

City of Delaware, Ohio, USA

Request for Proposal (RFP) for

Utility Bill Printing and Mailing Services

Issue Date:	7/15/2024
Issued By:	City of Delaware Finance Department 1 South Sandusky Street Delaware, OH 43015
Inquires:	POC-Rob Alger Finance Director ralger@delawareohio.net 740-203-1203
RFP Deadline Dates:	Questions Due Date: 7/26/2024 Close Date: 7/31/2024

BACKGROUND INFORMATION

The City of Delaware is the county seat of Delaware County. Delaware was founded in 1808 and was incorporated in 1816. Delaware has evolved from its agricultural roots into a thriving suburban community from its early settlement. With a population of roughly 42,000, the City of Delaware continues to grow, adding new residents, businesses and guests to the community. In September 2019, the American Planning Association (APA) announced it had recognized downtown Delaware as one of four "Great Neighborhoods" on its 2019 "Great Places in America" list (See Article). Delaware has a thriving downtown core with an active Main Street Program and is home to Ohio Wesleyan University. The increase in the number of residents creates an increase in the number of utility customers and bills that are mailed out every month. This RFP seeks innovative proposals to further enrich the utility customers' experience and provide timely and correct monthly bills.

PURPOSE

The purpose of this Request for Proposal (RFP) is to solicit proposals from independent contractors ("Contractor") to provide the City with services to print, insert and mail monthly water, sewer and stormwater utility bills and any additional publications to be included in the monthly bills. The City prints approximately 16,000 monthly bills and has additional inserts that will accompany bills in certain months.

CONTACT WITH CITY EMPLOYEES/WRITTEN QUESTIONS

To ensure a fair and objective evaluation of all proposals, all inquiries are required to be submitted in writing to the POC. Written inquiries (e-mail preferred) should be directed to Rob Alger at ralger@delawareohio.net.

SUBMISSION INSTRUCTIONS

Written proposals may be submitted in person at City Hall at 1 South Sandusky Street, Delaware, Ohio, 8am to 5pm, Monday through Friday. Electronic submissions are preferred and may be directed to Rob Alger (ralger@delawareohio.net) and submitted via a Dropbox (or similar) file sharing service.

Completed proposals are due**: 7/31/2024** (Close of Business/5:00 pm)

SCOPE OF WORK

The selected contractor will provide water, sewer and stormwater utility bill printing, additional insert printing, inserting and mailing services to the City of Delaware. The services must be cost-effective, accurate and completed in a timely manner. The specifications listed below are a minimum requirement and are intended to govern, in general, the size and type of utility statements, envelopes, and statement inserts printed and mailed. Proposals should address both unit costs and monthly costs and provide any additional information deemed necessary to demonstrate the company's ability to perform the required effort.

Alternative proposals will be accepted that do not meet the following requirements. Consideration of alternative proposals is at the sole discretion of the City. The City intends to consider all alternatives that are able to demonstrate increased efficiency, reliability, and cost savings.

City of Delaware shall require a sample of all invoices, envelopes, and inserts. Below are desired minimum requirements from the contractor.

1. Statement
    a. 8.5 x 11, perforated white stock/tri-fold
    b. Printed in color laser imaging and 2 sided
    c. Statements shall be perforated with a payment stub
2. Envelopes
    a. #10 double window outer envelope
    b. #9 window BRE envelope
    c. Envelopes shall be furnished by contractor
    d. Ability to provide special messaging on the outer envelope for each mailing cycle
3. Statement Inserts
    a. Ability to receive and print electronic art files
    b. Print a full color, double sided (600 x 600 dpi) insert (8.5 x 11)
    c. Print a full color, double sided (600 x 600 dpi) insert (11 x 17)
    d. Fold as required and specified (Z or S fold)
    e. Ability to insert files that have been printed by a third party
4. Mailing Services
    a. Statements to be delivered to the bulk mail facility the next business day when file is provided before noon
    b. Multiple statements to the same owner and mailing address shall be matched and hand-inserted in the appropriate size envelope, metered first-class separately, and delivered to the USPS at the same time as other bills are delivered
    c. Must have capability to mail pieces in a way that will result in the lowest possible postage cost

d. Service as a resource expert for complex USPS postal regulations
e. Envelopes must be delivered to customers in the Delaware, Ohio region by USPS within the desired 1-3 business days when mailed with First-Class mail. Preference will be for contractors located closer to the service area for the utility bill mailing. Proximity to the service location will lead to shorter delivery time frames from the USPS, ensuring timely delivery of the bills to customers.

