inter-mingle CITY's mail with mail from other clients. Mail shall be packaged in trays that contain only CITY bills and shall be delivered to the USPS by the BIDDER on behalf of the CITY. Comments:			

City of Downey
RFP for Utility Billing Print, Mail and EBPP Service

	Y	N	M
26. Does your firm have a process for managing postage? Describe how the payment of postage will be handled. Comments:			
27. The City intends to award the contract to an experienced and responsible firm. Please answer the following questions to help us assess your firm's stability and capability to perform: a. Has your firm defended against any litigation within the past 5 years? If yes, please explain. b. Has your firm completed all contracts it was awarded? If no, please explain. c. Has your firm been found in default on any contract? If yes, please explain. d. Has your firm filed for protection under bankruptcy law or is it considering such a filing? e. Is your firm willing to provide up to 3 years of financial statements if the CITY's requests them? Comments:			