



REQUEST FOR PROPOSALS

THE CITY OF ARDMORE
FEDERAL ID # 736005072
ARDMORE PUBLIC WORKS AUTHORITY
FEDERAL ID #134237089

UTILITY BILLING SERVICES
FOR THE
CITY OF ARDMORE & ARDMORE PUBLIC WORKS AUTHORITY

RFP: 24-600

LEGAL NOTICE

NOTICE OF REQUEST FOR PROPOSALS

UTILITY BILLING SERVICES
FOR THE
ARDMORE PUBLIC WORKS AUTHORITY

RFP: 24-600

Separate SEALED PROPOSALS for Utility Billing Services, will be received no later than 2:00 p.m., C.S.T, Tuesday, July 16, 2024, by the Purchasing Coordinator, First Floor, IT Lobby, City Hall, 23 S. Washington, Ardmore, Oklahoma, and then at said location publicly opened and read aloud. Proposals received more than ninety-six (96) hours, excluding weekends and holidays, before the time set for opening of proposals, as well as proposals received after the proposal opening time shall not be accepted. The fact that a proposal was dispatched will not be considered. Any proposal received after that time will be returned unopened. A proposal form and proposal agreement have been prepared for this project which together include all specifications for the services to be procured, all contractual terms and conditions, and specific evaluation criteria which will be used to evaluate the proposals.

The contractor will be required to execute the Contract and furnish acceptable Owner's Protective Liability Policy and Certificates of Insurance within fifteen (15) days after the Award of Contract. No proposal may be withdrawn for at least sixty (60) days after the scheduled closing time of receipt of the proposal.

Copies of the Proposal Documents may be procured without charge, Monday through Thursday, 7:30 a.m. to 5:00 p.m. and Friday, 7:30 a.m. to 11:30 a.m. at the Purchasing Office at the address listed above.

The City of Ardmore, as Owner, retains the right to change dates the proposal will be considered, waive all informalities, reject any and all proposals and to accept that proposal offer deemed most advantageous for value received.

Sherrill Shaw
Purchasing Coordinator
City of Ardmore, Oklahoma

Advertisement Date: Sunday, June 16, 2024 and Sunday, June 23, 2024

Published in *The Sunday Ardmoreite*

PROPOSAL INSTRUCTIONS

Proposals shall be sealed and clearly marked:

City of Ardmore and Ardmore Public Works Authority
"Utility Billing Services 24-600
Attn: Purchasing
23 S. Washington
Ardmore, OK 73401

Sealed proposals shall be received by the Purchasing Coordinator no later than 2:00 p.m., C.S.T., Tuesday, July 16, 2024.

Questions regarding the requested services may be directed to the Utility Billing Supervisor, Ms. Sheila McLaughlin (580) 221-2585, smclaughlin@ardmorecity.org, between the hours of 7:30 A.M. and 5:30 P.M., Monday through Thursday and 7:30 A.M. and 11:30 A.M. Friday.

Questions regarding the bid/proposal process may be directed to Sherrill Shaw, Purchasing Coordinator, at (580) 221-2582, sshaw@ardmorecity.org, between the hours of 7:30 a.m. and 5:00 p.m., Monday through Thursday and 7:30 A.M. and 11:30 A.M. Friday.

The proposals will be reviewed by the Director of Finance and the Utility Billing Supervisor and a recommendation made to the City Manager for consideration by the City Commission and Authority on Monday, August 5, 2024, during their respective meetings.

The City/Authority of Ardmore reserves the right to reject any and all proposals. Proposals will be evaluated using the following criteria:

1. Costs of services
2. Experience in providing services to similar accounts.

Acceptance of a proposal will be based on the total package of services offered by the vendor.

REQUEST FOR PROPOSAL UTILITY BILLING SERVICES

The City of Ardmore, Oklahoma, and the Ardmore Public Works Authority (APWA), hereinafter referred to as “City/Authority,” invite bidders who possess the capability and expertise to provide Utility Billing Services for the City/Authority to submit Proposals for the provision of those services according to the requirements set forth below. The purpose of this process is to obtain the necessary Utility Billing Services for the City/Authority’s at a competitive price.

Upon selection of the vendor, the City/Authority and the institution will enter into a contract for a one (1) year term, with the option to renew the contract four (4) additional, one (1) year terms [not to exceed a total of five (5) years] provided that the service and prices continue to be acceptable to both parties. Either party may terminate the agreement by giving the other party one (1) month written notice.