The selected contractor will:

1. Have the capability to receive large PDF files of approximately 186 gigabytes via an FTP site. This size may increase over time as additional customers are added to the service area.
2. Coordinate with Utility Billing, Finance Department and Community Affairs staff in regards to any issues that may arise from printing or mailing.
3. Provide full print production services and mass mail services for the monthly and/or any related specialized mailings.
4. Each mass mail piece will include required postage and/or bulk permit information in compliance with US Postal service regulations.
5. Sorting in compliance with US Postal Service Regulations in order to obtain least postage cost available.
6. Completing all required postal documentation.
7. Delivery to Postal Service Center in a manner that expedites prompt delivery.
8. Contractor's staff and/or sub-contractors shall be available to communicate with the City as necessary for the timely completion of all work products.
9. Perform a random check for print quality and insertion accuracy within each production run. Verify that the number of pieces mailed matches the work order and the postage reports.

MINIMUM REQUIREMENTS

1. Experience, knowledge, and expertise with large scale printing and mailing projects. Preference of work done with local municipalities billing. Please include reference and contact information for a minimum of three (3) relevant projects of similar scope and scale which demonstrate pertinent experience. The City reserves the right to contact any references provided herein or otherwise obtained.
2. Organizational profile including background and experience of the team and the primary Staff members who are proposed to work directly on the project. Any proposed subconsultants shall be similarly documented and roles clearly stated.
3. Relative proximity/location of the contractor to the City, anticipating a high level of direct interaction and communication with City staff and/or public officials will occur.

4. Ability to keep confidential all customer information that is included in printing and mailing process.
5. Provide a detailed disaster plan or system of recovery.

TERM

The term of the bid shall be for one (1) year from award date; and may be renewed for two (2) additional one-year renewals. All pricing shall remain in place throughout the term of the contract. Any USPS pricing increases will not be included but will increase as dictated by government agencies.

CONTRACT PRICING

Price proposals must remain consistent through the term of the contract with the exception for USPS standard rate increases (whether permanent or temporary).

SECURITY MEASURES

The contractor will have physical security measures at their processing facility to secure and safeguard the City's product from theft, forgery, alteration, or exposure to the elements. The contractor shall be bonded and maintain insurance coverage, as specified in the indemnity and insurance clauses of this RFP.

USE OF CITY BRANDING

The rights to all graphics, text, data, or other information, content, materials, records or files that are supplied by the City shall remain the sole property of the City, and all use of the property shall cease upon the termination of this Agreement, as it may be amended or extended.

EVALUATION CRITERIA

Proposals will be evaluated by members of the City of Delaware Finance Department. City staff will evaluate respondents based on the written response to this RFP, references and any other information requested by the City. The selection is based on the following criteria:

Criteria
Capability for printing and mailing or large-scale bill
Knowledge and experience in large-scale printing
Proximity to service area for desired 1-3 business day arrival to customers
Knowledge and expertise in USPS regulations

The City of Delaware staff shall review the proposals and may decide to interview a select and limited number of contractors in order to make a final determination. RFP material submittals and grading criteria will remain the same if contractors are brought in for interviews.

No guarantee of award is made with this solicitation. The City reserves the right to award the work herein based upon the available funds and other criteria as determined in the City's sole discretion. The City reserves the right to withdraw or cancel this RFP; to modify or amend, with consent of the respondent, any proposal prior to acceptance; to reject any or all proposals or waive any informality and otherwise to affect any agreement that the City of Delaware in its sole judgement, deems to be in its best interest. The successful respondent will be expected to enter into a standard professional services agreement.

PROCUREMENT SCHEDULE

Listed below is the estimated RFP schedule; the City of Delaware reserves the right to adjust based on operational needs. Changes to the schedule will be published via the city website.

Request for Proposals Issued	7/15/2024
Questions Due Date	7/26/2024
Proposals Due	7/31/2024 (Close of Business/5 pm)
Contractor Interviews and Selection	8/7/2024
Contract Execution	8/19/2024
Estimated Project Start	9/1/2024

PUBLIC RECORDS

In entering into a contract with the City (or responding to a City solicitation), all consultants are hereby notified that all bids, proposals, quotations, RFI responses, agreements, invoices, correspondence and any other documents submitted to the City become public property and subject to Ohio's Public Records Act and may be subject to disclosure in accordance with the Ohio Public Records Act. All such records shall be maintained in accordance with the City's Records Retention Schedule and made available upon request.

Ownership of all data, materials and documentation originated and prepared for the City pursuant to this RFP shall belong exclusively to the City and be subject to disclosure in accordance with Ohio Public Records Act.

