

City of Moline  
**Request for Proposals**  
**Utility Billing - Printing and Mailing Services**

**INTRODUCTION**

The City of Moline, Illinois (City) is seeking proposals from qualified vendors who are capable of providing monthly utility billing printing and mailing services for approximately 20,000 City customer accounts. The City utility bills include monthly charges relating to water, sewer, stormwater, recycling, solid waste disposal services and certain other fees charged as accounts are initiated or terminated.

The City manages its customer account information using Central Square's NaviLine enterprise software solution, which is hosted offsite. This software is used to generate the data files used for utility billing operations. The typical monthly billing process involves collecting water meter readings at the end of each month using Neptune meter data management software. Readings are pulled into NaviLine and bills are printed and mailed in three relatively equal sized sub-groups (zones) on the first (zone 1), second (zone 2) and third (zone 3) Wednesday of each month. Delinquent notices are not mailed. This schedule is subject to change at the City's sole election and the Vendor must be capable of adapting to such changes and implementing within one (1) billing cycle of receiving notification of a desired change from the City.

**SCOPE OF WORK**

The successful Vendor must have the capability to perform all services required to print and mail an estimated 20,000 routine utility bills each month. These services include, but are not limited to, printing, folding, sorting, inserting, sealing, validating, preparing, transporting, and mailing. Vendor will receive electronic data files from the City and will process this data to generate printed City utility bills. The City will review these data files for completeness and accuracy prior to transmission to the successful Vendor. All associated services must be performed by the Vendor "in-house" at the Vendor's production facility. It is unacceptable for the Vendor to subcontract any of these services.

The Vendor will be required to work with the City to establish new bill, and bill backer, templates that will be used for the utility billing operations. The Vendor will be required to sort and insert multiple bills that are addressed to same property owner into a common envelope. The vendor will be required to suppress return envelope stuffing for accounts designated as 'auto pay' or 'bank draft'. The Vendor will be required to print supplemental messages, codes and other information on the bills, notices and envelopes at the City's direction. The Vendor may periodically be required to insert supplemental documents into the mailings at the City's request. The Vendor will be required to suppress printing and mailing certain bills based on coding that identifies the customer or a particular bill or document as being subject to 'e-notification' and in such cases must instead produce an identical electronic copy and email the same to the customer using 'Moline' as an identifier in the sender name.

Moline has placed considerable effort into customer address control using USPS standards and 9 digit zip codes. Because of this, the City expects the Vendor to identify and use lowest cost postage alternative for each item mailed based upon size, weight, zip code and other pertinent considerations. The Vendor must deliver printed and sorted bills to the nearest US post office no later than one (1)

business day after the City transmits the data files. The Vendor’s proposal must identify the anticipated time required for delivery to addresses bearing a 61265 zip code. The City expectation is that customers will receive mailings within three or four calendar days after data is submitted to Vendor.

Vendors’ proposals must include unit costs for the estimated quantities of envelopes and paper stock indicated below. The City will determine whether to procure these supplies from the Vendor or from an alternate source after its review of submitted proposals. The successful Vendor must be capable of adapting to either potential source of envelopes and paper stock.

**PROPOSAL REQUIRMENTS**

Vendor proposals must include the following components:

- **Cover Letter** – summarizing the Vendor’s interest, commitment, unique qualifications and identifying key individuals that would be assigned to the project.
- **Vendor Profile** – detailing the Vendor’s experience, facilities, staffing, equipment, technology and other pertinent information that demonstrates the Vendor’s capability to provide high quality reliable services.
- **Disaster Recovery Plan** – summarizing the Vendor’s contingency plans to ensure contract work continues in the event the Vendor’s primary facility becomes inoperable.
- **References** – identifying at least five (5) references (municipal and/or utility references preferred) for whom the Vendor has provided a similar scope of services as those identified in this RFP. Include agency name and address, scope of services, and contact information.
- **Certification of Firm’s Commitment to Non-Discrimination** – the City of Moline is an Equal Opportunity Employer and does not discriminate against any persons on the basis of race, creed, color, age, sexual orientation, gender, ethnic background or national origin.
- **Services Cost Proposal** – the Vendor must provide a comprehensive cost proposal that covers all costs associated with the printing and mailing services identified in this RFP, using the following schedule of estimated quantities:

Quantity	UOM	Description	Unit Price	Extended Price
20,000	Piece	Utility bill print and mail services	\$	\$
20,000	1,000	#10 window envelope - double window or single window with City logo and return address in PMS 300 blue.	\$	\$
20,000	1,000	#9 return envelope with fully glued flap – single window or City PO box address in black.	\$	\$
20,000	piece	Insert City provided sheet (variable size and frequency)	\$	\$
10,000	message	Emailed e-notifications	\$	\$
1		Initial set-up, design, programming charges	\$	\$

- **Postage Cost Control Proposal** – The Vendor must provide a detailed proposal of the postage cost control strategy it would employ. This proposal must identify the postage rates associated with various types of mailing based upon size and zip code under the current postal rate structure, the procedures that would be followed to adapt to any subsequent changes in the postal rate structure, and any set-up costs and/or annual fees associated with postage strategy.

### **PROPOSAL SUBMISSION**

- All sealed proposals must be submitted to the below address no later than 3:00 p.m. CST time on Monday, July 8, 2024. Proposals received after the stated date and time will not be considered.

