

**REQUEST FOR PROPOSAL
FOR
INTEGRATED BILL PRINTING & MAILING,
PDF IMAGING, E-BILLING, ELECTRONIC
BILL PRINTING & MAILING & IVR BILL
PAYMENT SERVICES**



Proposal Opening Date: 11/05/19

Proposal Opening Time: 2:00 P.M.

City of Covington

Utility Billing

(Issued: September 11, 2019)

Table of Contents		
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1	General Information.....	3
2	Definitions.....	3
3	Schedule of Events.....	4
4	Proposal Submittal.....	4-5
5	Proposals Response Format.....	5
	5.1 Number of Response Copies.....	6
	5.2 Legibility/Clarity.....	6
6	Confidential Information, Trade Secrets and Proprietary Information.....	6
7	Proposal Inquiry Periods.....	6-7
8	Errors and Omissions in Proposal.....	7
9	Proposal Guarantee.....	7
10	Changes, Addenda, Withdrawals.....	7
11	Withdrawal of Proposal.....	7
12	Material in the RFP.....	7
13	Waiver of Administrative Formalities.....	8
14	Proposal Rejection.....	8
15	Ownership of Proposal.....	8
16	Cost of Offer Preparation.....	8
17	Proposal Validity.....	8
18	Prime Contractor Responsibilities.....	8
19	Acceptance of Proposal Content.....	9
20	Evaluation and Selection.....	9-10
21	Contract Negotiations.....	10
22	Contract Award and Execution.....	10
23	Notice of Intent to Award.....	10
24	Payment.....	10
25	Termination.....	11
	25.1 Termination of the Contract for Cause.....	11
	25.2 Termination of the Contract for Convenience.....	11
	25.3 Termination for Non-Appropriation of Funds.....	11
26	Assignment.....	11
27	No Guarantee of Quantities.....	12
28	Audit of Records.....	12
29	Civil Rights Compliance.....	12
30	Record Retention.....	12
31	Record Ownership.....	12
32	Content of Contract/Order of Precedence.....	12
33	Contract Changes.....	12
34	Governing Law.....	13
35	Claims or Controversies.....	13
36	Anti-Kickback Clause.....	13
37	Anti-Lobbying and Debarment Act.....	13
38	Period of Agreement.....	13
39	Price Schedule.....	13
40	Location and Delivery.....	13
41	Financial Proposal.....	13
42	Technical Specifications.....	14
	42.1 Technical Proposal.....	14
43	Scope of Work/Service.....	15-18

**REQUEST FOR PROPOSAL
INTEGRATED BILL PRINTING & MAILING, PDF IMAGING, E-
BILLING, ELECTRONIC BILL PRINTING & MAILING & IVR
BILL PAYMENT SERVICES**

1 General Information

The City of Covington Utility Billing Office is seeking proposals from qualified vendors to provide Integrated Bill Printing & Mailing, PDF Imaging, E-Billing, Electronic Bill Printing & Mailing & IVR Bill Payment Services must be compatible with Tyler Technologies Munis software to generate utility bills as described in this Request for Proposal (RFP) document. Proposal shall include details including product specifications, maintenance, pricing.

The City of Covington provides water, sanitary and sewer services to approximately 5100 plus accounts in Covington, Louisiana. The billing data for this customer base is developed primarily from water meters at each location. The customer base is billed once a month. All accounts are billed each month, with the expectation of a payment being received from each.

The purpose of this Request for Proposal (RFP) is to contract with a service provider for the printing, inserting and mailing of its water, sewer and garbage utility bills more fully detailed in this document and to afford all suppliers an equal opportunity to bid on all supplies and/or equipment listed in this bid proposal and for the City to obtain competitive proposals as allowed by Louisiana Revised Statutes from bona fide, qualified proposers who are interested in providing such supplies, as specifically described in the addendums attached hereto. The City of Covington will accept only one bid from each vendor. Items must meet or exceed specifications.

