REQUEST FOR PROPOSALS

RFP 2026-025

UTILITY BILL PROCESSING SERVICES

City of Lauderhill

Issued for the UTILITY BILLING Department
By the Finance Department

Visit us on the web at
https://lauderhill.ionwave.net/

Advertise Dates: February 06, 2026 and February 13, 2026

Opens: March 05, 2026

Date Issued: February 06, 2026

NOTICE TO PROPOSERS
REQUEST FOR PROPOSAL

NOTICE IS HEREBY GIVEN that the CITY OF LAUDERHILL is seeking sealed proposals for the following work as specified:

UTILITY BILLING PROCESSING SERVICES
RFP #2026-025

The City of Lauderhill will be accepting sealed proposals up to **2:45 P.M. EST, March 05, 2026**, via IonWave https://lauderhill.ionwave.net/. Proposals received after 2:45 P.M. will not be considered.

The City of Lauderhill is seeking proposals from qualified proposers to provide Utility Billing Processing Services inclusive of labor, materials and equipment in accordance with the terms, conditions, and specifications contained herein.

It is the intent of this bid to select a firm or firms to enter into an agreement for services for a period of three (3) years with the option to renew two (2) additional one-year periods. It is in the best interest of the City to contract with a firm(s) that exhibits the highest degree of responsiveness, responsibility, experience, qualifications, financial stability, integrity, capacity, and capability to provide ongoing services as outlined in this Scope of Work.

All proposers must register with the City online. The direct link is **www.colvendor.com**

The City of Lauderhill has determined that this RFP shall be reserved for SBE participation and shall comply with City Code of Ordinance Chapter 2, Article III. Section 2-139. (f)(3) – Local Vendors.

The statement of the work may be obtained on and after **February 06, 2026,** at the IonWave https://lauderhill.ionwave.net. Vendors who obtain solicitation documents from other sources than IonWave are cautioned that the solicitation package may be incomplete. Furthermore, all addendums will be posted and disseminated by the Finance/Purchasing Department via IonWave.

Questions regarding the technical requirements of this RFP should be directed to Purchasing via IonWave. Questions must be submitted later than ten (10) days or before the closing date.

The Public Entity Crimes Affidavit, Foreign Entity Laws Affidavit, and the Anti-Human Trafficking Affidavit must be completed and submitted as part of the proposal.

In accordance with Section 287.05701, Florida Statutes, the City of Lauderhill will not consider or request documentation related to a vendor's social, political, or ideological interests when determining vendor responsibility.

The City Commission of the City of Lauderhill reserves the right to reject any and all proposals, to waive any and all informalities or irregularities and to accept or reject all or any part of any proposal as they may deem to be in the interest of the citizens of the City of Lauderhill. "The winning participant is required to enter into a contract with the City of Lauderhill."

CITY OF LAUDERHILL, FLORIDA

Kentrea L. Dykes

_____

Kentrea Dykes
Purchasing and Contracts Manager

Advertised Dates: February 06, 2026 and February 13, 2026

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STATEMENT OF NON- PARTICIPATION
Proposal NO.: RFP 2026-025

UTILITY BILLING PROCESSING SERVICES

Note: If you do not intend to submit a bid/proposal for this item/service, please complete this form and submit it via IonWave.

We/I do not wish to participate in this proposal for the following reason (please check applicable box):

- ☐ Specifications proprietary
- ☐ Cannot supply at this time
- ☐ We do not carry this item
- ☐ We do not provide this service
- ☐ Unable to meet specifications
- ☐ Unable to meet bond requirements
- ☐ Other: _____

Please keep us on your bid list for future projects:

- ☐ Yes
- ☐ No

Signature: _____
Name of Company: _____
Address: _____

SECTION 1

SPECIAL INSTRUCTIONS TO PROPOSERS

DEFINITIONS

Whenever the following terms appear in the Proposal, the intent and meaning shall be interpreted as follows:

1.1 City: The City of Lauderhill, Florida.

1.2 Contract: The written agreement for performance of the Scope of Work entered into between the City and the successful Proposer.

1.3 Contract Administrator: The Purchasing and Contracts Manager, or some other employee expressly designated as Contract Administrator in writing by the City Manager, who is the representative of the CITY concerning the Contract Documents.

1.4 Evaluation/Selection committee: City staff and/ or outside consultants assigned to evaluate the submitted proposals.

1.5 Proposer: Any individual, firm, or corporation submitting a proposal for this project, acting directly or through a duly authorized representative. For the purpose of this Agreement, Proposer shall mean the same thing as the Bidder.

1.6 Proposal: shall refer to any term used interchangeably with Bid while retaining the same meaning.

1.7 Purchasing Office: The Purchasing Division-Department of Finance and Information Technology of the City of Lauderhill.

1.8 "Provider", "Bidder", "Contractor", or "Successful Proposer" or "Consultant": The Proposer receiving an award as a result of this Request for Proposal. Said terms may be used interchangeably while retaining the same meaning.