INDEMNIFICATION/INSURANCE

To the extent authorized by law, the contract shall indemnify and hold harmless the City, its officers, elected officials, agents, employees and representatives from and against all claims, damages, losses and expenses including attorney's fees arising out of or resulting from the contractor's performance, provided that any such claims, damage, loss or expense is attributable to bodily injury, sickness, disease or death, or to injury to or destruction of tangible property, including the loss of use resulting there from; and is caused in whole or in part by any negligent or willful act or omission of the contractor, subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable. If the contractor is required to go on City property to perform work or services, the contractor shall assume full responsibility and expense to obtain all necessary insurance as required by the City.

RELATIONSHIP OF PARTIES

The relationship between the parties to a contract resulting from this solicitation shall be that of "independent contractors" as defined by the IRS (link). Nothing contained herein shall be interpreted or construed as establishing an agency or employer/employee relationship between the parties or between either party and the employees or representatives of the other party. The contractor is responsible for all Social Security taxes and Bureau of Workers Compensation contributions for itself and any of its employees.

TAX EXEMPTION

The City is exempt from Federal and Ohio State sales tax. A tax exemption certificate will be made available at the successful consultant's request.

EXPENSE FOR PREPARING RESPONSE TO RFP

The City accepts no responsibility for any expenses incurred by the responders to this RFP; including costs associated with RFP responses and presentations. Such expenses are to be borne exclusively by the responders.

INCOME TAX

When performing work within the City, the contractor will be required to withhold all City income taxes due or payable under the provisions of the Delaware Income Tax Ordinance (link), for wages, salaries, and commissions paid to employees and further agree that any subcontractors shall be required to agree to withhold any such City income taxes due under said chapter for services performed.

COMPLIANCE

The contractor shall observe with all applicable laws, ordinances and the rules and regulations of all authorities having jurisdiction over the City's contract.

The contractor shall comply, when applicable, with the U.S. Department of Labor, Safety and Health Regulations identified as Chapter XVII of Title 29, Code of Federal Regulations (CFR) Parts 1910 and 1926 and subsequent amendments.

The contractor agrees that in the hiring of employees for the performance of work under the agreement or any subcontract, no contractor, subcontractor, or any person acting on his behalf shall discriminate against or intimidate anyone because of race, color, sex, religion, national origin, military status, disability, age, ancestry, familial status or any other factor specified in the Civil Rights Act of 1964 and subsequent amendments, Ohio Revised Code Chapter 4112, or the Delaware Codified Ordinances as it relates to employment.

Any contractor to whom a contract is awarded pursuant to this solicitation will be required to certify that all applicable parties listed in Division (I) or (J) of O.R.C. 3517.13 are in full compliance with O.R.C. 3517.13.

TERMINATION

The City reserves the right to terminate any contract resulting from this solicitation.

APPENDIX

Required Forms

1. Cover Page for Proposal Document
2. Pricing Proposal
3. Company Information
4. References
5. Delinquent Property Taxes Affidavit
6. Non-Collusion Affidavit of Prime Proposer
7. Campaign Contributions Affidavit
8. Civil Rights Compliance
9. Non-Terrorist Certification

Cover Page for Proposal Document

The Proposer, _____, having carefully inspected the instructions to proposers provided in the City of Delaware's Request for Proposal for Utility Bill Printing and Mailing Services, does hereby provide to the City of Delaware, Ohio, the following proposal to provide said service for the City of Delaware at an amount not to exceed the price as indicated and in accordance with the instructions as contained in the City of Delaware's Request for Proposals for Utility Bill Printing and Mailing Services.

The following documents are included with this proposal:

1. Pricing Proposal
2. Company Information
3. References
4. Delinquent Property Taxes Affidavit
5. Non-Collusion Affidavit of Prime Proposer
6. Campaign Contributions Affidavit
7. Civil Rights Compliance

Name:_____

Company:_____

Signature:_____

Date:_____

Pricing Proposal

Provide the pricing structure for materials and services for a monthly volume of approximately 16,000 bills with additional occasional inserts. Bill, envelope and insert standards are as described above, any variations need to be indicated in pricing proposal. If additional space is needed, please include on separate sheets.

Materials	Unit Price	Monthly Price
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Services	Unit Price	Monthly Price
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Company Information

The Contractor will supplement the proposal by supplying the following information for use in the preparation of a contract.

Name of Company/Corporation:_____

Name of President:_____

Corporation is Organized under Laws of:_____

Corporation Address:_____

_____

Corporation Phone Number:_____

Federal Tax I.D. #_____

Execution of Proposal

This Proposal submitted by:

Name of Proposer:_____

Signature of Proposer or Authorized Representative:_____

Date:_____

References

Please list three (3) companies or governmental agencies (preferably municipalities) where similar products or services have been provided. Include complete samples with your response.