2 Definitions

- A. Shall – The term “shall” denotes mandatory requirements.
- B. Must - The term “must” denotes mandatory requirements.
- C. May – The term “may” denotes an advisory or permissible action.
- D. Should – The term “should” denotes a desirable action.
- E. Contractor – Any person having a contract with a governmental body.
- F. City – Any department, council, board, office, committee or other establishment of the executive branch of the City of Covington authorized to participate in any contract resulting from this solicitation.
- G. Discussions- For the purposes of this RFP, a formal, structured means of conducting written or oral communications/presentations with responsible Proposers who submit proposals in response to this RFP.
- H. RFP – Request for Proposal

3 Schedule of Events

1	RFP and posted to website	9/11/19
2	Advertisements placed in official journal	9/11/19, 9/18/19, 9/25/19
3	Deadline to receive written inquiries	10/10/19
4	Deadline to answer written inquiries	10/24/19
5	Proposal Opening Date (deadline for submitting proposals)	11/5/19
6	Notice of Intent to Award to be mailed	TBD
7	Contract Initiation	TBD

NOTE: The City of Covington reserves the right to revise this schedule. Any such Revision will be formalized by the issuance of an addendum to the RFP.

4 Proposal Submittal

This complete and detailed RFP is available for public inspection and downloading in electronic form at the city's website at www.covla.com. It is also available in PDF format or in printed form by submitting a written request to the Purchasing Agent of the City of Covington at ssharp@covla.com, by calling for a copy at (985) 898-4733 option 2 or by requesting a copy in person at Covington City Hall, 317 N Jefferson Avenue, Covington, LA 70433.

It is the Proposer's responsibility to check the city's website frequently for any possible addenda that may be issued. The City of Covington is not responsible for a proposer's failure to download any addenda documents required to complete a Request for Proposal.

All proposals must be **SEALED** and shall be received by Purchasing Agent of the City of Covington **no later than the date and time shown in the Schedule of Events.**

Important - - Clearly mark outside of envelope, box or package with the following information and format:

Proposal Name: Request for Proposal for Integrated Bill Printing & Mailing Bill Payment Service

Opening Date: 11/05/19

Proposals may be mailed through the U.S. Postal Service or hand-delivered to:

Stacey Sharp - Purchasing Agent
City of Covington
317 N. Jefferson Avenue
Covington, LA 70433

Proposer is solely responsible for ensuring that its courier service provider makes inside deliveries to our physical location. The City of Covington is not responsible for any delays caused by the proposer's chosen means of proposal delivery. Proposer is solely responsible for the timely delivery of its proposal. Failure to meet the proposal opening date and time shall result in rejection of the proposal. **NO FAXED**

OR EMAILED BIDS WILL BE ACCEPTED OR CONSIDERED. Proposals shall be opened publicly at the physical location identified above.

5 Proposal Response Format

Proposals submitted for consideration should be signed by an authorized representative, be written in ink or typewritten and should follow the format and order of presentation described below. Pencil and/or photocopied signatures disqualify the bid.

- A. **Cover Letter:** The cover letter should contain a summary of Proposer's ability to provide the materials or supplies described in the RFP and confirm that Proposer is willing to provide those materials or supplies and enter into a contract with the City.

ATTENTION: Please indicate in the Cover Letter which of the following applies to the signer of this proposal. Evidence of signature authority shall be provided upon the City's request.

1. The signer of the proposal is either a corporate officer who is listed on the most current annual report on file with the Secretary of State or a member of a partnership or partnership in commendams as reflected in the most current partnership records on file with the Secretary of State. **A copy of the annual report or partnership record must be submitted to the City of Covington before contract award.**
2. The signer of the proposal is a representative of the proposer authorized to submit this proposal as evidenced by documents such as, corporate resolution, certification as to corporate principal, etc. **If this applies a copy of the resolution, certification or other supportive documents must be attached to the Cover Letter.**
3. The cover letter should also
 - Identify the submitting Proposer and provide their federal tax identification number;
 - Identify the name, title, address, telephone number, fax number, and email address of each person authorized by the Proposer to contractually obligate the Proposer;
 - Identify the name, address, telephone number, fax number, and email address of the contact person for technical and contractual clarifications throughout the evaluation period.

- B. **Financial Proposal:** Proposer's fees and other costs shall be submitted on the forms provided. Prices proposed shall be firm for the duration of the contract. This financial proposal shall include any and all costs the Contractor wishes to have considered in the contractual arrangement with the City.

5.1 Number of Response Copies

Each Proposer shall submit one (1) signed original response. Two (2) additional copies of the proposal should be provided.

5.2 Legibility/Clarity

Responses to the requirements of this RFP in the formats requested are desirable with all questions answered. Proposals prepared simply and economically, providing a straightforward, concise description of the Proposer's ability to meet the requirements of the RFP is also desired. Each Proposer is solely responsible for the accuracy and completeness of its proposal.

