



CITY OF EAST PROVIDENCE
WATER UTILITIES DIVISION
REQUEST FOR PROPOSALS
RFP EP23/24-07
SPECIFICATIONS
PRINTING & MAILING SERVICES FOR UTILITY BILLS
BID OPENING TUESDAY, FEBRUARY 20, 2024

General Requirements

In providing the required services, the Contractor shall have the ability to:

Receive file data in a commonly used delimited format electronically either via the Internet, by Zip disk, CDROM, or other commonly used media the City has the facility to produce. The City is likely to deliver data in a text file with one of several common delimitation formats. Other formats may be possible. The City reserves the right to determine whether the data exchange formats used by the Contractor are acceptable. The City reserves the right to change the data exchange formats that are used. The Vendor should indicate availability of FTP site for large data transfer.

Laser print name, address, account information, barcode and a remittance scan line on the single primary insert. Cut-sheet laser printing is preferred in order to limit setup spoilage.

Fold printed primary insert to fit in outer envelope. Fold type is dependent upon and specified in stock package details. Fold line is to be determined by the City and the Vendor. Fold type must be determined by the minimum clearance for IM Barcode to clearly be 1/16" from top of window in envelope and must pass USPS "Tap" test.

Insert and seal primary insert and any secondary inserts into outer envelope.

Manage the stock inventory, which includes notification of reorder needs and development assistance to ensure the final stock package will process efficiently (with minimal amounts of spoilage), mail on time, and be eligible for maximum postage discounts.

Postage

The Contractor is to use the appropriate United States Postal Service location for mailings. The City will reimburse postage charges at cost. An estimate of postage cost will be provided for the water bills to the city a minimum of five days prior to mailing. A postage statement of actual cost will be provided after data download and addresses are processed. Reconciliation of postage will be made on final invoice.

Stock Packages

The stock packages to be provided are as follows:

WATER BILLS

- Bills must be printed in varying fonts, with one (1) distinct Scan Line per bank lock-box specifications and one (1) barcode, which must be printed, approximately 3/4" from bottom of bill.
- The printing must be laser with a 300 x 300 density.
- Must be printed on twenty-four (24) pound white OCR paper.
- The bills must be printed from raw data as supplied via acceptable media from the City. Data will appear on the front of bill.
- The bills will have one (1) detachable stub.
- The bidder is responsible for ensuring that the mailing meets or exceeds current postal regulations and is mailed at the lowest possible cost.
- The bill will be printed on 8 1/2 x 11 white paper with two (2) colors.
- Front and back of bills will be laser printed or a combination of pre-print and laser.
- The bill will be folded in three (3) parts with an offset C fold. Vendors may suggest other fold type, to ensure USPS IM barcode and USPS "Tap" test.
- There will be no return envelope.
- Bills will be mailed **MONTHLY**, there are 2 billings in May for a total of 13 mailings per year. The annual Fire Service bill in May must have the bill date (from – to) hard coded each year (i.e. May 2024 – April 2025).
 - There will be two separate files uploaded for the month of May to distinguish between the monthly billing and Fire Service bill (MTH & FIR).
- Quote estimate of postage separately a maximum of two (2) business days after receipt of the data from the City – *Postage Statement sent after processing.
- Water bill will be LASER imaged with scan data on payment stub.
- The only responsibility of the City will be to supply acceptable media with water data and to pay the postage. The bidder is responsible for all else--i.e., printing, stuffing and mailing the bills.
- A black and white photocopy of the bill is attached hereto. Note well that this is for reference only, since the actual bill (sample of which is available for viewing at the Treasurer's Office) is colored as per the specifications.
Approximately 15,000 bills per mailing, with the first mailing to be determined based upon date of bid award.
- Bill to be mailed in #10 white wove envelopes with either double window or one large window, 24 lb.
- Bills will be househanded
- Mailings must be CASS Certified
- Bills must meet Bank Lockbox Specs
- Bills to be printed on 24 lb. white OCR paper with one or more light color, with any preprinted information in varying fonts with laser-quality printing, with variable data printed in varying fonts with laser quality printing, including one barcode and scan line per bank specifications.
- Bill back to be printed in black or grey ink. Message on back may change with each billing, and will be preprinted. The Water department may change the message under the rate info and will provide a file via email if it changes.

WATER BILLS (continued)

- Vendor must provide acceptable samples of blank stock and sample bills in a timely manner so as not to jeopardize the bill mailing date. Sample bill quantity-with live data-should be at least fifteen (15).
- Each form will have a perforation 2 13/16" from the bottom of the form. The customer's copy of the bill will be above the perforation, and the remittance copy below. The barcode and scan line will be determined by the bank lock-box specifications, positioned approximately 3/4" from the bottom of the remittance stub.
- Bills are typically run/uploaded on or around the 8th of each month, depending on holidays or weekends. Once the file is uploaded, the bills are viewed and signed off on within the hour, barring any issues or errors.
- The vendor will perform a reconciliation to the media totals and report those totals to the City prior to printing the bills. Those totals must match before the City will approve the printing of the bills. Vendor must include bills that have been suppressed/excluded from being mailed out in their reports (e-bills).
- Inserts may be included in some billings, but not all. Vendor will provide separate pricing information for printing and inclusion of inserts requested by the City. All inserts must be approved by the City Tax Collection Department.
- After the bills are mailed, the Vendor will provide the City with a report of the mailing costs to verify the postage costs and the number of bills mailed.
- Vendor will provide full back-up of equipment and software to ensure timely service.
- Vendor will provide PDF file to our credit card vendor, currently Invoice Cloud.

Any questions should be directed to Jim Marvel, Water Superintendent, at jmarvel@eastprovidenceri.gov, Kimberly Moniz, Office Manager, Water Utilities Division, at kmoniz@eastprovidenceri.gov or Jessica Lamprey, Procurement Specialist at jlamprey@eastprovidenceri.gov no later than **THURSDAY, FEBRUARY 15, 2024 AT 4:00PM.**

Equal Opportunity/Affirmative Action Employer

Jessica Lamprey, Procurement Specialist
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