

## **RE: A RESOLUTION TO APPROVE A REQUEST FOR PROPOSAL FOR UTILITY BILLING MAILING SERVICES.**

### **Background:**

The current contract with InfoSend for utility billing mailing services has been in place since 2019. The services they provide are as follows: print bills based on a file transfer, apply CASS-certified address validation, obtain pre-sort automation rates for postage and mail bill with return envelope.

### **Analysis:**

The City has been under contract with InfoSend for 4 ½ years. Best practice dictates that a bid is let for these services every 3 to 5 years. A scope of service and bid invitation is provided for Council review.

### **Recommendation:**

Staff recommends passage.

### **MEMO SUBMITTED BY:**

**Jennifer Evans** | Director of Finance

jevans@nixa.com | 417-724-5625

**RESOLUTION NO. 2023-37**

**A RESOLUTION OF THE COUNCIL OF THE CITY OF NIXA AUTHORIZING THE CITY ADMINISTRATOR TO SOLICIT PROPOSALS FOR MAILING SERVICES FOR THE UTILITY BILLING DIVISION OF THE FINANCE DEPARTMENT.**

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**WHEREAS** Chapter 2, Article V, Division 1, of the Nixa City Code authorizes the City Administrator to purchase supplies, materials, equipment, and services on behalf of the City when a competitive procurement method is utilized; and

**WHEREAS** Section 2-165 of the Nixa City Code requires the City Administrator to obtain an authorizing resolution from the City Council prior to soliciting for purchases totaling \$10,000.00 or more; and

**WHEREAS** City staff is seeking authorization to solicit for mailing services for the Utility Billing division for the Finance Department; and

**WHEREAS** the City Council, having reviewed the solicitation documents attached hereto as "Resolution Exhibit A," desires to authorize City staff to undertake the purchase described therein.

**NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF NIXA, AS FOLLOWS, THAT:**

**SECTION 1:** The City Administrator, or designee, is hereby authorized, pursuant to Section 2-165 of the Nixa City Code, to undertake the purchase described in "Resolution Exhibit A," which said Exhibit is attached hereto and incorporated herein by this reference.

**SECTION 2:** The City Administrator and the officers of the City are hereby authorized to do all things necessary or convenient to carry out the terms and intent of this Resolution.

**SECTION 3:** This Resolution shall be in full force and effect from and after its final passage by the City Council and after its approval by the Mayor, subject to the provisions of section 3.11(g) of the City Charter.

**[Remainder of page intentionally left blank. Signatures follow on next page.]**

**RESOLUTION NO. 2023-37**

**ADOPTED BY THE COUNCIL THIS 14<sup>th</sup> DAY OF August, 2023.**

ATTEST:

\_\_\_\_\_  
PRESIDING OFFICER

\_\_\_\_\_  
CITY CLERK

**APPROVED BY THE MAYOR THIS \_\_\_\_\_ DAY OF \_\_\_\_\_, 2023.**

ATTEST:

\_\_\_\_\_  
MAYOR

\_\_\_\_\_  
CITY CLERK

APPROVED AS TO FORM:

\_\_\_\_\_  
CITY ATTORNEY

## INTRODUCTION & BACKGROUND

The City of Nixa, MO (the city) is soliciting proposals from qualified vendors to perform utility bill printing, and mailing services using professional, high quality, efficient and cost-effective processes.

The city bills for electric, water, sewer, and trash services and sends paper bills to approximately 9400 customers. Billing is divided between two billing cycles. Along with regular bills, the city averages 1,800 late notices each month (half and half billing cycles). Utility bills are printed double-sided on 8.5x11 paper with one perforation and include a return envelope. The city currently uses BS&A Software for its utility billing software.