PURPOSE:

This Request for Proposal by the City/Authority soliciting qualified agencies that performs utility billing printing and mailing services. The City/Authority’s primary goal is to obtain utility billing printing and mailing services from an experienced agency that is committed to reliable, accurate, and easy to use services. The City/Authority also wants to engage the agency in other support functions that will allow the City/Authority to maintain its efficient use of technology and explore new options in the utility billing process. The project management and oversight of these services will be provided by City of Ardmore, Customer Service Department. The qualifying agency shall perform all services as directed in the specifications.

TIMELINE:

June 16, 2024 & June 23, 2024 Request for Proposal Published in *The Ardmoreite*
July 16, 2024 Proposal Due Prior to 2:00 P.M. Deadline
August 5, 2024 City Commission Approval to Award Contract

SCOPE OF SERVICES:

The City/Authority is seeking written proposals from qualified agencies to perform utility bill/final notice printing and mailing services. The City of Ardmore Customer Service Department has approximately 11,500 utility customers (water, sewer and trash) and sends out on average 11,500 bills/notices monthly. Each utility customer is billed on a monthly basis for utility services. Off-cycle billing may be required. In addition, the City/Authority sends out on average 700 cutoff notices monthly. The City/Authority uses Tyler Technologies –InCode billing software to generate data files for billing purposes. Statements should be printed, sorted and mailed to our customers in the most cost effective and time efficient manner available.

A. Utility Billing Service Requirements:

Bill Statement and Final Notices shall be 2-color printed on 8.5 x 11 white paper with a perforation at 3.5" for return coupon; #10 window envelope, and #9 return envelope, folding, inserting, presorting and delivery to United States Postal Service (USPS).

1. Supplier must provide programming and bill designed services as required. The design should be able to accommodate the use of City/Authority graphics, bar graphs and color where feasible.
2. Services must be compatible with the City/Authority's InCode Billing Software by Tyler Technologies.
3. The supplier must provide a means for secure data transmission and confirmation of receipt.
4. The supplier must provide means to print, insert, meter and mail via USPS postage of the completed statements within one business day. Supplier must contractually guarantee to abide by the agreed-to schedule.
5. Supplier must supply all forms and envelopes used to process City/Authority bills and cutoff notices.
6. The Supplier must allow the City/Authority to view and approve the bills before they are printed and mailed. Supplier must also provide the capability to selectively pull statements prior to mailing if necessary.
7. The supplier must support bill insert services. City/Authority departments have occasionally needed special inserts printed and inserted into utility bills. The inserts range from 1/3 sheet to a full sheet. The City/Authority will provide camera ready inserts.
8. Supplier must pre-process data for address certification and pre-sort mail for lowest possible first class rate. Software used must be USPS approved. Any non-certified address should be reported to the City/Authority within thirty (30) days for correction in future billing.
9. Supplier must allow for conditional messaging. The City/Authority uses a message area on their bill to communicate with the customers: (1) impromptu notice that will be provided by the City/Authority, (2) notification of termination of services, and (3) bill identification i.e. Final Bill, Bank or Credit Card Draft.
10. Supplier must be able to combine multiple statements for one customer into one envelope upon request.
11. Supplier must provide E-Billing/Paperless billing.
12. Supplier must have capability to access API in order to obtain a PDF file from Invoice Cloud, for each billing.
13. Statement must have a calculated amount for "if paid after due date" to be printed for all invoices.

B. Description of additional requirements:

1. Proof of concept- The Agency needs to provide information on how they generate the utility statements in the desired format by submitting a draft copy of a bill and any other proofs as examples of submission for the proposal. The awarded supplier will be required to submit a proof of billing format and all other formats before they are issued.
2. What other features can you provide other than the items we have asked for?

3. Submit with the proposal a sample of your agency's contract, for the aforementioned services.

C. Description of procedural and implementation costs:

Prices shall include all costs associated with performing all the requirements stated in the specifications and there can be no additional cost for wasted materials/paper jams or any other overhead. A description is provided above of how the City/Authority processes and mails out the customer's monthly utility statements and final notices. Please provide all the cost associated with the utility bill processing services and mailing of our customers monthly statements and any other cost that would be associated to implement this process including:

1. Set up Fees:
 - a. Initial Programming Fee
 - b. Software Usage and Support Fee
 - c. Additional Programming Fee (if needed)
 - d. Document Tracking Fee
 - e. Data Storage Fee
 - f. Proof of Concept Fee
 - g. Return and Forwards fee
 - h. Documents Imaging Fee
 - i. Messaging Set up Fee
 - j. Selective Insert Fee
 - k. Additional Insert Fee
 - l. E-Billing Set up Fee
 - m. E-Billing Processing Fee
 - n. In-House Coupon and Depositing Scanner Fee (if utilized)
 - o. Job Cancellation Fee
 - p. USPS documentation Fee
 2. Additional Pricing
 - a. Price per notice including paper, envelope, and return envelope based on current configuration.
 - b. Price per notice including paper, envelope, return envelope and 1-8 page inserts (inserts provided by the Vendor) based on current configuration.
 - c. Price per notice include paper, envelope, return envelope and 1-8 page inserts (inserts provided by the City/Authority) based on current configuration.
 - d. Vendor charge for item design as current configured
 - e. Vendor charge for one-sided and two-sided items based on current configuration.
 - f. Vendor charge for two (2) color text.
 - g. Vendor charge for multiple bill in one (1) envelope.
 - h. Vendor charge for data file set-up fees.
 - i. Vendor must indicate postage discount available.
 - j. Vendor charge for job under a certain number minimum? What is the minimum?
 - k. Estimated mailing cost per document.
 - l. Vendor charge for online tracking and internet tracking services.
 - m. Vendor charge for after cut-off time billing. (What is the cut-off time?)
- D. Proposal shall include responses from the following questions:
1. Method of Data Transfer/Receipt Verification Security.

2. What is the maximum number of pages per envelope of your system?
3. Are there any time restrictions to your Bill Messaging Capability?
4. Is the City/Authority able to send a Word or PDF documents electronically to be printed as an insert at your location?
5. How much notice is required to have a bill pulled from processing and mailed?
6. Do you have a website for monitoring when bills are submitted and timeline of the processing?
7. What is the timeframe for E-bills to be generated?
8. The agency shall specifically describe and define the proposed utility customer billing services. Literature, drawings and/or specifications describing the materials, features and performance may be included in the proposal.
9. Describe your Disaster Recovery Plan.

E. Proposal Submittal

1. A bid proposal form for the project pricing is attached. Vendors are required to submit this form. Failure to complete/utilize the proposal form may result in a determination of nonresponsive. If additional information needs to be provided, do so as an attachment.
2. Two (2) unbound copies and one (1) electronic copy (USB) of the proposal shall be submitted.
3. List five (5) references within the last five (5) years with contact information, including an email address.

All charges for services will be outlined on the attached proposal forms. If there is no charge for a particular service, write "no charge" on the form. These costs will be fixed during the period of the contract. The vendor may pass along costs which increase due to federally mandated regulations upon submitting written notice of such increase to the Director of Finance and by demonstration of such mandate.

The City/Authority may in the future request other services not specifically mentioned in this document, with a reasonably agreed upon fee.

**24-600 UTILITY BILLING SERVICES
PROPOSAL FORM**

RFP Location	Service	Unit	Price
B-2	Miscellaneous charges	Please Describe	
C-1-a	Initial Programming Fee	1 Time Fee	
C-1-b	Software Usage and Support Fee	Annually	
C-1-c	Additional Programming Fee (if needed)	Please Describe	
C-1-d	Document Tracking Fee	Per Document	
C-1-e	Data Storage Fee	Per Document	
C-1-f	Rerun and Forwards Fee	Per Document	
C-1-g	Documents Imaging Fee	Per Document	
C-1-h	Messaging Set Up Fee	Each	
C-1-i	Selective Insert Fee	Per Document	
C-1-j	Additional Insert Fee	Per Document	
C-1-k	E Billing Set Up Fee	Annually	
C-1-l	E Billing Processing Fee	Per Document	
C-1-m	In House coupon and Depositing Scanner Fee (if utilized)	Per Document	
C-1-n	Job Cancellation Fee	Each	
C-1-o	USPS Documentation Fee	Per Mailing	
C-2-a	Price per notice including paper, envelope, and return envelope based on current configuration	Per Document	
C-2-b	Price per notice including paper, envelope, and return envelope and 1-8 page inserts (inserts provided by the Vendor) based on current configuration	Per Document	
C-2-c	Price per notice including paper, envelope, Return envelope and 1-8 page inserts (inserts provided by the City/Authority) based on current configuration	Per Document	
C-2-d	Vendor charge for item design as current configured	Per Document	
C-2-e	Vendor charge for one-sided and two-sided items based on current configuration	Per Document	
C-2-f	Vendor charge for two (2) color text	Per Document	
C-2-g	Vendor charge for multiple bills in one envelope	Per Document	
C-2-h	Vendor charge for data file set-up fees	Each	
C-2-i	Vendor must indicate postage discount available	Per Document	
C-2-j	Vendor charge for job under a certain number minimum?	Per Document	
	What is the minimum?		
C-2-k	Estimated cost per document	Per Document	
C-2-l	Vendor charge for online tracking and internet tracking service		
C-2-m	Vendor charge for after cut-off time billing	Per Document	
C-2-n	Vendor charge for data transfer to Invoice Cloud, if applicable	Per File Transfer	
C-2-o	Vendor charge for API set-up fee, if applicable	Each	
C-2-p	Estimated Mailing cost per document	Per Document	
C-2-q	What is the cut-off time?		
C-2-r	Total Per Piece For Service and Materials		
C-2-s	Searchable RDF File for Bills		