1.9 Qualifications/Proposal, Proposals, shall refer to any Offer(s) submitted in response to this Request for Proposal.

1.10 Request for Proposal, RFP", or Proposal: This Request for Proposal including all Exhibits and Attachments as approved by

the City, and addendums or change orders issued by the Purchasing Division.

1.11 Request For Proposal, or Proposal: Terms used interchangeably in this Request for Proposal while retaining the same meaning.

1.12 Subcontractor/ Sub consultant: Any person, firm, entity, or organization, other than the employees of the successful Proposer, who contract with the Successful Proposer to furnish labor, or labor and materials, in connection with the Work or Services to the City, whether directly or indirectly, on behalf of the Successful Proposer.

1.13 Work, Services, Program, Project, or Engagement: All matters that will be required to be done by the successful Proposer in accordance with the Scope of Work, and the Terms and Conditions of this RFP.

SECTION 2 - SCOPE OF SERVICES

The City of Lauderhill is hereby seeking formal proposals from qualified firms to provide utility billing services, including complete production, mailing and online presentment of approximately 12,000 utility bills per month. Additionally, the City mails approximately 9,000 certificate of use invoices.

General Specifications

A. The Respondents will work with City staff to design a utility bill statement and submit prototypes of the billing statement and envelopes to the City for review, revision and final approval.

B. The Respondents shall provide a single point of contact within the Respondents firm to handle the training of City staff dealing with billing services provided through the implementation process as well as support issues dealing with services provided.

C. The Respondents must be able to produce the City's bill in an agreed upon format or propose a new bill format acceptable to the City and compatible with the current billing software. Respondent must be able to provide an online presentment portal for the viewing of utility bills. Portal should allow for interface with City's merchant service vendor to process payments.

D. The selected Respondents must have the ability to accept daily bill files using an online upload or a standard FTP transmission. City staff must be able to log into the Respondents' server and transmit the files daily, as needed.

E. The Respondents must have the capability to suppress the printing of bills and/or envelopes for certain customers, based upon fields provided the City.

F. The Respondents will be responsible for keeping up with U.S. Postal regulations and requirements for mailings.

G. The Respondents shall guarantee that the completed work will be printed and mailed by the United States Postal Service (USPS) the same business day of receipt.

H. The City must be able to track all jobs and files throughout the production process utilizing an online tool provided by the Respondents.

I. The Respondents will provide the customer with concise, easily understood information as to when billed charges need to be paid to avoid interruption of service and when the last payment amount was received by the City on the billing statement.

J. Should mailings not be delivered to the USPS in a regular and timely manner, liquidated damages shall be assessed in accordance with the Special Terms and Conditions Section. Additionally, contract termination may result.

K. City staff must have the ability to view and approve sample bills online before they are printed and mailed.

L. The Respondents must provide an interface that will allow City staff to update bill messages and bill inserts on an as-needed basis which can include/exclude based on expressed requirements.

M. The Respondents will provide the ability to print special messages and/or other information on the billing statements and/or to insert additional pieces of printed literature to deliver special information to customers.

N. The Respondents must have the capability to print intelligent bill messages based on customer type, logos and usage history graphs, and multiple page bills as needed.

O. The City must receive billing data in a format mutually agreed upon by the firm and the City.

P. The Respondents must provide all paper supplies including forms, envelopes and/or other paper stock necessary for performing printing, billing, and mailing functions as well as all required postal reports.

Q. Customer Support – Respondents shall provide unlimited customer support during normal business hours.

R. The City requires the vendor to provide staff the ability to reprint utility bills for customers.

S. The quality of the Respondent’s work shall be consistent with USPS requirements and the City’s expectations.

T. Data formatting on the customer statement will be in accordance with the requirements established by City's bill design following award of the contract.

U. The Respondent's workmanship standards and responsibility for maintaining the integrity of City's statement processing without disruption will be a key area addressed prior to work beginning under the contract.

V. Statement format will include the option for City staff to add or change messages on the statements within clearly defined fields.

W. The firm will be responsible for the development of the program for extraction of the billing data (bill print files) sent from City billing system for creation of the utility bills.

X. Print billing statement on paper stock with minimum 600 x 600 dpi resolution.

Y. Folding and stuffing operations to be performed by automated machinery.

Z. Firm will be responsible for paying all applicable postage fees and rates.

AA. The Respondents shall prepare all statements except those noted through a customer type for insertion. A reply envelope shall be inserted in all bills for return payment unless an exception is made for a customer type to not receive an envelope such as an e-mail or bank draft account. Additional inserts are possible.

BB. City will deliver and/or transmit electronically informational inserts to the Respondents for insertion in customer bill envelopes.

CC. The inserts and/or letters and envelopes provided shall be designed to be consistent with billing system requirements and shall meet USPS regulations.

