



**REQUEST FOR PROPOSALS
TO PROVIDE
BILL PRINTING, INSERTING, AND MAILING SERVICES
TO THE
BRUNSWICK-GLYNN COUNTY
JOINT WATER AND SEWER COMMISSION**

Office of the Director of Procurement

Issued October 27, 2014

Submission Due by 4:00 p.m., EST on November 18, 2014 to:

**Mr. Drexal D. Paulk, Sr., CPPO, CPPB
c/o Joint Water and Sewer Commission
700 Gloucester Street
Brunswick, Georgia 31520**

**Please Label Submission with Firm's Name and Addresses "Sealed Proposal
– Bill Printing, Inserting and Mailing Services"**

**BRUNSWICK-GLYNN COUNTY
JOINT WATER AND SEWER COMMISSION**

REQUEST FOR PROPOSAL – BILL PRINTING, INSERTING AND MAILING SERVICES

I. OVERVIEW

The Brunswick-Glynn County Joint Water and Sewer Commission (the "JWSC"), created by an Act of the General Assembly, is requesting proposals from qualified providers interested in providing water and sewer bill printing, inserting and mailing services to JWSC. The overall system structure and service requirements are defined in the following pages. The JWSC's objectives are to offer improved services and convenience to its customers in a cost efficient manner. The JWSC anticipates awarding a contract to the successful proposer no later than January 1, 2015.

The JWSC provides water and sewer services to approximately 29,000 accounts in the City of Brunswick and within the unincorporated areas of Glynn County. The billing data for this customer base is developed primarily from water meters at each location. The customer base is divided into 37 billing routes, which are billed once a month. All accounts are billed each month with the expectation of a payment being received from each customer.

The JWSC is receiving proposals to contract with a Service Provider for the following services:

Receiving and formatting billing data to print, insert, sort and mail water and sewer bills. This process is to include the inserting of the monthly statement(s) in a double window envelope with a security tinted return envelope. Occasionally an additional insert provided by the JWSC will need to be included.

All proposals must include the following: Proposal for Billing (Exhibit "A"), Cost Proposal (Exhibit "B"), and Exception Form (Exhibit "C"). Incomplete proposals will not be considered.

Proposals may not be withdrawn after the time and date set for proposal closing, but shall remain open for acceptance for a period of thirty (30) days following such time.

All proposals are legal and binding. The JWSC shall not allow the proposer to modify or alter his/her proposal after the deadline for submission of proposals. This provision will not prevent the JWSC from seeking clarification from proposers as may be necessary during the evaluation section of this RFP.

All proposals become property of the JWSC and shall not be returned to the proposer.

Proposers are cautioned that any documentation submitted with or in support of a proposal will become subject to public inspection under the Georgia Open Records Act. Labeling such information "Confidential," or "Proprietary," or in any other manner will not protect this material from public inspection upon request. All records become subject to public inspection only after award of the contract.

II. SUBMISSION DUE DATE; DELIVERY; COPIES; COSTS

(a) Due Date

All submissions are due in the office of the Director of Procurement of the JWSC on or before **November 18, 2014 4:00 p.m. EST**. All submissions will be marked as to the date and time of receipt. Any submission received after the above stipulated due date and time will not be considered and will be rejected, and may be returned.

(b) Delivery

It shall be the sole responsibility of the proposer to have the submission delivered for receipt as specified herein. If a submission is sent by U.S. Mail, by an overnight delivery service, by courier, or by any other means, the proposer shall be responsible for its timely delivery. **ELECTRONIC SUBMISSIONS WILL NOT BE ACCEPTED.**

Submissions shall be addressed and delivered to:

Mr. Drexal D. Paulk, Sr., Director of Procurement
Brunswick-Glynn County Joint Water and Sewer Commission
700 Gloucester Street
Brunswick, Georgia 31520

(c) Original and Copies

Responses must be submitted in **one (1) original and three (3) copies in a sealed envelope and clearly marked "Sealed Proposal - Billing Services"**.

(d) Costs

All costs incurred in connection with responding to this Request for Proposal, and the evaluation and selection process undertaken in connection with this procurement, and any subsequent negotiations with the JWSC, shall be borne solely by the proposer submitting its response. No claims shall be made for reimbursement of expenses as to any stage of the submission preparation or selection process.

III. CLARIFICATION

Proposers may submit requests for clarification and interpretations regarding the RFP in writing or via email for the JWSC's consideration. The JWSC will not respond to requests received after **November 5, 2014 at 5:00 p.m. EST**. Proposers are advised that this Section places no obligation on the part of the JWSC to respond to any or all requests for clarification or interpretation, and that the JWSC's failure to respond will not relieve the proposer of any obligations or conditions required by this RFP.

