

REQUEST FOR PROPOSAL

UTILITY BILL PRINTING AND MAILING SERVICES

Prepared by: **TOWN OF DISCOVERY BAY CSD**
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1. Introduction

1.1 Proposed Solicitation

The Town of Discovery Bay Community Services District, hereinafter referred to as the "District" is soliciting proposals for qualified vendors to process, print, insert and mail utility bills on a monthly basis.

The primary point of contact for questions regarding this Request for Proposal at the Town of Discovery Bay is Ms. Liz Hardy. Ms. Hardy can be reached at (925) 634-1131, Monday through Friday, 8:30am – 5:00pm.

2. Scope of Services

2.1 Description of Town Utility Billing Process

The Town of Discovery Bay CSD's Utility Billing provides for the billing and collection of all utility accounts for water services. It is a current function of the Finance Department. Utility Billing data is processed monthly with all accounts billed on monthly basis. There are approximately 2,000 bills mailed each month. The bills are currently printed on 8.5 x 11 paper and mailed in a standard #10, double window envelope.

2.2 Objective

The objective of this Request for Proposal (RFP) is to provide qualified suppliers with the necessary information for preparing quotes to print, insert, and mail utility bills monthly. In addition the District seeks to develop an improved design for its utility bill format using 8.5 x 11 inch printed stock with a perforation for the tear off payment stub and return envelope. The District is seeking a supplier that can provide design and format services that would result in a flexible, professional and easy to understand billing statement. Specific requirements for the services requested are listed in Section 2.3 "Scope of Work".

2.3 Scope of Work

1. Supplier must be a full service supplier who is capable of providing all services requested with no subcontracting of any portions of the project, including presorting, artwork, programming and electronic present of bills and statements.
2. Supplier must provide programming and bill design services as required. The design should be able to accommodate the use of graphics, bar graphs and color where feasible.
3. The supplier must provide a means for secure data transmission and confirm receipt of the data.
4. The supplier will be required to print, insert, meter and mail via first class postage the completed statements within 24 hours. Supplier must make every effort to mail it in 24 hours, and if this is not possible the bills must be mailed the next business day. Supplier must contractually guarantee this schedule.
5. Supplier must store/warehouse all forms and envelopes used to process District bills. Supplier must provide one per-unit fee that includes all services, including postage. Per-unit fee must include all materials, data processing, printing and warehousing required for printing, inserting, postage and mailing each bill. Per-unit price must be all-inclusive and there can be no additional charges for jammed/wasted materials or other overhead.
6. The supplier must provide for the District to view and approve sample bills online before the bills are printed and mailed, at no additional cost to the District.
7. The supplier must support bill inserts printed by the District and provide insert services.
8. Supplier must provide electronic pre-sorting services to maximize postal discounts and mail bills at lowest first class rate. Software used to pre-sort must be USPS approved.
9. There is one preprinted Utility Form; each form should have a tear off payment stub.
10. Supplier to provide window #10 mailing envelope with security tinting to mask bill contents. Return envelope should be a single window #9 with security tinting.
11. Experience with Caselle Clarity, Caselle Utility Software is preferred.

2.4 Services to be conducted by Supplier

1. Conduct initial discussion with the District to develop an in-depth understanding of utility billing process.
2. Submit written data or other requests for information to the District.
3. Supply a time schedule for initial implementation to process, print and mail utility bills, as well as on-going provision of same services.
4. Implement all services described in Section 2.3 "Scope of Work"

2.5 Services to be conducted by the Town of Discovery Bay CSD

District staff will provide the supplier with all relevant information necessary for implementation of requested services.

3. Conditions and Requirements

3.1 Cost Proposal and Pricing

The supplier will provide detailed costs of all services pertaining to Section 2.3 "Scope of Work" Prices quoted by suppliers will be firm prices, not subject to increase during the term of the contractual agreement arising with the District as a result of this proposal. Suppliers quoted prices shall include any applicable state and federal tax. Suppliers are to stipulate the expiration date of their quoted proposal.

3.2 Evaluation Criteria

The District's final selection will not be dictated on any single factor including price. The District's RFP team will evaluate proposals and will include both objective and subjective analysis. Proposals will be evaluated on the basis of experience; qualifications, technology and resources, and any innovative ideas presented for making the utility billing process proceed quickly and smoothly.

1. **Comprehensiveness of Services Provided:** The supplier must have the capability to meet the required service levels described in this RFP.
2. **Public Sector Experience and References:** The suppliers experience in providing services to the public sector as well as client references.
3. **Assigned Relationship Management Team:** The credentials and experience of staff assigned to our relationship.

4. **Technology and Resources:** The available technology and resources necessary to perform both utility bill design and format services as well as monthly utility bill printing, stuffing and mailing services. Final selection will be based on the evaluation of proposals unless it is deemed necessary by the RFP team to conduct interviews of closely scored firms. The supplier determined best qualified to perform this project will be recommended to the District Board of Directors for contract award.