DD. The Respondents shall correct print errors and omissions at the Respondent's expense including, but not limited to, labor, supervision, supplies, postage, and all other expenses associated with correcting the error.

EE. Respondents shall be responsible for preparing and mailing all utility bills for each billing cycle.

FF. The firm should allow the ability for City staff to approve, cancel, or hold individual bills based on predetermined criteria.

GG. City will provide a sample listing of utility bill and fields from the current utility bill and all must appear on the re-design of the billing statement.

Detail Specification

Statements

A. Regular City bills will be upload approximately sixteen times a month and may perform additional billing within the same month.

B. Volume will vary depending on the cycle billed for that week. Holiday and weekend work are possible.

C. City will provide bill files using an online upload or a standard FTP or transmission provided by the Respondent.

D. The statement will be folded, stuffed along with (1) one window #9 preprinted return envelopes into a (2) two window #10 envelopes to each customer for the U.S. Postal Service in order to receive the lowest possible First Class postage rate.

E. The Respondent must provide the ability for City staff to create ad hoc messaging to be printed on the bills, including the ability to upload images to the message area. Messages should also be able to be saved for reuse.

F. Respondents shall print Optical Character Recognition (OCR-B) for reading information on utility billing statement.

G. Respondents shall include point of delivery bar coding as required by the United States Postal Service on utility billing statement (read through mailing address window) and return envelope.

H. Provide electronic bill presentation, electronic file generation and archiving and other related services. The Respondents will provide capabilities for receiving and verifying accurate receipt of the bill print files.

I. The City’s specification requires bills to be produced on 24 LB white paper with a pre-printed front and back. Customer payment

stub will be perforated and adhere to City's current lockbox specifications (see Exhibit A).

J. Describe software and hardware upgrade methods, policies and procedures.

K. Describe your process for handling international mailing addresses
L. Identify and flow chart process from the receipt of file through the delivery process from City to the USPS.

M. Describe your capability to print certain declarations on the invoice such as past due balance, credit balance, in a different color.

Inserts

A. Provide the City with the option to insert additional pieces of information literature into the #10 envelope along with the billing statement.

B. The City will occasionally generate inserts, letters and/or notices for mailing. This process may be performed monthly, quarterly, and/or yearly.

Mailing

A. Respondents shall sort, bundle, tray, prepare all postal forms and deliver finished mail to U.S. Postal Service adhering to all applicable U.S. Postage Service Regulations. Regulations.

B. The Respondents shall process mail through a presort routine which will attach and interface the CASS certified barcode for all qualified pieces and satisfy all documentation requirements of the USPS.

C. Respondent's service shall include certification of the City's mailing list to U.S. Postal Service, including 100% point of destination bar codes and qualifying all work for appropriate postal discounts.

D. Each utility billing statement shall be addressed to each customer with point of delivery bar code for U.S. Postal Service in order to receive the lowest possible First Class postage rate.

E. Respondents shall be responsible for paying all applicable postage fees and rates through the USPS at the time of each mailing.

F. Respondents shall provide proof of postage and an invoice to the City for repayment of postage fees at a cost based on the lowest applicable postage rate – with no markup for postage.

G. All mail shall meet First Class automation rate requirements to obtain the lowest possible postage rates and maximize postal discounts.

H. The Respondents shall guarantee that the completed work will reach the United States Postal Service (USPS) each billing day.

I. Should mailings not be delivered to the USPS in a regular and timely manner, liquidated damages shall be assessed. Additionally, contract termination may result.

Reporting

A. The Respondents shall provide a report after each day's billing with the number of envelopes mailed and the amount of postage to the City daily.

B. For billing purposes, the Respondents shall provide a report monthly detailing the number of envelopes mailed and the amount of postage used for the month.

C. The Respondents shall conduct quality assurance protocols reconciling billing information received from the City with bill print output upon completion of data processing and generation of customer bill statements.

D. Respondent must provide an e-mail confirming receipt of the file transmission.

E. Daily Production Confirmation Reports via email. Immediately after the processing of the bills is complete a confirmation of completion transmission should be sent with the volume of bills received for processing, the number of bills printed, the number of bills merged into one envelope and the number of bills not printed.

F. Daily report showing the customers that had an address change with the following:

- Customer name,
- Utility account number,
- Previous address (address from City software),
- New address (address from USPS).

G. The City should be able to track all files that have been sent to the Respondent - before, during, and after processing.

H. Status reports must be provided daily after processing is complete.

Quality Control/Reporting

A. Please provide procedures for ensuring that the bill file transmissions are completed successfully and procedures for correcting issues.

B. The Respondents will make any and all reliable staff available to assist in resolving any and all data receipt problems, which must be resolved within the current business day.

C. The Respondents shall establish and maintain quality control procedures to facilitate logging, tracking, and checking all items from the time they enter the Respondent's system through the time they are transferred for inserting and mailing. This process should be available to City staff.

D. Describe Respondent's capability to perform printing and reprinting, folding, sorting and inserting, stocking of forms, envelopes and return envelopes, and mail preparation procedures.