6 Confidential Information, Trade Secrets, and Proprietary Information

The cost proposal will not be considered confidential under any circumstance. Any proposal copyrighted or marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

For the purposes of this procurement, the provisions of the Louisiana Public Records Act (La. R.S. 44.1 et. seq.) will be in effect. Pursuant to this Act, all proceedings, records, contracts, and other public documents relating to this procurement shall be open to public inspection.

The City reserves the right to make any proposal, including proprietary information contained therein, available to City personnel, the Office of the Mayor, or other City agencies or organizations for the sole purpose of assisting the City in its evaluation of the proposal.

7 Proposer Inquiry Periods

The City shall not and cannot permit an open-ended inquiry period, as this creates an unwarranted delay in the procurement cycle and operations for our City customers. The City reasonably expects and requires responsible and interested proposers to conduct their in-depth proposal review and submit inquiries in a timely manner.

An inquiry period is hereby firmly set for all interested proposers to perform a detailed review of the proposal documents and to submit any written inquiries relative thereto. All inquiries must be received by the close of business on the Inquiry Deadline date set forth in the Schedule of Events of this RFP. Only those inquiries received by the established deadline shall be considered by the City. Inquiries received after the established deadline shall not be entertained.

Inquiries concerning this solicitation must be submitted by e-mail or fax to:

City of Covington Utility Billing
Attention: Cindy Samuel
Utility Billing Director
E-Mail: csamuel@covla.com
Fax: (985)867-1215

An addendum will be issued and posted at the City of Covington website, to address all inquiries received and any other changes or clarifications to the solicitation. Thereafter, all proposal documents, including but not limited to the specifications, terms, conditions, plans, etc., will stand as written and/or amended by any addendum. No negotiations, decisions, or actions shall be executed by any proposer as a result of any oral discussions with any City employee or City consultant. It is the Proposer's responsibility to check the City website frequently for any

possible addenda that may be issued. The City of Covington is not responsible for a proposer's failure to download any addenda documents required to complete a Request for Proposal.

Any person aggrieved in connection with the solicitation or the specifications contained therein, has the right to protest. Such protest shall be made in writing to the Chief Administrative Officer at least two days prior to the deadline for submitting proposals.

8 Errors and Omissions in Proposal

The City will not be liable for any error in the proposal. Proposer will not be allowed to alter proposal documents after the deadline for proposal submission, except under the following condition: The City reserves the right to make corrections or clarifications due to patent errors identified in proposals by the City or the Proposer. The City, at its option, has the right to request clarification or additional information from the Proposer.

9 Proposal Guarantee

Proposal guarantees shall be subject to forfeiture for failure on the part of the selected proposer to execute a contract within seven (7) days after such contract is submitted to proposer in conformance with the terms, conditions, and specifications of this solicitation.

10 Changes, Addenda, Withdrawals

The City reserves the right to change the Schedule of Events or issue Addenda to the RFP at any time. The City also reserves the right to cancel or reissue the RFP.

If the proposer needs to submit changes or addenda, such shall be submitted in writing, signed by an authorized representative of the proposer, cross-referenced clearly to the relevant proposal section, prior to the proposal opening, and should be submitted in a sealed envelope. Such shall meet all requirements for the proposal.

11 Withdrawal of Proposal

A proposer may withdraw a proposal that has been submitted at any time up to the proposal closing date and time. To accomplish this, a written request signed by the authorized representative of the proposer must be submitted to the City of Covington.

After the bid opening, bids may be withdrawn by the bidder only if done by affidavit within 48 hours, but only for "patently obvious, unintentional, and substantial mechanical, clerical or mathematical errors." Any bidder who does not fulfill their bid, will be responsible for paying the difference between his bid and the next lowest bidder.

12 Material in the RFP

Proposals shall be based only on the material contained in this RFP. The RFP includes official responses to questions, addenda, and other material, which may be provided by the City pursuant to the RFP.

13 Waiver of Administrative Informalities

The City reserves the right, at its sole discretion, to waive administrative informalities contained in any proposal.

14 Proposal Rejection

Issuance of this RFP in no way constitutes a commitment by the City to award a contract. The City reserves the right to accept or reject any or all proposals submitted or to cancel this RFP if it is in the best interest of the City to do so.