Requests for clarification or interpretation regarding this RFP shall only be submitted in writing to the Director of Procurement of the JWSC, at the Gloucester Street address, above, or by email to dpaulk@bgjwsc.org.

All responses to written requests for clarification, interpretation, or additional information will be distributed as addenda to this RFP to all persons registered with the JWSC to have received a copy of the RFP. Each addenda issued will be numbered consecutively and constitute a part of this RFP. All responses to this RFP shall be prepared with full consideration of the addenda issued prior to the RFP Submission Date.

IV. AWARD AND TERM OF CONTRACT

The successful proposer is expected to enter into a formal contract with the JWSC within thirty (30) calendar days after award by the JWSC. If the initial contract is not executed within thirty (30) calendar days from the date of the award, then the JWSC may elect to withdraw the award and to award to the next overall best proposal.

The initial term of the contract shall be for one (1) year, beginning with the date approved by the JWSC, but not later than January 1, 2015, and terminating one year thereafter, with two one-year options to renew by the JWSC.

All unit prices and other conditions related to printing, inserting and mailing services described herein shall remain in effect for the first year and the two succeeding option years. The JWSC stipulates that the price of the contract may change only as a result of changes in the United States Postal Service postage rates. It is dependent upon the Service Provider to keep the JWSC informed of any changes in the postal rates.

If the contract shall terminate or be likely to terminate prior to the making of a contract period, then the JWSC may, with the written consent of the selected provider, extend this contract for such period as may be necessary to afford the JWSC a continuous supply of items listed.

V. SUBMISSION EVALUATION CRITERIA

All submissions will be evaluated using the criteria set forth in this Section. Selection will include an analysis of proposals by a committee of the JWSC Executive Director and Chief Financial Officer who will review the submission in accordance with the submission requirements and evaluation criteria. The committee may request oral interviews and/or site visits.

The JWSC reserves the right to request any and/or all proposers to provide a presentation to the JWSC for purposes of clarification and/or understanding of the services being offered.

When the JWSC has tentatively selected a provider, a conference may be requested to formulate plans in greater detail, to clarify the terms and conditions of the contract, and/or to otherwise complete negotiations prior to the formal award. At any time during the conference(s), the JWSC may choose to modify its choice of the selected provider, if the JWSC determines that such a change is in its best interest.

The award of this contract will be made by the Commissioners of the JWSC to the responsible offeror whose proposal is determined, upon written recommendation by the Director of Procurement, to be in the best interests of the JWSC, including the total net cost to the JWSC.

All exceptions to contract specifications must be itemized on Exhibit "D". Details concerning the exception must be clearly explained. Each exception will be considered by the JWSC as to the

degree of impact and total effect on the proposer's response, and will be costed in the final analysis of the proposal. Failure to include an exception on Exhibit "D" will render the exception as invalid and the proposer will be treated as being in compliance with the specification, regardless of intent.

Consideration is made for price, experience, expertise, references and other evaluation factors set forth below. The selection criteria used in awarding a contract for printing, inserting and mailing services as described herein shall include, but is not limited to, the following:

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

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

VI. SCOPE OF SERVICES

For the purpose of this proposal, Service Providers should base proposal responses on approximately 29,000 utility bills per month.

The JWSC hereby requests proposals for the service inclusive of processing, printing, folding, inserting, sorting, and mailing of bills on a monthly scheduled basis in 37 different bill routes.

The JWSC will occasionally have inserts for the bills. Proposals will include a billing and services sample contract/agreement.

VII. SUBMISSION FORMAT

PLEASE FOLLOW THESE INSTRUCTIONS WHEN RESPONDING TO THIS REQUEST FOR PROPOSAL, USING THE EXHIBITS ATTACHED TO SUPPLEMENT THIS FORMAT.

Tab I – Transmittal Letter: The letter should address the proposer’s willingness and commitment, if selected, to provide the services, and why the proposer thinks they should be selected. The letter should be addressed to Drexal D. Paulk, Sr., Director of Procurement as stated herein.

Tab II Table of Contents

Tab III Proposer Profile: Respond to the following sections:

1. **Scope of Proposal**

Service Provider will design in conjunction with the JWSC a two-color (black with a second variable laser highlight color of blue, green or red), two-sided bill form that is 8 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 JWSC) and a JWSC 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 JWSC in writing, and receive approval from the JWSC, of any required changes to forms or envelopes prior to implementation.

The JWSC 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 JWSC 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.