E. Please provide Respondent's quality control procedures.

F. Please provide Respondent's ability to pull a bill from production processing and the process for doing so.

G. Please provide a description of the type and age of equipment to be used for bill printing.

H. Data receipt problems, print or other errors shall be reported to the City immediately upon recognition of issues or errors.

I. Vendor will provide procedures for the following:

- after-hours support
- a list of company holidays
- contact points for customer service

J. Please address the cost for storage of PDF, the time frame the bills are kept, and how City would access the bills.

Security

A. The Respondent must provide necessary security to protect the City's data from unauthorized access. Please provide details about the security measures that are in place. Include procedures for ensuring that only authorized persons are admitted to the production floor.

B. Describe in detail, how security is handled for information shared between the Respondent and the City via email or online and compliance with Red Flag procedures.

C. Demonstrate capability and describe procedure used in handling confidential information and documents.

Backup & Recovery

A. The Respondent will perform system backups and ensure they provide system redundancy, fault tolerance, and disaster recovery to assure that the printing, folding, inserting, and stuffing functions can be performed regardless of equipment breakdowns or other potential disasters.

B. The Respondent must have a backup and disaster recovery facility to process bills if the main facility becomes inoperable.

C. Facilities must be geographically diverse to protect against regional events.

D. Please list your facilities.

E. Provide a detailed summary of the Respondent's disaster recovery plan.

F. The Respondents will provide routine backup and recovery procedures.

G. In the event of a disaster, the Respondents shall immediately notify the City and provide information about the alternate location to be used for processing utility bills and of any delay in process start up.

Optional Services

While the intent of this RFP is to obtain printing and mailing services for Utility Billing printing and mailing service, other services will be considered. Vendors should list optional services available and estimated costs for these services, which are listed in the Bid Sheet. The City reserves the right to utilize the selected vendor for these services at a future date, depending on budget. Services may include, but are not limited to the following:

A. Ability to provide real-time customer support on billing inquiries;
B. Ability to provide customer notifications of impending disconnections;
C. Ability to provide Inserts as follows:

Inline Inserts - An automated process is set up to selective print the inserts immediately after each bill is printed.

Offline Inserts – The vendor must accept inserts printed by other vendors, and provide insert printing services as well. Please provide insert specifications. The vendor must agree to receive shipments of inserts and store/warehouse all forms and envelopes used to process bills.

BILL REVIEW & APPROVAL

A. The City will provide, via email, a confirmation of transfer of the utility bills to the Respondents. Included in the email will be the number of utility billing statements transferred to the Respondents.

B. The Respondents shall provide the following information to assist in the review:

Number of statements produced

Number of statements suppressed (if any)

SECTION 3 – QUALIFICATIONS

Proposals will be considered from qualified firms or individuals whose experience includes successful work on similar projects. Also, the firm must have a sufficient number of qualified staff in the applicable disciplines to complete the work in the time required and in accordance with State of Florida statutes and standards, if applicable.

SECTION 4 - TERM OF CONTRACT

It is the intent of the City to enter into an agreement for an initial period of three (3) years, with two (2) additional one (1) year renewal options, subject to satisfactory performance as determined by the City, and mutual written agreement of the City and the successful proposer, contingent on funding availability. Failure to complete work or satisfy deadline requirements shall result in termination of any future obligations of the City of Lauderhill to the company.

In the event services are scheduled to end because of the expiration of this contract, the Contractor shall continue the service upon the request of the City as authorized by the awarding authority. The extension period shall not extend for more than ninety (90) days beyond the expiration date of the existing contract. The Contractor shall be compensated for the service at the rate in effect when this extension clause is invoked by the City.

Services shall begin on the first day after the Contract Agreement is executed by all parties.

SECTION 5 – INQUIRIES/AVAILABILITY

Inquiries concerning Proposal Submittals should be made in writing via IonWave.

Solicitation documents shall be obtained by download via IonWave at https://lauderhill.ionwave.net/.

CONTACT WITH PERSONNEL OF THE CITY OF LAUDERHILL OTHER THAN THE PURCHASING MANAGER OR DESIGNATED REPRESENTATIVE REGARDING THIS REQUEST FOR QUALIFICATIONS MAY BE GROUNDS FOR ELIMINATION FROM THE SELECTION PROCESS.

SECTION 6 – SUBMITTAL INFORMATION: How, When & Where

Contractors should submit their proposals clearly marked with the contractor's name and the RFP number (RFP 2026-020), with the following details:

- **RFP No.:** 2026-025
- **RFP Name:** UTILITY BILLING PROCESSING SERVICES
- **Due Date/Time:** March 05, 2026 at 2:45 PM

Solicitation documents should be submitted via IonWave at https://lauderhill.ionwave.net/.

Proposals must be signed by an authorized officer of the proposing firm, who has the legal authority to enter into a contractual agreement on behalf of the contractor. Submission of a proposal will be considered an offer to perform the required services.