In accordance with the provisions of R.S. 39:2192, in awarding contracts after August 15, 2010, any public entity is authorized to reject a proposal or bid from, or not award the contract to, a business in which any individual with an ownership interest of five percent or more, has been convicted of, or has entered a plea of guilty or nolo contendere to any state felony or equivalent federal felony crime committed in the solicitation or execution of a contract or bid awarded under the laws governing public contracts under the provisions of Chapter 10 of Title 38 of the Louisiana Revised Statutes of 1950, professional, personal, consulting, and social services procurement under the provisions of Chapter 16 of this Title, or the Louisiana Procurement Code under the provisions of Chapter 17 of this Title.

15 Ownership of Proposal

All materials (paper content only) submitted in response to this request become the property of the City. Selection or rejection of a response does not affect this right. All proposals submitted will be retained by the City and not returned to proposers. Any copyrighted materials in the response are not transferred to the City.

16 Cost of Offer Preparation

The City is not liable for any costs incurred by prospective Proposers or Contractors prior to issuance of or entering into a Contract. Costs associated with developing the proposal, preparing for oral presentations, and any other expenses incurred by the Proposer in responding to the RFP are entirely the responsibility of the Proposer, and shall not be reimbursed in any manner by the City of Covington.

17 Proposal Validity

All proposals shall be considered valid for acceptance until such time an award is made, unless the Proposer provides for a different time period within its proposal response. However, the City reserves the right to reject a proposal if the Proposer's acceptance period is unacceptable and the Proposer is unwilling to extend the validity of its proposal.

18 Prime Contractor Responsibilities

The selected Proposer shall be required to assume responsibility for all items and services offered in his proposal whether or not he produces or provides them. The City shall consider the selected Proposer to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract

19 Acceptance of Proposal Content

The mandatory RFP requirements shall become contractual obligations if a contract ensues. Failure of the successful Proposer to accept these obligations shall result in the rejection of the

proposal.

20 Evaluation and Selection

The City of Covington reserves the right to evaluate the vendor's qualifications. Only those vendors/contractors who, in the opinion of the City of Covington, meet the minimum necessary qualifications will have their price and contract/agreement proposal evaluated.

PROPOSALS SHALL SET FORTH THE COST PER UNIT ON THE PROVIDED FORMS.

The City of Covington will accept one price for each item unless otherwise indicated. Two or more prices for one item will result in bid disqualification.

INDIVIDUAL ORDERS WILL BE PLACED UNDER THE CONTRACT. NO MINIMUM VALUE IS GUARANTEED.

All responses received as a result of this RFP are subject to evaluation by the City's staff for the purpose of selecting the Proposer with whom the City shall contract.

To evaluate all proposals, staff who have expertise in the area have been selected. Staff will determine which proposals are reasonably susceptible of being selected for award. If required, written or oral discussions may be conducted with any or all of the Proposers to make this determination. The City reserves the right to enter into an Agreement without further discussion of the proposal submitted based on the initial offers received.

The city staff shall assign points to its evaluation of each Proposal as follows:

Evaluation Criteria	Possible Points
Technical Proposal	60
Financial Proposal	40
Total Possible Points	100

The proposal will be evaluated in light of the material and the substantiating evidence presented to the City, not on the basis of what may be inferred.

The scores for the Technical and Financial Proposals will be combined to determine the overall score. The Proposer with the highest overall score will be awarded the contract.

The City of Covington reserves the right to evaluate the vendor's qualifications. Only those vendors/contractors who, in the opinion of the City of Covington, meet the minimum necessary qualifications will have their price and contract/agreement proposal evaluated.

Award shall be made to the Proposer whose proposal, conforming to the RFP, will be the most advantageous to the City of Covington, price and other factors considered.

Any or all proposals may be rejected if none is considered in the best interest of the City.

All prices shall be quoted in the unit of measure specified, and unless otherwise specified, shall be exclusive of State and Parish taxes. As per LSA-RS 47:301 et seq., all governmental bodies are excluded from payment of sales taxes to any Louisiana taxing body. All bids shall be based on FOB delivery to the Utility Billing Department in the City of Covington.

21 Contract Negotiations

If for any reason the Proposer whose proposal is most responsive to the City's needs, price and other evaluation factors set forth in the RFP considered, does not agree to a contract, that proposal shall be rejected and the City may negotiate with the next most responsive Proposer. Negotiation may include revision of non-mandatory terms, conditions, and requirements. City must approve the final contract form and issue a purchase order, if applicable, to complete the process.