BID AFFIDAVIT

In accordance with 61 O.S. § 108 and § 115, a sworn statement shall accompany any competitive bid submitted for a public construction contract.

STATE OF _____) Project Name: _____
)ss
COUNTY OF _____) Project Number: _____

NON-COLLUSION STATEMENT

- A. For the purposes of a competitive bid for a public construction contract, the undersigned, being duly sworn, certifies that
 - 1. I am the duly authorized agent of _____, the bidder submitting the competitive bid which is attached to this statement, for the purpose of certifying the facts pertaining to the existence of collusion among bidders and between bidders and city officials or employees, as well as facts pertaining to the giving or offering of things of value to city personnel in return for special consideration in the letting of any contract pursuant to bod to which this statement is attached.
 - 2. I am fully aware of the facts and circumstances surrounding the making of the bid to which this statement is attached and have been personally and directly involved in the proceedings leading to the submission of such bid; and
 - 3. Neither the bidder nor anyone subject to the bidder's direction or control has been a party:
 - a. To any collusion among bidders in restraint of freedom of competition by agreement to bid at a fixed price or to refrain from bidding,
 - b. To any collusion with any city official or employee as to quantity, quality or price in the prospective contract, or as to any other terms of such prospective contact, nor
 - c. In any discussions between bidders and any city official concerning exchange of money or other thing of value for special consideration in the letting of a contract.
- B. I certify, if awarded the contract, whether competitively bid or not, neither the contractor nor anyone subject to the contractor's direction or control has paid, given or donated or agreed to pay, give or donate to any officer or employee of the City of Ardmore any money or other thing of value, either directly or indirectly, in procuring the contract to which this statement is attached.

BUSINESS RELATIONSHIPS STATEMENT

- 1. I further that the nature of any partnership, joint venture or other business relationships presently in effect or which existed within one (1) year prior to the date of this statement with the Architect, Engineer, or other party of the project is:

- 2. That any such business relationship presently in effect or which existed within one (1) year prior to the date of this statement between any director of the bidding company and any officer of the architectural or engineering firm or other party to the project is:

- 3. And that the names of all persons having any such business relationships and the positions the hold with their respective companies or firms are:

RFP: 24-600
ITEM: Utility Billing Services
DEPARTMENT: Finance

If awarded a contract, the bidder affirms that the work will be carried out in conformance with the contract requirements and that all invoices submitted for payment will reflect a true and accurate accounting of the work completed.

Printed Name and Title

Signature of Bidder

Subscribed and sworn to before me this _____ day of _____, ____.

By _____

Notary Public

My Commission Expires:

Note: This Affidavit shall be executed and submitted with Proposal.

AFFIDAVIT OF WORK STATUS ELIGIBILITY

The following affidavit is submitted by Bidder as a part of this Bid and proposal:

STATE OF _____)
) ss:
COUNTY OF _____)

I, _____, (print name) as the agent of
_____ (print company or business name) located
at _____ (address) do hereby swear and affirm that I have verified
the legal work status of all the employees who will work on this contract, with the City of Ardmore, through the federal
E-Verify program. I also affirm that all the current and future employees who work under this contract for the City are
legally eligible to work in the United States (as defined by the United States Department of Homeland Security).

_____ (print affiant's full name), being first duly sworn on oath
according to law, deposes and says that he/she has read the foregoing AFFIDAVIT OF WORK STATUS ELIGIBILITY by
his/her subscribed and that the matters stated herein are true to the best of his/her information, knowledge and belief.

Affiant's Signature

Affiant's Printed Name and Title

SUBSCRIBED AND SWORN to before me this _____ day of _____, 20____.

Notary Public

My commission expires:_____.

Note: This Affidavit shall be executed and submitted with Proposal.