Proposers certify that prices, terms, and conditions in their Proposal will be firm for a period of ninety (90) days from the bid opening date unless otherwise stated by the City. Proposals cannot be withdrawn before the expiration of ninety (90) days. Prices must be firm with no escalator clauses unless specified by the City. Proposals may only be withdrawn after ninety (90) days with written notification to the City.

SECTION 7 - EVALUATION METHODOLOGY

Evaluation Criteria

A contract will be awarded to the company whose proposal is judged by the City of Lauderhill to be in its best interests, and whose proposal most closely satisfies the overall project specifications as well as a number of other factors including, but not limited, to:

CRITERIA	MAXIMUM POINTS
Quality of Proposal and Service to be provided	15
Capability and Capacity	15
Experience	15
Other Financial Services	10
Cost/Price	35
Local Lauderhill Business Preference	10
Total	**100**

SECTION 8 - SELECTION PROCEDURE

An Evaluation Committee appointed by the City of Lauderhill will be responsible for recommending the most qualified Proposers to the City Commission for selection. The Committee may request additional or clarifying information from any Proposer. The Committee may also, at its discretion, request oral presentations to further evaluate the qualifications of Proposers.

IMPORTANT: An award will only be deemed final when the agreement has been fully executed by both parties. Until then, the City reserves the right to revoke any award without penalty or obligation.

The City reserves the right to award to one proposer, to split the award among multiple proposers, or to not award.

SECTION 9 – REJECTION CRITERIA

A proposal will be considered non-responsive if any of the following criteria exist (this list is not all-inclusive):

- Failure to submit the required documents or complete the necessary forms.
- Submission of a proposal after the due date and time.
- Failure to meet minimum qualifications as outlined in the RFP.
- Inaccurate or misleading information provided in the proposal.
- Non-compliance with the RFP terms and conditions.
- All questions and instructions, including the questions in the Qualifications Package, have not been properly completed.
- The instructions, order, and matrixes in the Proposal Package have not been properly followed.
- The RFP response Package is found to have concealed or contained false and/or misleading information.
- The City did not receive the RFP Package prior to the submittal deadline.
- Your firm is not licensed with the Florida Secretary of State to do business in Florida. You must submit a State of Florida Certificate of Status for your firm.
- Executed Non-Collusive/and or Drug Free Workplace Affidavits are not submitted with the response.
- The Proposal signature page and certification is not properly executed.

SECTION 10 - WAIVERS

The City in its sole discretion, reserves the right to reject any and all proposals, accept any proposal or any combination of proposals or waive any minor irregularity or technicality in proposals received and may, at its sole discretion, request a re-proposal, when in its sole judgment, it will best serve public interest.

SECTION 11 - INSURANCE REQUIREMENTS

The Contractor shall furnish proof of insurance requirements as indicated below. The coverage is to remain in force at all times during the contract period. The following minimum insurance coverage is required. The City is to be added as an "additional insured" with relation to General Liability Insurance. This MUST be written in the description section of the insurance certificate, even if you have a check-off box on your insurance certificate. Any costs for adding the City as "additional insured" will be at the contractor's expense.

The City of Lauderhill shall be given notice 30 days prior to cancellation or modification of any stipulated insurance. The insurance provided will give 10 days' notice for non-payment of premium. The insurance provided shall be endorsed or amended to comply with this notice requirement. In the event that the insurer is unable to accommodate, it shall be the responsibility of the Contractor to provide the proper notice. Such notification will be in writing by registered mail, return receipt requested and addressed to the Purchasing Division.

The Contractor's insurance must be provided by an A.M. Best's "A-"rated or better insurance company authorized to issue insurance policies in the State of Florida, subject to approval by the City's Risk Manager. Any exclusions or provisions in the insurance maintained by the contractor that precludes coverage for work contemplated in this RFP shall be deemed unacceptable, and shall be considered breach of contract.

Any firm performing work on behalf of the City of Lauderhill must provide Workers' Compensation insurance. Exceptions and exemptions can only be made if they are in accordance with Florida Statute. For additional information, contact the Department of Financial Services, Worker's Compensation Division at (850) 413-1601 or on the web at <http://www.fldfs.com>

Commercial General Liability Insurance
Covering premises-operations, products-completed operations, independent contractors and contractual liability.

Limits: Combined single limit bodily injury/property damage $1,000,000.