22 Contract Award and Execution

The City reserves the right to enter into a contract without further discussion of the proposal submitted based on the initial offers received. The RFP, including any addenda, and the proposal of the selected Contractor will become part of any contract initiated by the City.

If the contract negotiation period exceeds thirty (30) days or if the selected Proposer fails to sign the contract within seven calendar days of delivery of it, the City may elect to cancel the award and award the contract to the next-highest-ranked Proposer. Award shall be made to the Proposer whose proposal conforms to the RFP, will be the most advantageous to the City of Covington, price and other factors considered. The City intends to award to a single Proposer.

23 Notice of Intent to Award

Upon review and approval for award, the City will issue a "Notice of Intent to Award" letter to the apparent successful Proposer. A contract shall be completed and signed by all parties. Any person aggrieved by the proposed award has the right to submit a protest in writing, in accordance with RS: 39:1671, to the Chief Administrative Officer, within fourteen days of the award/intent to award.

24 Payment

The City shall pay the Contractor in accordance with the Pricing Schedule set forth in the attachment. The Contractor may invoice the City monthly at the billing address designated by the City. Payments will be made by the City within approximately thirty (30) days after receipt of a properly executed invoice, and approval by the City. Invoices shall include the contract and order number, using department and product purchased. Invoices submitted without the referenced documentation will not be approved for payment until the required information is provided.

25 Termination

25.1 Termination of the Contract for Cause

The City may terminate the contract for cause based upon the failure of the Contractor to

comply with the terms and/or conditions of the contract, or failure to fulfill its performance obligations pursuant to the contract, provided that the City shall give the Contractor written notice specifying the Contractor's failure. If within thirty (30) days after receipt of such notice, the Contractor shall not have corrected such failure or, in the case of failure which cannot be corrected in thirty (30) days, begun in good faith to correct such failure and thereafter proceeded diligently to complete such correction, then the City may, at its option, place the Contractor in default and the contract shall terminate on the date specified in such notice.

City of Covington reserves the right to cancel all or any part of the contract if orders are not shipped in the delivery time specified. The City of Covington reserves the right to cancel any contract at any time and for any reason by issuing a thirty (30) day written notice to the contractor and/or vendor.

The Contractor may exercise any rights available to it under Louisiana law to terminate for cause upon the failure of the City to comply with the terms and conditions of the contract, provided that the Contractor shall give the City written notice specifying the City's failure and a reasonable opportunity for the City to cure the defect.

25.2 Termination of the Contract for Convenience

The City may terminate the contract at any time by giving thirty (30) days written notice to the Contractor of such termination or negotiating with the Contractor an effective date. The Contractor shall be entitled to payment for deliverables in progress.

25.3 Termination for Non-Appropriation of Funds

The continuance of the contract is contingent upon the appropriation of funds to fulfill the requirements of the contract by the council. If the council fails to appropriate sufficient monies to provide for the continuation of the contract, or if such appropriation is reduced by the veto of the Mayor or by any means provided in the appropriations act or Title 39 of the Louisiana Revised Statutes of 1950 to prevent the total appropriation for the year from exceeding revenues for that year, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

26 Assignment

The Contractor shall not assign any interest in the contract by assignment, transfer, or novation, without prior written consent of the City. This provision shall not be construed to prohibit the contractor from assigning his bank, trust company, or other financial institution any money due or to become due from approved contracts without such prior written consent. Notice of any such assignment or transfer shall be furnished promptly to the City.

27 No Guarantee of Quantities

The City does not obligate itself to contract for or accept more than the actual requirements during the period of the contract, as determined by actual needs and availability of appropriated funds.

28 Audit of Records

The City shall have the option to audit all accounts directly pertaining to the resulting contract for a period of five (5) years after project acceptance or as required by applicable City and Federal law. Records shall be made available during normal working hours for this purpose.

29 Civil Rights Compliance

The Contractor agrees to abide by the requirements of the following as applicable: Title VI and Title VII of the Civil Rights Act of 1964, as amended by the Equal Opportunity Act of 1972, Federal Executive Order 11246, the Federal Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran’s Readjustment Assistance Act of 1974, Title IX of the Education Amendments of 1972, the Age Act of 1975, and Contractor agrees to abide by the requirements of the Americans with Disabilities Act of 1990. Contractor agrees not to discriminate in its employment practices, and will render services under the contract and any contract without regard to race, color, religion, sex, national origin, veteran status, political affiliation, or disabilities. Any act of discrimination committed by Contractor, or failure to comply with these statutory obligations when applicable shall be grounds for termination of the contract.