2. **Programming**

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

3. **Computer Related Processing Requirements**

JWSC data/print files will be transferred to the Service Provider via FTP. It will be the responsibility of the Service Provider to assist the JWSC during the configuration process of the FTP link. The JWSC will transmit 50-60 data/print files to the Service Provider each month. The JWSC uses GEMS Accounting and Utility Billing software provided by Harris Computer Systems and is in the process of converting to Innoprise Software also provided by Harris Computer Systems.

The JWSC will bill in monthly cycles of approximately 29,000 to 30,000 bills per cycle per month and as such will transmit fifty to sixty (50 – 60) 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.

4. Performance Requirement

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

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

Upon award of contract, the successful Service Provider must be ready to accept the first production data/print file within four (4) weeks from date of receipt of all required information from the JWSC.

5. Record Retention and Data Backup

Service Provider will retain the JWSC 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.

6. Service Provider Invoice Procedure

The Service Provider will provide the JWSC a monthly invoice broken down by each data/print file or cycle sent by the JWSC. 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.

7. Postage Rates

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

The JWSC stipulates that the price of the contract may change only as a result of changes in the United States Postal Service postage rates. It is dependent upon the Service Provider to keep the JWSC informed of any changes in the postal rates.

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 certify 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 should be delivered to the USPS within 24 hours of receipt of FTP file from JWSC.

The Service Provider shall make periodic recommendations for improving mail delivery, postage savings and reducing mailing costs.

8. Confidentiality

Service Provider on behalf of itself and its employees agrees to keep confidential all records and other information with respect to the JWSC and its customers. The JWSC agrees to keep all information with respect to the Service Provider's system confidential, subject to Open Records Act. 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.

9. Data Ownership

All records, data, files, input materials, reports, forms and other data received, computed, developed, used and/or stored pursuant to this agreement are the exclusive property of the JWSC. All such records and other data shall be furnished without additional charge, except for the actual processing costs, to the JWSC in available machine-readable form promptly upon termination of this agreement for any reason whatsoever. Furthermore, upon the JWSC's request at any time or times while this agreement is in effect, the Service Provider shall promptly deliver to the JWSC at no additional cost, any or all of the data and records held pursuant to this agreement, in the form as requested by the JWSC.

11. References

The Service Provider shall submit with the proposal documents, a reference list with at least three (3) utility customers with the same or similar scope of work and should include the company name, address of the business and a contact name and phone number.

12. Paper and Print Quality and Requirements

Printing shall be laser quality with a resolution of at least 300 x 300 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 1/2" x 11", 24# bond, with perforation. In the event that the JWSC 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.

Envelopes should be a double window (#10) that will allow for the outgoing address on the bottom, with the return address and the JWSC logo in the top window. Payment stubs will be designed with the JWSC 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, sorting, variable highlight color laser printing, paper, folding, inserting, mailing envelope, return envelope and delivery to USPS

13. Customer Service and Quality Controls

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

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

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

14. Continuity of Service

The Service Provider should describe its resources and capabilities to provide continuity of service in terms of redundancy of systems, multiple locations or other capacities to assure an uninterrupted billing service to the JWSC.

15. Service Enhancements

The JWSC 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. The Service Provider should comment on ancillary services that they are able to perform, for future use, such as on-line services and electronic bill presentment, along with other existing or new features and offerings, etc.

16. Additional Information

Describe any other information not previously mentioned that should be given consideration.

VIII. RESERVED RIGHTS

The JWSC reserves the right to accept or reject any and/or all proposals, to waive irregularities, technicalities or informalities in any proposal or in the proposal procedures, and to accept or reject any item or combination of items, and to re-advertise for submissions. There is no obligation on the part of the JWSC to award the contract to the lowest proposer.

The JWSC reserves the right to award the contract to the responsible proposers submitting responsive proposals with resulting contracts most advantageous and in the best interests of the JWSC. The JWSC shall be the sole judge of the proposals and the resulting agreement that is in its best interests, and its decision shall be final.

IX. INDEMNIFICATION

The successful proposer agrees to indemnify and hold harmless the JWSC, its employees, officers, and agents for any claim or liability arising under a contract with the JWSC due to any act or omission of the said proposer.

X. GOVERNING LAW

The contract shall be construed and governed in accordance with the laws of the State of Georgia. Any controversy or claim arising out of or in relation to this contract, or the breach thereof, shall be settled by binding arbitration in accordance with the rules of the American Arbitration Association at a hearing in Glynn County, Georgia.