3.3 Right to Request Additional Information

During the evaluation process, the RFP team and the District reserve the right, where it may serve the best interest of the District, to request additional information and clarification from suppliers.

3.4 Right to Reject Any or All Proposals

The District reserves the right to reject any or all proposals, to waive technicalities or formalities and to accept any proposal deemed in the best interest of the District.

3.5 Contracts

It is recognized that the formal basis of any agreement between the District and the supplier is a contract rather than a proposal. In submitting proposals, suppliers must indicate that they are prepared to complete a contract containing all the information submitted in their proposals. The proposal will become part of the contract between the District and the successful supplier.

3.6 Undue Influence

The supplier declares and warrants that no undue influence or pressure is used against or in concert with any officer or employee of the District in connection with the award or terms of the Contract that will be executed as a result of this RFP, including any method of coercion, confidential financial arrangement, or financial inducement. No officer or employee of District will receive compensation, directly or indirectly, from the supplier, or from any officer, employee or agent of the supplier, in connection with the award of the Contract or any work to be conducted as a result of the RFP. Violation of this Section shall be a material breach of the Contract entitling the District to any and all remedies by law or in equity.

4 Vendor Proposal Format

4.1 Proposal Format:

To assist the District in its evaluation of submitted proposals, it is required that each proposal adheres to the following format:

1. Summary Sheet - The first page of the proposal must be a completed Supplier Summary Sheet (see Appendix A)
2. Letter of Transmittal - In the letter of transmittal the supplier shall describe their understanding of the work to be performed and why the vendor is the best qualified to perform the services requested. This letter of transmittal must state the names of the individual(s) authorized to negotiate with the District and sign contracts on behalf of the supplier.
3. Company Overview: Provide a brief background and history of the company.
4. Experience: Describe the supplier's experience in providing services to the public sector and any exclusive resources dedicated to the public sector. Supplier should list at least three (3) references with similar requirements to the Town of Discovery Bay CSD. Include a brief description of the services provided, how long such services have been provided and a contact person and telephone number for each client described.
5. Data Requirements: List all data requirements, other than what has been identified in the RFP, that will be required to implement the requested services and in what type of format the data must be provided.
6. Pricing Schedule: Supplier must provide a per statement fee that includes data processing, bill printing, mail preparation and delivery to USPS. Supplier must also provide an itemization of setup fees, including initial programming, assistance on re-design of bill, testing and implementation.
7. Pricing Terms & Conditions: Describe all proposed terms and conditions, including, with limitation, written warranties, maintenance/service agreements, and license agreements.
8. References: Supplier should provide a list of references, including utility bill samples from other clients. Samples should be provided on actual bill stock and printed using a production printer.
9. Additional Information: Supplier should describe any information not previously mentioned that the supplier believes should be considered.

5 Proposal Schedule

5.1 Distribution of RFP:

May 11, 2011

5.2 Final Date for Receipt of Proposals:

May 27, 2011 3:00 PM

Proposals must be received by the District no later than 3:00 PM on Friday May 27, 2011. Proposals received in the mail after this deadline will not be accepted regardless of their postmarked date. Facsimiles will not be accepted. Please include the original proposal and two (2) copies.

Town of Discovery Bay CSD

Utility Billing Services RFP

Appendix A

Supplier Summary Sheet

Supplier Name: _____

Supplier Address: _____

Supplier Phone Number _____

Supplier Fax Number _____

Management person responsible for direct contact with the District and the services required for this Request for Proposal (RFP):

Name: _____

Title: _____

Phone Number _____

Email Address: _____

Person responsible for day-to-day servicing of the account:

Name: _____

Title: _____

Phone Number: _____

Email Address: _____

Appendix B

Certification of Proposal to the Town of Discovery Bay CSD

1. The undersigned hereby submits its proposal and, by doing so, agrees to furnish services to the District in accordance with the Request for Proposal (RFP) and to be bound by the terms and conditions of the RFP.
2. This supplier has carefully reviewed its proposal and understands and agrees that the District is not responsible for any errors or omissions on the part of the supplier and that the supplier is responsible for these.
3. It is understood and agreed that the District reserves the right to accept or reject any or all proposals and to waive any informality or irregularity in any proposal received by the District.
4. The proposal includes all the commentary, figures and data required by the Request for Proposal.
5. This supplier has carefully read and understands all of the items contained in Section 3, Conditions and Requirements.
6. The proposal by this supplier is an irrevocable offer and shall be valid for 120 days from date of submission.

Name of Supplier: _____

By (Authorized Signature): _____

Date: _____

Name: _____

Title: _____

Address: _____

Phone Number: _____

Fax number: _____

Email Address: _____