## SCOPE OF SERVICE

- The Vendor must provide programming and bill design services as required. The design should be able to accommodate the use of graphics and allow for messages.
- Services must be compatible with the City's billing software and provide means for secure data transmission and confirm receipt of data. The city transmits its data electronically. The Vendor should report non-certified addresses to the city for correction in future billings.
- The Vendor will be required to print, insert, meter and mail via first class postage, within 24 hours of receipt of the City's FTP/PDF file. Confirmation of receipt must be provided. This schedule must be contractually guaranteed.
- The Vendor shall print bills single-sided with pre-printed information on the opposite side, on a high-quality laser printer on 8.5x11 white laser paper. Bills will be printed in one color plus black and have a perforated remittance stub for customers to return with payments. The billing design shall include an appropriate bar code scan line and an OCR line for remittance processing. Envelopes should be windowed (#10) that will allow for the outgoing address. Payment stubs will be designed with the payment address revealed when inserted into the vendor provided return window envelope #9 (which should be security tinted on the inside).
- The Vendor must support bill insert services, in which the Vendor can print inserts and include with utility bill statements. City departments may occasionally need special inserts printed. These services should be charged at a per unit fee and be based on the insert specifications. Insert prices must be quoted separately prior to inclusion.
- The Vendor must be capable of providing combined multiple statements for one customer into one envelope; also, conditional exclusion of return envelopes for customers with zero or credit balances, and for bank draft customers.
- The Vendor must provide access to PDF images of the bills. The city wants to have the ability to view, print, fax or email images of the bills sent by mail for a specified period (a minimum of 90 days) after mailing.
- The Vendor shall provide the City with an accounting of postage charges monthly, detailing the total number of printed bills, bills mailed, and the cost billed to the City for postage and services.
- The Vendor may not subcontract any segment or service covered herein.

## DESCRIPTION OF PROCEDURAL AND IMPLEMENTATION COSTS

Prices shall include all costs associated with performing the requirements stated in the specifications and there can be no additional charges for jammed/wasted materials or any other overhead. Please include all costs that are associated with the utility billing statement processing services and any other costs that may be associated with implementing this process.

## PRICING

Pricing proposals must be detailed including the per item fee. The Vendor shall include all pricing for initial deployment and on-going costs. Pricing must include all costs for labor, hardware, software, hosting, testing and any other costs to be charged. **Proposals will not be selected solely based on cost.**

## PREPARATION OF PROPOSAL

Those wishing to submit a proposal for evaluation are to follow the proposal format instructions defined below. Vendors must respond to all requirements in a straightforward and concise manner to the maximum extent possible. Emphasis should be on completeness and clarity of content and should not include any elaborate or promotional material. Proposals received that either do not follow these requirements or contain insufficient information for a meaningful evaluation may result in disqualification from further consideration. The conformance of the proposal will be judged solely by the city.

- The Vendor needs to provide information explaining how they generate utility bills and what would be the desired format of submitting a draft copy of a bill and other proofs. Provide examples with submission or the proposal.
- All proposals must contain the original signature of the person authorized to sign the proposal.
- It is the responsibility of all vendors to examine the entire Request for Proposal package and seek clarification of any item or requirement that may not be clear and to check all responses for accuracy before submitting a proposal. Negligence in preparing a proposal confers no right of withdrawal after the due time and date.

## SUBMITTING YOUR PROPOSAL

Questions concerning this RFP should be directed to Stephanie Ewing, Purchasing Manager, thru the electronic bidding website: <https://nixa.ionwave.net/HomePage.aspx>

The proposal, at a minimum, shall include the following information:

- Provide a brief background and description of the vendor's qualifications.
- Confirmation that the vendor has a minimum of three (3) years of experience in providing current services to other similar organizations.
- List of three (3) municipal utility references (preferably of similar size and scope to the City) with point of contact names and phone numbers for which the vendor has provided similar services for a period of at least 12 months (BS&A Software users are preferred).
- Provide a description of the method of file transfer, and a brief description and sample of

the bill, which incorporates the City's logo.

- Describe how the city will be billed and how services are billed, including supplies, programming, stocking supplies, postage, additional inserts, etc.
- Specify the location and description of the bulk mail center that will be utilized as the primary mail drop off point for the bills. In addition, designate an alternative facility to utilize if necessary to assure an uninterrupted billing service to the city. Describe the timeline from when the file is received to when the customer receives the bill in their mailbox.
- Provide a schedule of fees. All fees need to be listed and priced separately. If a fee is not identified on the schedule, please add it. If a fee is not applicable or there is no charge, put N/A or N/C.
- Provide detailed sample invoices, listing all items, including postage. If charges for multiple items are combined, please identify, and state the individual items that comprise the joint line item.

## **EVALUATION CRITERIA**

An evaluation of each proposal will be performed by City staff. Recommendation to the City Council for the successful Vendor will be based on the following:

- Experience, capacity, and capability to provide services in a professional, timely, and secure manner.
- Cost of providing the services.
- Information obtained through references checks.



