Utility Billing - Printing and Mailing Services
Request for Proposals (RFP)

Village of Woodridge
Five Plaza Drive
Woodridge, IL 60517
630.852.7000
http://www.vil.woodridge.il.us

RFP Coordinator: Linda Dalton, Accounting Manager
RFP Issue Date: Friday, May 24, 2019
RFP Inquiries Due In Writing: Wednesday, June 5, 2019
RFP Due Date: Wednesday, June 19, 2019 at 10 am

GENERAL INFORMATION

Introduction
The Village of Woodridge, Illinois (the Village) is requesting proposals from qualified vendors who are capable of providing monthly utility billing printing and mailing services associated with approximately 8,600 Village customer accounts (excluding e-notifications). The water accounts are split into the north side of town (4,100 accounts) and the south side (4,500 accounts). Each side of town has a cycle, which also contains a route number within that cycle for boundaries and distribution purposes. Utility billing is bi-monthly for each side of town, alternating each month. Beginning with the contract that results from this proposal, accounts will be billed on the last business day of the month. The Village utility bills include charges relating to water consumption and miscellaneous water services.

The Village currently manages its customer account information using cloud-based MUNIS Software, which is used to generate the data files for utility billing operations. The typical monthly billing process involves collecting water meter reads mid-month, followed by printing and mailing of the utility bills by the end of the month. The envisioned schedule is subject to change and the vendor must be capable of adapting to such changes.

The Village has a long-standing and professional relationship with its present Vendor. This request should not be interpreted as a desire to automatically make a change in our present Bill Print Provider; such a change will only be made if proposals warrant it.
RFP INFORMATION AND REQUIREMENTS

RFP Coordinator
Upon release of this RFP, all vendor communications concerning this request should be directed to the RFP Coordinator listed below. Unauthorized contact regarding this RFP with other Village employees or Board Members may result in disqualification. Any oral communications will be considered unofficial and non-binding to the Village. The vendor should rely only on written statements issued by the RFP Coordinator or authorized personnel listed below:

RFP Coordinator
Linda Dalton
Accounting Manager
Five Plaza Drive
Woodridge, IL 60517
ldalton@vil.woodridge.il.us

Authorized Personnel
Nadine Alletto
Director of Finance
Five Plaza Drive
Woodridge, IL 60517
nalletto@vil.woodridge.il.us

RFP Schedule

RFP issued: May 24, 2019
RFP inquiries to the Village: June 05, 2019
RFP question responses: June 12, 2019

RFP deadline: June 19, 2019 at 10am
RFP option interviews (week of) June 24, 2019
Staff recommendation to Mayor/Board July 18, 2019
First Bill Run October 31, 2019

Inquiries Regarding the RFP
Requests for clarification or additional information should be made by e-mail to both the Accounting Manager, Linda Dalton and Director of Finance, Nadine Alletto by June 5, 2019 at 4:00 p.m. local time. Requests received after that deadline will not be answered. Responses to all inquiries and requests will be posted on the Village of Woodridge website by the end of day on June 12, 2019.
RFP Amendments
In the event of a material modification, all known and/or potential proposers will be notified of an amendment to this RFP. If deemed necessary by the Village, proposers will be given an opportunity to modify their proposal in the specific areas that are affected by the modification.

Proposal Submission
Each proposer must submit three (3) paper copies of their proposal. In addition, an electronic copy of the proposal and any supporting documentation shall be submitted via USB drive or CD-ROM. The proposals may be mailed or delivered to:

Linda Dalton
Accounting Manager
Village of Woodridge
5 Plaza Drive
Woodridge, IL 60517
ldalton@vil.woodridge.il.us

Proposals must be received at the above address by 10:00 a.m. CST time on June 19, 2019.

Proposals must be submitted in a sealed envelope marked "Utility Billing -Printing and Mailing Services Proposal" in the lower left hand comer. Proposers accept all risks of late delivery of mailed proposals regardless of fault. Proposals transmitted by email or facsimile will not be accepted. All proposals and accompanying documentation will become the property of the Village and will not be returned.