This coverage should include, but not limited to:

a. Coverage for the liability assumed by the contractor under the indemnity provision of the contract.
b. Coverage for Premises/Operations
c. Personal and Advertising Injury Liability
d. Products/Completed Operations
e. Broad Form Contractual Liability

Covering all owned, hired, and non-owned automobile equipment, and other vehicles used by the successful Proposer in the performance of the work with the following limits of liability:

Limits: Combined single limit bodily injury/property damage $1,000,000

Professional Liability (Errors & Omissions)

Limits: $2,000,000 per occurrence

This coverage should include, but not limited to:
a. Coverage for the liability assumed by the contractor under the indemnity provision of the contract.
b. Coverage for Premises/Operations
c. Products/Completed Operations
d. Broad Form Contractual Liability

Automobile Liability Insurance

Covering all owned, hired, and non-owned automobile equipment, and other vehicles used by the successful proposer in the performance of the work with the following limits of liability:

Limits: Bodily injury	$500,000 each person, $500,000 each occurrence
Property damage	$100,000 each occurrence

Professional Liability (Errors & Omissions)

Limits: $2,000,000 per occurrence

A copy of ANY current Certificate of Insurance should be included with your proposal.

In the event that you are the successful proposer, you will be required to provide a certificate naming the City as an "additional insured" for General Liability.

Certificate holder should be addressed as follows:
City of Lauderhill
Finance Department
5581 West Oakland Park Blvd.
Lauderhill, FL 33311

SECTION 12 – GENERAL CONDITIONS

1. **Licensing**:
   The Proposer (other than governmental agencies) must provide a copy of its occupational license with Broward County to verify that it is fully licensed and certified to perform the type of work in the State of Florida at the time of submittal of the RFP.

   Not-for-Profit agencies must provide an IRS 501(c)(3) letter with their submittal.

2. **Venue**:
   All contracts shall be governed by the laws of the State of Florida, and venue shall be in Broward County, Florida.
3. **Expenses**:
   Neither the City nor its representatives shall be liable for any expenses incurred in connection with the preparation of a response to this RFP. All expenses in the preparation of this RFP are the sole responsibility of the Proposer. All submittals should be prepared to provide a straightforward and concise description of the respondent's qualifications and ability to meet the requirements of the RFP.
4. **Interpretations**:
   All Proposers shall carefully examine the Proposal Documents. Any ambiguities or inconsistencies shall be brought to the attention of the City in writing prior to the opening of Proposals. Failure to do so will constitute acceptance of any subsequent decisions made by the City.
   Any questions regarding the intent, meaning, or interpretations of the Proposal Documents must be requested in writing and

received by the City at least fourteen (14) days prior to the Proposal opening. Inquiries should be addressed to the Purchasing Manager.

Note: No person is authorized to provide oral interpretations or make oral changes to the Proposal. All clarifications or modifications will be issued in writing via Addenda to the proposal and provided to all Proposers. Receipt of all addenda must be acknowledged by the Proposers in the designated section of the Proposal Form.

5. **Public Entity Crimes**:
   Pursuant to F.S. 287.133, as amended:
   A person or affiliate placed on the convicted vendor list following a conviction for a public entity crime may not submit a proposal on a contract to provide goods or services to a public entity, nor submit a proposal for construction or repair of a public building or public work, or on leases of real property to a public entity. They may not be awarded or perform work as a Contractor, Supplier, Subcontractor, or Consultant under any contract with a public entity and may not transact business with any public entity for a period of 36 months from the date of being placed on the convicted vendor list.
6. **Assignment**:
   Any Purchase Order or Contract issued pursuant to this RFP and the funds that may become due hereunder are not assignable, in whole or in part.
7. **Indemnification**:
   The Proposer agrees to protect, defend, indemnify, and hold harmless the City, its employees, representatives, and elected officials from any and all claims and liabilities, including all attorney's fees and court costs, arising from any negligence, recklessness, or intentional misconduct of the Proposer, its employees, or agents, in connection with this Agreement.
   The Proposer will not be required to indemnify the City for actions resulting solely from the wrongful acts or omissions of the City or its representatives.
   The Proposer agrees that 1% of the total compensation paid for the performance of this Agreement shall be the specific consideration for indemnifying the City.
8. **Proposals to Remain Open**:
   All proposals shall remain open for the number of days specified in the special provisions or, if none, for ninety (90) days after the proposal opening. The City, at its discretion, may release any proposal prior to the expiration of this period.

9. **Annual Appropriation**:
   Any contract issued is conditional upon the City appropriating funding to implement the contract.
10. **Employees**:
    Employees of the Contractor shall be under the sole direction of the Contractor and not considered employees or agents of the City. The Contractor shall supply competent employees.
    The City reserves the right to require the Contractor to remove any employee or subcontractor deemed careless, incompetent, insubordinate, or otherwise objectionable at no additional cost to the City or increase in contract price. The Contractor is responsible for the actions of its employees.
11. **Additional Terms and Conditions**:
    No additional terms and conditions submitted with the proposal shall be considered or have any effect unless agreed to in writing by the City. The conditions in the Proposal Documents are the only ones applicable to the proposal, and the Proposer's authorized signature on the Proposal Form attests to this.
12. **Deletion/Oversight/Misstatement**:
    Any deletion, oversight, or misstatement in the specifications does not release the Proposer from the responsibility of supplying complete and operational units, including all necessary appurtenances for unrestricted operation, as determined by the City.
13. **Withdrawal of an Offer**:
    An Offer shall remain irrevocable unless withdrawn as per the procedure outlined below.
    A proposal may only be withdrawn by written communication delivered to the Purchasing Office prior to the solicitation closing date and time. The Proposer must present certification proving they are authorized to act on behalf of the firm when such communication is made.
    An Offer may also be withdrawn after 180 days from the Solicitation Closing Date and Time, prior to the recommendation for award, by submitting a written request to the Purchasing Office. The letter must be on the company letterhead, signed by an authorized agent, and include the reason for withdrawal.