Deliver to: City Clerk  
Moline City Hall  
619 16<sup>th</sup> Street  
Moline, IL 61265

- The outer envelope in which the proposals are tendered must be marked “Utility Billing – Printing and Mailing Services Proposal”.
- Original and two (2) copies of the sealed proposal are required and will not be opened until after the final submission date and hour noted above.

### **COMPLIANCE WITH LAWS**

- a. All services and any qualifying firm shall comply with all federal and state laws, county and municipal codes, ordinances, rules and regulations that in any manner affect the services to be provided or the operations of the firm, including, but not limited to, all laws governing employment.
- b. A qualifying firm shall certify that it shall not discriminate against any worker, job applicant, employee, or member of the public, because of race, creed, color, sex, sexual orientation, age, handicap, or national origin, and shall not otherwise commit any unfair employment practice, and that it shall comply with all requirements of the Illinois Human Rights Act, as amended (775 ILCS 5/101, *et. seq.*), and all rules and regulations of the Illinois Department of Human Rights and the Equal Opportunity Commission.
- c. A qualifying firm shall further certify that it has not been barred from being awarded a contract or subcontract under the Illinois Procurement Code (30 ILCS 500/1-1, *et. seq.*); and further certifies that it has not been barred from contracting with a unit of State of local government as a result of any violation of Sections 33E-3 or 33E-4 of the Illinois Criminal Code (720 ILCS 5/33E-3, 33E-4).
- d. A qualifying firm shall also certify that its workplace complies with the Drug Free Workplace Environment Act (30 ILCS 580/1, *et. seq.*), and that it provides a written program for prevention of substance abuse among employees and testing of employees

for substance abuse, in accordance with the Substance Abuse Prevention Act (820 ILCS 265/1, *et. seq.*).

- e. A qualifying firm shall have the ability to obtain all necessary licenses, permits and approvals, whenever applicable.

### **INSURANCE AND INDEMNIFICATION**

- a. To the fullest extent permitted by law, the qualifying firm shall, if awarded a contract with the City, agree to indemnify and hold harmless the City, its officers, employees, agents and volunteers from and against all claims, damages, losses and expenses, including but not limited to reasonable legal fees (attorneys' and paralegals' fees and court costs), arising out of or resulting from the performance of the services to be provided; provided that any such claim, damage, loss or expense (i) is attributable to bodily injury, sickness, disease or death, or injury to or destruction of tangible property, and including the loss of use resulting therefrom; and (ii) is caused in whole or in part by any wrongful or negligent act or omission of the firm or anyone directly or indirectly engaged by the firm or anyone for whose acts it may be liable, except to the extent it is caused in whole or in material part by a party indemnified hereunder. Such obligation shall not be construed to negate, abridge, or otherwise reduce any other right or obligation of indemnity which would otherwise exist as to any party or person described herein. A qualifying firm shall similarly agree to protect, indemnify and hold and save harmless the City, its officers, employees, agents and volunteers against and from any and all claims, costs, causes, actions, and expenses, including but not limited to reasonable legal fees incurred by reason of such firm's breach of any of its obligations under, or in default of, any provision of any contract entered into by consultant or its sub-consultants with the City for such services.

- i. Commercial General and Umbrella Liability Insurance (CGL): CGL shall be provided and, if necessary, commercial umbrella insurance with a limit of not less than \$5,000 each occurrence. If such CGL insurance contains a general aggregate limit, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the occurrence limit. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability arising from pollution, explosion, collapse, or underground property damage.

The City, its officers, agents, employees and volunteers shall be named as additional insured under the CGL, and under the commercial umbrella, if any. This insurance shall apply as primary, non-contributory insurance with respect to any other insurance or self-insurance afforded to the City.

- ii. Workers Compensation Insurance: Worker's compensation and employers' liability insurance shall be provided as statutorily required items.

### **EVALUATION AND SELECTION CRITERIA**

Proposals will be evaluated by a selection committee composed of City staff, which will subsequently present its recommendation to the Moline City Council. The recommendation for the successful Vendor will be based on the following:

- Vendor's experience, capacity and capability to provide the required printing and mailing services in a professional, timely, reliable and secure manner.
- Vendor's understanding of the City's technical requirements and demonstrated ability to meet or exceed the same.
- The cost of providing the required printing and mailing services.
- Ability to meet the anticipated project schedule and interact productively with City staff and Central Square representatives, as required.
- Information obtained through reference checks.
- Proximity of Vendor's production facility to the City, insofar as this factor reduces mailing time.

### **RIGHT TO REJECT PROPOSALS**

Submission of a proposal indicates acceptance by the firm of conditions contained in this request for proposals unless clearly and specifically noted in the proposal submitted. The City of Moline reserves the right without prejudice to reject any or all proposals.

### **ANTICIPATED PROJECT SCHEDULE**

6/10/24 – RFP issuance

7/08/24 – Proposal due date

7/23/24 – Staff recommendation presented to City Council

7/24/24 – Contract execution

August – October 2024 – set-up, design and testing

November 2024 – Full scale implementation of billing printing and mailing services

### **QUESTIONS**

Please direct questions or concerns related to this RFP to:

Janine Hollembaek Parr

Utility Billing & Customer Service Manager

Phone (309) 524-2382

Email: [jparr@moline.il.us](mailto:jparr@moline.il.us)

In the event any addenda are issued, they will be mailed or delivered to all who are known by the issuing office to have received a complete set of proposal documents. Copies of addenda will also be made available for inspection wherever proposal documents are on file for that purpose. No addenda will be issued later than two business days prior to the date for receipt of proposals except an addendum withdrawing the request for proposals or one which includes postponement of the date for receipt of proposals.