30 Record Retention

The Contractor shall maintain all records in relation to the contract for a period of at least five (5) years after final payment.

31 Record Ownership

All records, reports, documents, or other material related to any contract resulting from this RFP and/or obtained or prepared by Contractor in connection with the contract herein shall become the property of the City and shall, upon request, be returned by Contractor to the City, at Contractor’s expense, at termination or expiration of the contract.

32 Content of Contract/ Order of Precedence

In the event of an inconsistency between the contract, the RFP and/or the Contractor's Proposal, the inconsistency shall be resolved by giving precedence first to the final contract, then to the RFP and subsequent addenda (if any) and finally, the Contractor's Proposal.

33 Contract Changes

No additional changes, enhancements, or modifications to any contract resulting from this RFP shall be made without the prior approval of City. Changes to the contract include any change in: compensation; beginning/ ending date of the contract; and/or Contractor change through the Assignment of Contract process. Any such changes, once approved, will result in the issuance of an amendment to the contract.

34 Governing Law

All activities associated with this RFP process shall be interpreted under Louisiana Law. All proposals and contracts submitted are subject to provisions of the laws of the City of Covington including but not limited to L.R.S. 39:1551-1736; purchasing rules and regulations; executive

orders; standard terms and conditions; special terms and conditions; and specifications listed in this RFP.

35 Claims or Controversies

Any claims or controversies shall be resolved in accordance with the Louisiana Procurement Code, RS39:1673.

36 Anti-Kickback Clause

The Contractor hereby agrees to adhere to the mandate dictated by the Copeland "AntiKickback" Act which provides that each Contractor shall be prohibited from inducing, by any means, any person employed in the completion of work, to give up any part of the compensation to which he is otherwise entitled.

37 Anti-Lobbying and Debarment Act

The Contractor will be expected to comply with Federal statutes required in the Anti-Lobbying Act and the Debarment Act.

38 Period of Agreement

The term of any contract resulting from this solicitation shall begin on the date of execution of the contract by all parties and will continue for a period of two (2) years with the option to renew for five (5) years.

39 Price Schedule

Prices proposed by the proposers should be submitted on the price schedule furnished herein on **Attachment "A", pg. 19**. Prices submitted shall be firm for the term of the contract. Items from this bid contract will be purchased on an "as needed" basis.

40 Location & Delivery

All billing should be delivered to the Utility Billing Department located at P.O. Box 778, Covington, LA 70434

41 Financial Proposal

Proposal shall include prices per the schedule furnished in Attachment "A", as well as other potential charges (if any) for proposed services associated with the RFP program implementation and administration that you wish the City to consider.

The information provided in response to this section will be used in the Financial Evaluation to calculate lowest evaluated cost.

42 Technical Specifications

Each Proposer should address how the firm will meet all the requirements of this RFP, with particular attention to:

- References for at least three (3) states, government agencies, or private firms for whom similar or larger scope services are currently being provided. Include a contact person and telephone number for each reference.
- Describe in detail how the service will be provided. Include a description of the major task and subtask.
- Information demonstrating the Proposer's understanding of the nature and scope of this project. 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.
- Describe the qualifications and experience of the Key personnel performing the work.
- Proposer shall furnish with the proposal documents a copy of the appropriate business license.

Any other information deemed pertinent by the Proposer including terms and conditions which the Proposer wishes the City to consider.

42.1 Technical Proposal

The following criteria are of importance and relevance to the evaluation of this RFP and will be used by the city staff in the evaluation of the technical proposal. Such factors may include but are not limited to:

- Company Background and Experience
- Service and Support Requirements
- Submittal and content of all documentation requested and/or required by this RFP
- Adherence to all RFP requirements

43 Scope of Work/Services

The City of Covington is receiving proposals to contract with a service provider for the receiving and formatting billing data to print, insert, sort and mail water, sewer, and sanitation bills. This process is to include the inserting of the monthly statement(s) in a

double window envelope with a security tinted return envelope. The City of Covington is also interested in vendor's options for EBPP (Electronic Bill Presentment & Payment) Services.