**RFP-039-2023/UB**

**Utility Bill Printing & Mailing Services**

Issue Date: 8/15/2023

Questions Deadline: 9/6/2023 12:00 PM (CT)

Response Deadline: 9/13/2023 10:00 AM (CT)

**Contact Information**

Contact: Stephanie Ewing  
Address: Purchasing  
City Hall  
715 W. Mt. Vernon Street  
PO Box 395  
Nixa, MO 65714  
Phone: (417) 449-0555  
Email: [sewing@nixa.com](mailto:sewing@nixa.com)

## Event Information

Number: RFP-039-2023/UB  
Title: Utility Bill Printing & Mailing Services  
Type: Request for Proposal  
Issue Date: 8/15/2023  
Question Deadline: 9/6/2023 12:00 PM (CT)  
Response Deadline: 9/13/2023 10:00 AM (CT)  
Notes: The City of Nixa, MO is soliciting proposals from qualified vendors to perform utility bill printing, mailing, and e-billing services using professional, high quality, efficient and cost-effective processes.

The City highly encourages electronic submissions via this online bidding system as it expedites the process and helps to alleviate errors.

Paper bids will still be accepted. All bid content must be in a sealed envelope. Bids must be delivered by the stated close date and time. **NO EMAILED OR FAXED** bids will be accepted.

Public unsealing of bid responses will take place at:  
City of Nixa  
Purchasing  
715 W. Mt. Vernon St.  
Nixa, MO 65714

Questions will be allowed and answered electronically on the 'Questions' tab. Or, you may submit questions in writing to the Purchasing Manager, Stephanie Ewing at [sewing@nixa.com](mailto:sewing@nixa.com).

The City of Nixa reserves the right to accept or refuse any or all bids.

## Ship To Information

Contact: Jennifer Evans  
Address: Finance  
City Hall  
715 W. Mt. Vernon St.  
PO Box 395  
Nixa, MO 65714  
Phone: (417) 725-3785  
Email: [jevans@nixa.com](mailto:jevans@nixa.com)

## Billing Information

Contact: Accounts Payable  
Address: Finance  
City Hall  
715 W. Mt. Vernon St.  
PO Box 395  
Nixa, MO 65714  
Phone: (417) 725-3785  
Email: [accountspayable@nixa.com](mailto:accountspayable@nixa.com)

## Bid Attachments

### Terms and Conditions-Formal RFP.pdf

Terms and Conditions

[View Online](#)

### Scope of Services and Proposal Evaluation Requirements.pdf

Scope of Services and Proposal Evaluation Requirements

[View Online](#)



**Contract\_for\_Services.pdf**

[View Online](#)

Contract for Services

**Affidavit of Business Entity.pdf**

[View Online](#)

E-Verify

**No Bid Response Form.pdf**

[View Online](#)

No Bid Response Form

**Requested Attachments**

**Submittal of Proposal**

*(Attachment required)*

Please upload your proposal here.

**E-Verify**

*(Attachment required)*

Please download the "Affidavit of Business Entity", located on the Attachment tab. Complete the document and upload it here.

**Other Attachment**

If you have additional documentation you wish to provide, please upload it here. File size limitation is 250MB. If your files are larger than the limitation, a zip file containing the documents can also be uploaded.

**Vendor Application Form/W-9**

If you are new to the City of Nixa, or have not done business with the City within the last year, please upload the Vendor Application and W-9 forms here.

**No Response Form**

Please download the "No Response Form", located on the Attachment tab. Complete the document and upload it here.

**Bid Attributes**

1	<b>Introduction</b> There are attributes, including this one, associated with this RFQ. Some are notes and require no response, but most have a required response. <b>**Please select each page on the right-hand side of the blue bar below (at the bottom of this list of attributes) in order to view the next page of Bid Attributes, if applicable.**</b>
2	<b>Attachments Required</b> Be sure to upload all required documents and forms to the "Response Attachments" Tab.
3	<b>RFP Submission Response</b> The City of Nixa prefers responses to be submitted online via our electronic system. Submissions may be submitted manually. Manual submissions must be delivered to the Purchasing Department, in a sealed envelope by the date and time stated. No fax or email submissions will be accepted. Only one format is needed. <i>If you choose a manual submission</i> , please ensure there is one (1) original hard copy and one (1) electronic file. For any questions, please contact the Purchasing Department at 417.449.0555.

#### 4 Response Opening

Any response received later than the specified time shall be disqualified.

Questions pertaining to the RFQ should be addressed in the Questions Tab or directly to the Purchasing Department at 417.449.0555.

If the City of Nixa office where responses are to be submitted is closed due to inclement weather, natural disaster, or for any other cause including if the electronic bid system is unavailable on the due date, the deadline for submission shall be extended until the next City calendar business day, unless the bidder is otherwise notified. The time of day for submission shall remain the same.

