

REQUEST FOR BIDS
CITY OF RAYTOWN, MO
FINANCE DEPARTMENT

Request for Bids – Utility Billing Third-Party Bill Printing Services

The City of Raytown is seeking bids from qualified and experienced vendors to provide **Utility Billing Third-Party Bill Printing Services**. The goal is to begin implementation in **October of 2025**. Among the items required are:

- **Automated bill printing and mailing services**, including **electronic billing options**
- **Integration with the City's utility billing system**
- **Accurate and timely processing** of monthly utility bills, delinquency notices, and other customer communications
- **Data security and compliance** with applicable regulations

The selected vendor must have the capability to electronically transfer files. A format mutually agreed upon for customer invoicing will be established. All addresses are to be passed through certified postal-coding software for CASS. Statement materials include statement page, outside mailing envelope, and courtesy-reply envelope. Processing includes printing, collating, folding, inserting, mailing, preparation and delivery to USPS. Data used will be the same data as provided for printing and mailing services. A PDF image of the exact statement that is printed and mailed created by the vendor and approved by the City.

Additionally, vendors must demonstrate a strong understanding of working with **municipal governments, utility billing cycles, and data confidentiality requirements** by submitting proof of prior work experience.

Sealed bids must be received by June 23, 2025, at 2:00 PM at:

Raytown City Hall

Attn: Teresa Henry, City Clerk
10000 East 59th Street
Raytown, Missouri 64133

Copies of bid documents for bidding purposes are available by contacting the City Clerk's Office at the above address, Monday – Friday, 8:00 AM to 5:00 PM, or on the City of Raytown website at www.raytown.mo.us.

The City of Raytown reserves the right to reject any and all bids, to waive technical defects in the bids, and to select the bid deemed the most advantageous to the City of Raytown.