EXHIBIT "A"

Proposal for Water and Sewer Bill Printing, Inserting and Mailing Services

The undersigned, being a duly authorized officer of the _____ listed below, does hereby present this proposal for various billing services and expressly accepts, unless excepted on Exhibit "D", the terms specified in the Brunswick-Glynn County Joint Water and Sewer Commission's Request for Proposal, and said officer has ascertained the accuracy of the proposal before submitting it to the JWSC.

Further, the undersigned certifies the following:

(1) The proposal has been developed independent of all other proposers and has been submitted without collusion, agreement, understanding or any other course of action designed to limit competition with any other banking institution which provides or could provide the services described in the Request for Proposal;

(2) The _____ has the resources and experience necessary for full performance of all services quoted in its proposal; and

Respectfully Submitted,

By: _____
(Authorized Officer)

Type Name: _____

Title: _____

Company: _____

Address: _____

Telephone: _____

Facsimile: _____

Attest by: _____
(SEAL)

Its: _____

THIS FORM MUST ACCOMPANY YOUR FORMAL PROPOSAL

EXHIBIT "B"

Brunswick-Glynn County Joint Water and Sewer Commission
COST PROPOSAL SHEET
FOR
BILL PRINTING, INSERTING, AND MAILING SERVICES

\$ _____ Unit price per statement, water and sewer bill processed (includes, processing, sorting, printing of statement, form, folding, inserting, mailing envelope, return envelope and delivery to USPS).

\$ _____ Charge for additional bill inserts.

\$ _____ 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.

\$ _____ Programming fee per hour for changes after initial set-up.

Note: On a separate document, Service Provider may include a price list for any additional services provided that could be considered in the future by the JWSC. Such could be: PDF Image, EBPP, Color pre-print Form, Lockbox Services.

Comments:

Submitted by:

Name of Service Provider: _____

Address of Service Provider: _____

City/State/Zip: _____

Primary Contact Person: _____

Title: _____

Telephone Number: _____ Email Address: _____

EXHIBIT "C"

PROPOSAL EXCEPTION FORM

The Proposer wishes to take exceptions to the following items:

<u>Page</u>	<u>Item</u>	<u>Estimated Cost(s)</u>	<u>Explanation</u>
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Contractor Affidavit under O.C.G.A. § 13-10-91(b)(1)

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services on behalf of JWSC has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. § 13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification Number

Date of Authorization

Name of Contractor

Name of Project

Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, ____, 201__ in _____ (city), _____ (state).

Signature of Authorized Officer or Agent

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME
ON THIS THE _____ DAY OF _____, 201__.

NOTARY PUBLIC

My Commission Expires:

PART E - CERTIFICATE OF INSURANCE

This is to certify that _____
(Insurance Company)

of _____
(Insurance Company Address)

has issued policies of insurance, as identified by a policy number to the insured name below, and that such policies are in full force and effect at this time. Furthermore, this is to certify that these policies meet the requirements described in the General Conditions of this project; and it's agreed that none of these policies will be canceled or changed so as to affect this Certificate until thirty (30) days after written notice of such cancellation or change has been delivered to:

**BRUNSWICK-GLYNN COUNTY JOINT WATER AND SEWER COMMISSION,
EXECUTIVE DIRECTOR, 700 GLOUCESTER STREET, SUITE 300, BRUNSWICK,
GEORGIA 31520**

It is further agreed that Brunswick-Glynn County Joint Water and Sewer Commission shall be named as an additional insured on the Contractor's policy.

- 1. **Insured:** _____
- 2. **Project Name:** **BILL PRINTING, INSERTING AND MAILING SERVICES**
- 3. **Policy Number(s):** _____

Date: _____
(Insurance Company)

Issued At: _____
(Authorized Representative)

Address: _____

Note: Please attach Certificate of Insurance form to this page.

Oath

**State of Georgia
City of Brunswick
County of Glynn**

I, _____ (name of individual), solemnly swear that in the procurement of the contract for

BILL PRINTING, INSERTING AND MAILING SERVICES

that I, nor any other person associated with me or my business, corporation or partnership, has prevented or attempted to prevent competition in the bidding or Bids of said project or from submitting a bid for this project by any means whatever.

Lastly, I swear that neither I, nor any other person associated with me or my business, Corporation or partnership has caused or induced any other bidder to withdraw his/her bid from consideration for this project. Said oath is filed in accordance with the requirements set forth in O.C.G.A. § 36-91-21 (e).

This the _____ day of _____ 2014.

Name of Party: _____

Corporate or Partnership Name: _____

Sworn to and subscribed before me this the ____ day of _____ 2014.

NOTARY PUBLIC:

Name: _____

My Commission Expires: _____

(SEAL)