#### 5 Section 2

### RESPONSE REQUIREMENTS

The following items require an answer

#### 6 General Terms and Conditions

Download the General Terms and Conditions, located on the "Attachments" tab. Thoroughly review and indicate below.

☐ I have downloaded, read and agree.

(Required: Check if applicable)

#### 7 Scope of Work

Download the Scope of Work, located on the "Attachments" tab. Thoroughly review and indicate below.

☐ I have downloaded, read and understand.

(Required: Check if applicable)

#### 8 Contract

Download the Contract, located on the "Attachments" tab. Thoroughly review and indicate below.

**If you have any changes to the Contract agreement, please address this and upload into the Response Attachments.**

**This will not be a guarantee the City will agree to those changes, but will be considered.**

☐ I have downloaded, read and agree.

(Required: Check if applicable)

#### 9 Bid/Contract Term

The term of the bid/contract agreement is for (3) three years, beginning upon date awarded. The City may, at it's option, extend the contract for up to (2) two additional one-year terms, subject to the Escalation/De-Escalation stated below.

##### ESCALATION/DE-ESCALATION:

Prices shall remain firm for a period of one year from the date of award. Prices may be changed after the first year, not to exceed 5% in a given year. Increases will be considered for the following reasons:

An increase or decrease in the supplier's cost of materials and/or labor rates may be justification for price change; however, this shall not be construed in any way to increase vendor's margin or profit.

All written request for price increase must include backup documentation as to the nature of the increase and shall be submitted to the City of Nixa Purchasing Department upon renewal of contract/bid agreement. Approval of each request shall be sent in written form. If the City should consider said increase unwarranted or unreasonable, the City reserves the right to terminate the contract/bid agreement with the vendor. Any price decline at the manufacturer's level shall be reflected in an immediate reduction of the contract prices and the vendor shall notify the buyer of said decline.

☐ I acknowledge.

(Required: Check if applicable)

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### Evaluation Criteria

The following categories and criteria will be considerations in the evaluation and determination of the most qualified and capable individual and/or firm and must be included in all responses. The sequence of the listing is not intended to reflect relative weight of each category:

- Experience, capacity, and capability to provide services in a professional, timely, and secure manner.
- Cost of providing the services.
- Information obtained through references checks.

☐ I acknowledge

(Required: Check if applicable)

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### Anti-Collusion Statement

By offering a submission to this Bid, the bidder certifies the bidder has not divulged, discussed, or compared the Bid with other bidders and has not colluded with any other bidder or parties whatsoever. The bidder also certifies, and in the case of a joint Bid, each party thereto certifies as to their own organization, that in connection with this Bid:

Any prices and/or cost data submitted have been arrived at independently, without consultation, communication, or agreement for the purpose of restricting competition, as to any matter relating to such prices and/or cost data, with any other bidder or with any competitor.

Any prices and/or cost data for this Bid have not knowingly been disclosed by the bidder and will not knowingly be disclosed by the bidder prior to the scheduled opening directly or indirectly to any other bidder or to any competitor.

No attempt has been made or will be made by the bidder to induce any other person or firm to submit or not to submit a Bid for the purpose of restricting competition.

The only person or persons interested in this Bid, principal or principals are named therein and that no person other than therein mentioned has any interest in this Bid or in the contract to be entered into.

No person or agency has been employed or retained to solicit or secure the contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee exempting bona fide employees or established commercial agencies maintained by the Purchaser for the purpose of doing business.

I affirm that I am duly authorized to execute this contract; that this company, corporation, firm, partnership or individual has not prepared this bid in collusion with any other Bidder, and that the contents of this bid as to prices, terms or conditions of said bid have not been communicated by the undersigned nor by any employee or agent to any other person engaged in this type of business prior to the official opening of this bid.

☐ I agree.

(Required: Check if applicable)

Supplier Information

Company Name:

Contact Name:

Address:

Phone:

Fax:

Email:

Supplier Notes

By signing below, the bidder shall hereby declare understanding, agreement and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all requirements and specifications contained herein and the Terms and Conditions. The bidder shall further agree that the language of this RFP shall govern in the event of a conflict with his/her bid. In addition, the bidder shall further agree that upon receipt of an authorized purchase order from the City of Nixa or when a Contract Resolution is signed and issued by an authorized official of the City of Nixa, a binding contract shall exist between the bidder and the City of Nixa.

Print Name

Signature