SECTION 13 - SUBMITTAL PACKAGE

Proposers must submit this portion of the Request for Proposal as their Qualifications Package. Information must be presented in the exact order outlined below, with numbered tabs separating each section. Failure to follow this format may result in the proposal being deemed non-responsive.

TAB #1 – Proposer's Qualification Statement

Insert completed Attachment "A" – Proposer's Qualification Statement.

TAB #2 – Statement of Capabilities

Provide a narrative that explains why your firm is best qualified to deliver the required services.

TAB #3 – Proposal / Project Approach

1. Submit an outline of the elements and organizational structure of the team established to manage the project. This is to include the administrative operation and key personnel and their area of responsibility.
2. Describe your methodology for managing the contract, including:
    - Program administration and scheduling
    - Communication processes
    - Customer service and complaint resolution
    - Training, supervision, and performance management of staff
    - Any challenges encountered in similar projects and how they were resolved

TAB #4 – Relevant Experience

List at least the last five (5) comparable contracts completed by your firm. Include:

- Client name, address, and phone number
- Project manager and key staff assigned
- Role of your firm (prime or subcontractor)
- Description of services provided and outcomes
- Challenges faced and resolutions
- Contract start and end dates

TAB #5 – Scope of Work Response

Demonstrate your understanding of the City's Scope of Services. Provide strategies, quality controls, and program delivery methods that show your capability to successfully deliver on the scope of work.

TAB #6 – Cost Proposal

Insert completed Attachment "C" – Cost Schedule.

TAB #7 – Personnel & Management

Provide resumes of key personnel. Include an organizational chart showing staffing and reporting structure.

TAB #8 – Financial Statement

Provide the most recent certified business financial statements as of a date not earlier that the end of the Proposer's preceding official tax accounting period, together with a statement in writing, signed by a duly authorized representative, stating that the present financial condition is materially the same as that shown on the balance sheet and income statement submitted, or with an explanation for a material change in the financial condition.

TAB #9 – Required Attachments

Insert the following completed forms and documentation:

- Attachment "A" – Proposer's Qualifications Statement
- Attachment "B" – Non-Collusive Affidavit
- Attachment "C" – Cost Schedule
- Attachment "D" – Drug-Free Workplace Certification
- Attachment "E" – Signature Page / Certification
- Attachment "F" – List of Subcontractors
- Attachment "G" – References / Verification Form
- Attachment "H" – Acknowledgement of Addenda
- Attachment "I" – Anti-Human Trafficking Affidavit
- Certificate of Insurance
- Applicable Licenses

ATTACHMENT "A"
PROPOSER'S QUALIFICATIONS STATEMENT

PROPOSER shall furnish the following information. Failure to comply with this requirement will render Bid non-responsive and shall cause its rejection. Additional sheets shall be attached as required.

PROPOSER'S Name and Principal Address:

_____

_____

_____

Contact Person's Name and Title: _____

PROPOSER'S Telephone and Fax Number: _____

PROPOSER'S License Number: _____
(Please attach certificate of competency and/or state registration.)

PROPOSER'S Federal Identification Number: _____

Number of years your organization has been in business, in this type of work: _____

Names and titles of all officers, partners, or individuals doing business under trade name:

_____

_____

_____

_____

The business is a: Sole Proprietorship □ Partnership □
Corporation □

Name, address, and telephone number of Surety Company and agent who will provide the required bonds on this contract:

_____

_____

Have you ever failed to complete work awarded to you; If so; when, where and why?

Have you personally inspected the proposed WORK and do you have a complete plan for its performance?

Will you subcontract any part of this WORK? If so, give details including a list of each sub-contractor(s) that will perform work in excess of ten percent (10%) of the contract amount and the work that will be performed by each subcontractor(s).

The foregoing list of subcontractor(s) may not be amended after award of the contract without the prior written approval of the Contract Administrator, whose approval shall not be reasonably withheld.

List and describe all bankruptcy petitions (voluntary or involuntary) which have been filed by or against the Proposer, its parent or subsidiaries or predecessor organizations during the past five (5) years. Include in the description the disposition of each such petition.

List and describe all successful Bond claims made to your surety (ies) during the last five (5) years. The list and descriptions should include

claims against the bond of the Proposer and its predecessor organization(s).