Company Name			
Contact Person		Title	
Address	City	State	Zip
Phone #		Fax #	
Company Name			
Contact Person		Title	
Address	City	State	Zip
Phone #		Fax #	
Company Name			
Contact Person		Title	
Address	City	State	Zip
Phone #		Fax #	

Please list two (2) companies or governmental agencies that terminated services with your company during the past two years:

Company Name			
Contact Person		Title	
Address	City	State	Zip
Phone #		Fax #	
Company Name			
Contact Person		Title	
Address	City	State	Zip
Phone #		Fax #	

Delinquent Property Taxes Affidavit

Affidavit in Compliance with Section 5719.042 of the Ohio Revised Code

STATE OF OHIO:_____)

) SS:

COUNTY OF:_____)

(Name of Firm)_____personally appeared before me the undersigned, a proposer for a **Utility Bill Printing and Mailing Services** contract to be let by the City of Delaware, Ohio who, being duly cautioned and sworn makes the following statement with respect to the personal property taxes on the general tax list of personal property of City of Delaware, Delaware County, Ohio:

I. That the undersigned at the time of making this proposal on the aforementioned contract was not charged with any delinquent personal property taxes on the general tax list of personal property of the City of Delaware, Delaware County.
II. That this statement is made in compliance with Section 5719.042 to be incorporated into the contract between the parties as provided in that Section of the Ohio Revised Code.

Signature:_____

Title:_____

Subscribed and sworn before me this _____day of _____, 2024

Notary Public:_____

My commission expires:_____

Non-Collusion Affidavit of Prime Bidder

STATE OF OHIO:_____)

) SS:

COUNTY OF:_____)

_____, being first duly sworn, deposes and says that:

1) He/She is_____ (owner, partner, officer, representative, agent) of_____ (contractor name) the Proposer that has submitted and attached a proposal for **Utility Bill Printing and Mail Services**.

2) He/She is fully informed respecting the preparation and contents of the attached proposal and of all pertinent circumstances respecting such proposal.

3) Such proposal is genuine and is not a collusive or sham proposal.

4) Neither the said Proposer nor any of its officers, partners, owners, agents representatives, employees or parties of interest, including this Affidavit , has in any way colluded, conspired, connived or agreed, directly or indirectly with any other Proposer, firm or person to submit a collusive or sham proposal in connection with Contract for which the attached proposal has been submitted or to refrain from bidding in connection with such Contract or has in any manner directly or indirectly, sought by agreement or collusion or communication or conference with any other Proposer, firm or person to fix the price or prices in the attached proposal or any other Proposer or to fix any overhead, profit, or cost element of the proposal price or proposal price of any other Proposer, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against the City Council of the City of Delaware, Delaware County, Ohio or any person interested in the proposed Contract.

5) The price or prices quoted in the attached proposal are fair and not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Proposer or any of its agents, representatives, owners, employees or parties in interest, including this Affidavit.

Signature:_____

Title:_____

Subscribed and sworn before me this _____day of _____, 2024

Notary Public:_____

My commission expires:_____

Campaign Contributions Affidavit

Affidavit in Compliance with Section 3517.13 of Ohio Revised Code

STATE OF OHIO:_____)

) SS:

COUNTY OF:_____)

_____(Name of firm), personally appeared before me the undersigned, a proposer for a Printing, Insertion, & Mailing of Monthly Utility Billing Statements contract to be let by the City of Delaware, Delaware, Ohio who, being duly cautioned and sworn, makes the following statement with respect to prohibited activities constituting a conflict of interest under Section 3517.13 O.R.C.

1. That no person or persons, whom are owners of at least twenty percent of the above named business or corporation nor any spouse of such person, has made, as an individual, within the two previous calendar years, one or more contributions totals in excess of one thousand dollars to a candidate for or the holder of a public office having ultimate responsibility for the award of this contract, or to his/her campaign committee, nor have they aggregately given contributions totaling more than one thousand dollars.
2. That no person or persons employed by the above named firm, nor are their spouses in violation of any provision of Ohio Revised Code Section 3517.13.

Signature:_____

Title:_____

Subscribed and sworn before me this _____day of _____, 2024

Notary Public:_____

My commission expires:_____

Anti-Discrimination Compliance

Contractor agrees that in the performance of the agreement to provide professional services for the City of Delaware, there shall be no discrimination against an employee because of race, color, sex, religion, national origin, military status, disability, age, ancestry, familial status or any other factor specified in the Civil Rights Act of 1964 and subsequent amendments, Ohio Revised Code Chapter 4112, or the Delaware Codified Ordinances.

Name of Company:_____

Signature of Representative of

Proposer:_____

Date:_____