Evaluation and Selection Criteria
A selection committee made up of Village staff, which will subsequently present its recommendation to the Board of Trustees, will evaluate proposals. The recommendation for the successful Vendor will be based on the following:

- Vendor meets all proposal requirements by the specified deadline.
- Vendor's experience, capacity and capability to provide the required printing and mailing services in a professional, timely, reliable and secure manner.
- Vendor's understanding of the Village's technical requirements and demonstrated ability to meet or exceed the same.
- The cost of providing the required printing and mailing services.
- Ability to meet the anticipated project schedule and interact productively with Village staff and MUNIS Software representatives, as required.
- Information obtained through reference checks.
SCOPE OF SERVICES

The successful Vendor must have the capability to perform all services required to print and mail an estimated 8,600 routine utility bills. These services include, but are not limited to, printing, folding, sorting, inserting, sealing, validating, preparing, transporting, and mailing. The Vendor will receive electronic data files (PDF format) from the Village and will process this data to generate printed Village utility bills. The Village will review these data files for completeness and accuracy prior to transmission to the Vendor.

The Vendor will be required to:

- Provide final proof approval (preferably electronically).
- Perform all associated services "in-house" at the Vendor's production facility (preferably).
- Sort and insert multiple bills addressed to the same property owner into a common envelope.
- Assure the services are performed completely and in a timely manner.
- Suppress return envelope stuffing for accounts designated as 'auto pay'.
- Include a magnetic ink character recognition (bar code) for scanning purposes.
- Print supplemental messages, codes, and other information on the bills, notices, and envelopes at the Village's direction.
- Replace the back page PDF periodically due to minor changes/updates.
- Insert supplemental documents into the monthly mailings. Periodically, the Village may require an additional insert that may include specific routes within the specified cycle.
- Identify and use the lowest cost postage alternative for each item mailed based upon size, weight, zip code and other pertinent considerations.
- Deliver printed and sorted bills to the nearest US post office within the next business day after the data files are transmitted and approved.
- Store all paper stock at their facility.
- Comply with the Red Flags Rule by having processes and internal controls.

The Village will determine whether to procure the envelope and paper stock supplies from the Vendor or from an alternate source after its review of submitted proposals. The successful Vendor must be capable of adapting to either potential source of envelopes and paper stock.

Proposal Requirements
Vendor proposals must include the following components:

- **Cover Letter** - summarizing the Vendor's interest, commitment, and unique qualifications, identifying key individuals assigned to the Village’s account.

- **Vendor Profile** - detailing the Vendor's experience, facilities, staffing, equipment, technology, and other pertinent information that demonstrates the Vendor's capability to provide high quality reliable services. Disclose the use of third party vendors (if any).
- **Disaster Recovery Plan** - summarizing the Vendor's contingency plans to ensure contract work continues in the event the Vendor's primary facility becomes inoperable.

- **References** - identifying at least five (5) local references (municipal and/or utility references preferred) for whom the Vendor has provided a similar scope of services as those identified in this RFP. Include agency name and address, scope of services, date of implementation, years of service, and contact information.

- **Insurance Coverages** – The vendor must include proof of general liability insurance, errors and omissions insurance, and business interruption insurance and coverage limits.

- **Certification of Firm's Commitment to Non-Discrimination** - The Village of Woodridge is an Equal Opportunity Employer and does not discriminate against any persons based on race, creed, color, age, sexual orientation, gender, ethnic background, or national origin.

- **Services Cost Proposal** - The Vendor must provide a comprehensive cost proposal that covers all costs associated with the printing and mailing services (examples attached) identified in this RFP, using the following schedule of estimated quantities:

<table>
<thead>
<tr>
<th>Quantity</th>
<th>UOM</th>
<th>Description</th>
<th>Unit Price</th>
<th>Extended Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>50,000</td>
<td></td>
<td>8 ½ x 11 (20 lb.) paper with bottom perforation for remittance portion</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>50,000</td>
<td></td>
<td>#10 envelopes (24 lb.) w/ double window*</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>50,000</td>
<td></td>
<td>#10 envelopes (24 lb.) w/ single window, Village logo and return address*</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>50,000</td>
<td></td>
<td>#9 return envelopes (24 lb.) w/ fully glued flap, &amp; Village address in black</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td></td>
<td>flat</td>
<td>Initial one time set-up fee (if applicable)</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Per 1,000</td>
<td></td>
<td>Monthly Utility Bill Print (PDF file)</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Per 1,000</td>
<td></td>
<td>Insert fee (provided by Village)</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Per 1,000</td>
<td></td>
<td>Add’l Inserts (provided by Village)</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Per 1,000</td>
<td></td>
<td>Printing Cost for Inserts (PDF file)</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Per 1,000</td>
<td></td>
<td>Laser Printing Fee (if applicable)</td>
<td>$</td>
<td>$</td>
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<tr>
<td>Per 1,000</td>
<td></td>
<td>Bar Code Processing Fee (if applicable)</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Programming/Support Staff Hourly Rates</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Postage</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Other Cost (please include details)</td>
<td>$</td>
<td>$</td>
</tr>
</tbody>
</table>

*Village will determine which #10 envelope will be used during the evaluation process.*
• **Postage Cost Control Proposal** - The Vendor must provide a detailed proposal of the postage cost control strategy it would employ. This proposal must identify the postage rates associated with various types of mailing based upon size and zip code under the current postal rate structure, the procedures that would be followed to adapt to any subsequent changes in the postal rate structure, and any set-up costs and/or annual fees associated with postage strategy.

• **Delivery Timing** - The Vendor must provide the anticipated time required for delivery to addresses with a 60517 zip code.

**Terms and Conditions**

1. The Village reserves the right to change the RFP schedule or issue amendments to the RFP at any time. The Village also reserves the right to cancel or reissue the RFP, to reject any or all proposals, to waive any irregularities or informalities in the selection process, and to accept or reject any item or combination of items. The Village reserves the right to request clarification of information from any vendor or to request supplemental material deemed necessary to assist in the evaluation of the proposal. This RFP does not obligate the Village to accept or contract for any expressed or implied services.

2. In the event that the proposer to whom the services are awarded does not execute a contract within thirty (30) calendar days after Village Board approval, the Village may give notice to such proposer of intent to award the contract to the next most qualified proposer or to call for new proposals and may proceed accordingly.

3. The Village’s expectation upon completion of the RFP process is to enter into a three (3) year contract, with the option for the Village to renew annually for another three (3) years.

4. Fees specified in this proposal will remain fixed for the duration of the initial 3-year contract period (excluding prevailing rates for staff time, postage, etc.). Service charge adjustment for each optional renewal period may be proposed but may not exceed the lesser of 5% or Consumer Price Index (CPI) as of December of the preceding year.

5. The Village will not reimburse any vendors for any costs involved in the preparation and submission of responses to this RFP or in the preparation for and/or attendance at subsequent interviews.

6. The information in this RFP indicates an estimate of the number of transactions for two-month period. This number is the Village’s best estimate of the average volume and the Village in no way guarantees these as minimum or maximum volumes.

7. Proposers shall thoroughly examine and be familiar with these specifications. The failure or omission of any proposer to receive or examine this document shall in no way relieve any proposer of obligations with respect to this proposal or the subsequent contract.

8. Either party may terminate the contract by giving written notice to the other party at least ninety (90) calendar days before the proposed termination date. The vendor shall be entitled to just and equitable compensation for any satisfactory work completed to the termination date. Under no circumstances will any damages be paid because of the
termination of this contract. If the vendor exercises the right to terminate the contract early, they cannot submit future proposals to the Village for a period of ten (10) years.

9. The Village reserves the right to terminate the “Contract” without a 90 day written notice if the awarded vendor fails to comply with any of the terms and conditions of this RFP.

Public Records
The documents submitted in response to this RFP become a public record upon submission to the Village, subject to mandatory disclosure upon request by any person, unless the documents are exempt from public disclosure by a specific provision of the law. If the Village receives a request for inspection or copying of any such documents, it will promptly notify the organization that submitted the documents to the Village by e-mail. The Village assumes no contractual obligation to enforce any exemption.

Other Information (optional)
- Village staff would like the opportunity to visit the production facility and meet key staff that would be assigned, if possible.
- Please provide information on any additional or ancillary services that you may provide or offer related to mailing, printing, or payment processing.