The City of Covington hereby requests proposals for the service inclusive of processing, laser printing, folding, inserting, along with remittance envelope, sorting, and delivery of bills to the USPS on a monthly scheduled basis.

Service Provider will design in conjunction with the City of Covington a two-color (black with a second variable laser highlight color of blue, green or red), two-sided bill pre-printed form with full color logo and with printing on the reverse in gray scale ink 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 Covington) and a City of Covington full color 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.

Service Provider will notify the City of Covington in writing, and receive approval from the City of Covington, of any required changes to forms or envelopes prior to implementation.

Occasionally an additional insert provided by the City of Covington will need to be included. The City of Covington 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 Covington 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 Covington to the approved City of Covington bill form. The City of Covington will compensate Service Provider for program changes involving bill layout changes requested by the City of Covington 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

The City of Covington 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 Covington during the configuration process of the FTP link. The City of Covington will transmit three data/print files to the Service Provider each month. The City of Covington uses Munis utility billing software.

Currently The City of Covington bills one (1) cycle of approximately 5100 bills per cycle per month, one (1) cycle of final bills per month, and monthly delinquent notices,

and as such will transmit three (3) data/print files to the Service Provider each month. Each one of these data/print files will be treated as a separate billing, and each shall be subject to the requirements set forth in this proposal.

The City of Covington 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 must submit an offer for EBPP (Electronic Bill Presentment & Payment) Services with description and pricing options for this service. Service Provider should comment on other ancillary services that they are able to perform, for future use, such as On- line Payment Processing, e-bills including the capability to "Stop the Paper Bill" along with other existing or new features and offerings, etc.

Performance Requirement

Service Provider will print, insert and mail all water bills for the City of Covington within 24 hours after successful receipt of the data/print file for the City.

The Service Provider shall provide the City of Covington a document, or another method, indicating the number of bills received electronically for printing, as well as the postage breakdown as US PS Automation Qualified starting at First Class 5-Digit Rate of the billing cycle prior to the mailing of bills.

Upon award of contract, the successful Service Provider must be ready to accept the first production data/print file within six (6) weeks from date of receipt of all required information from the city.

Record Retention and Data Backup

Service Provider will retain the City of Covington's 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 Covington a monthly invoice broken down by each data/print file or cycle sent by the City of Covington. 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

All postage costs will be incurred initially by the Service Provider and billed at cost to the City of Covington as part of the monthly bill. The City of Covington 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 for postage services.

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.

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 Covington.

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.

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 Covington and its customers. The City of Covington 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.

Paper and Print Quality and Requirements

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.

Bills will be printed on 8 ½" x 11", 24# bond, with perforation. In the event that the City of Covington requests it, the Service Provider must have the capability to print a bar chart displaying the customer's usage over a 12-month period.

The Service Provider must have the ability to print variable messages and data on the bills by utilizing highlight color text when requested.

The Service Provider must be able to "Combine Bills" of the same name and address into one envelope.

The Service Provider must be able to offer "Selective Inserting" so that the Utility's Bank Draft customers will not receive a return envelope.

Envelopes should be a double window (#10) that will allow for the outgoing address on the bottom, with the return address and City 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 Covington payment address revealed when inserted into vendor provided return window envelopes. The appropriate size return window envelopes must be security tinted on the inside.

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. Service provider should specifically describe the process that will ensure 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 City of Covington immediately upon recognition of such errors.

ATTACHEMENT “A”

PRICE SCHEDULE

- \$ _____ Unit price per statement, water bill processed (includes, processing, sorting, printing of statement in highlight color laser, form, folding, inserting, mailing envelope, return envelope and delivery to USPS).
- \$ _____ Charge for additional bill inserts
- \$ _____ Charge for Combined Bills
- \$ _____ Average postage per piece, consider postal sort starting at 5-Digit Rate as qualifies. (realizing that cost will be estimated, provide best estimate per statement)
- \$ _____ Programming fee per hour for set-up along with the estimated hours it takes for a typical customer set up.
- \$ _____ Programming fee per hour for changes after initial set-up

Note: On a separate document, Service Provider must provide description and pricing for EBPP (Electronic Bill Presentment & Payment), PDF imaging, e-Billing and IVR Payment services.

Comments: _____

Submitted By:

Name of Service Provider: _____

Address of Service Provider: _____

City/State/Zip: _____

Primary Contact: _____

Title: _____

Telephone Number: _____

Email Address: _____