List all claims, arbitrations, administrative hearings and lawsuits brought by or against the Proposer or its predecessor organizations(s) during the last (5) years. The list shall include all case names; case, arbitration, or hearing identification numbers; the name of the project over which the dispute arose; and a description of the subject matter of the dispute.

List and describe all criminal proceedings or hearings concerning business related offenses in which the Proposer, its principals or officers or predecessor organization(s) were defendants.

Has the Proposer, its principals, officers, or predecessor organization(s) been CONVICTED OF a Public Entity Crime, debarred, or suspended from bidding by any government during the last five (5) years? If so, provide details.

The PROPOSER acknowledges and understands that the information contained in response to this Qualification Statement shall be relied upon by CITY in awarding the contract and such information is

warranted by PROPOSER to be true. The discovery of any omission or misstatement that materially affects the PROPOSER'S qualifications to perform under the contract shall cause the CITY to reject the Bid, and if after the award, to cancel and terminate the award and/or contract.

_____

By _____
(Signature)

ATTACHMENT "B"
NON-COLLUSIVE AFFIDAVIT

STATE OF _____

COUNTY OF_____

_____ being first duly sworn deposes and says that:

BIDDER is the _____ _____,
(Owner, Partner, Officer, Representative, or Agent)

BIDDER is fully informed respecting the preparation and contents of the attached Bid and of all pertinent circumstances respecting such Bid;

Such Bid is genuine and is not a collusive or sham Bid;

Neither the said BIDDER nor any of its officers, partners, owners, agents, representative, employees or parties in interest, including this affidavit, have in any way colluded, conspired, connived or agreed, directly or indirectly, with any other BIDDER, firm or person to submit a collusive or sham Bid in connection with the Contract for which the attached Bid has been submitted; or to refrain from bidding in connection with such Contract; or have in any manner, directly or indirectly, sought by agreement or collusion, or communications, or conference with any BIDDER, firm, or person to fix the price or prices in the attached Bid or any other BIDDER, or to fix any overhead, profit, or cost element of the Bid Price or the Bid Price of any other BIDDER, or to secure through any collusion conspiracy, connivance, or unlawful agreement any advantage against (Recipient), or any person interested in the proposed Contract;

The price of items quoted in the attached Bid are fair and proper and are not tainted by collusion, conspiracy, connivance, or unlawful agreement on the part of the BIDDER or any other of its agents, representatives, owners, employees or parties in interest, including this affidavit.

By

_____
_____

Subscribed and sworn to before me this _____ day of _____, 20____.

_____
_____

Notary Public (Signature)

My Commission Expires:
_____

Attachment "C"
Cost Schedule

ATTACHMENT "D"
CONFIRMATION OF DRUG-FREE WORKPLACE

In order to have a drug-free workplace program, a business shall:

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibitions.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or Contractual services that are under Bid a copy of the statement specified in subsection (1).
4. In the statement specified in subsection (1), notify the employee that, as a condition of working on the commodities or Contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contenders to, any violation of Chapter 893 or of any controlled substance law of the United States or any State, for a violation occurring in the workplace no later than five (5) days after the conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community by, any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

A signed copy of your Drug-Free Workplace Policy must be attached to this signed copy and submitted with the Bid Documents.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

_____
Vendor's Signature

ATTACHMENT "E"
CERTIFIED RESOLUTION

I, _____, the duly elected Secretary
(person's name)

of _____, a corporation organized and
(Business Name)

existing under the laws of the State of _____,

do hereby certify that the following Resolution was unanimously adopted and passed by a quorum of the Board of Directors of the said corporation at a meeting held in accordance with law and the by-laws of the said corporation.

"IT IS HEREBY RESOLVED THAT _____"
(Person's name)

The duly elected_____ of _____
(Title of Officer) (Business Name)

is hereby authorized to execute and submit a Bid and Bid Bond, if such bond is required, to the City of Lauderhill and such other instruments in writing as may be necessary of behalf of the said corporation; and that the Bid, Bid Bond, and other such instruments signed by him/her shall be binding upon the said corporation as its own acts and deeds. The secretary shall certify the names and signatures of those authorized to act by the foregoing resolution.

The City of Lauderhill shall be duly protected in relying upon such certification of the secretary and shall be indemnified and saved harmless from any and all claims, demands, expenses, loss or damage resulting from or growing out of honoring, the signature of any person so certified or for refusing to honor any signature not so certified.

I further certify that the above resolution is in force and effect and has not been revised revoked or rescinded.

I further certify that the following are the name, titles, and official signatures of those persons authorized to act by the foregoing resolution:

NAME	TITLE	SIGNATURE
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Given under my hand and the Seal of the said corporation

this _____ day of _____, 2026.

By: _____
Secretary

(SEAL)

_____
Corporate Title

NOTE:
The above is a suggested form of the type of Corporate Resolution desired. Such form need not be followed explicitly, but the Certified Resolution submitted must clearly show to the satisfaction of the City of Lauderhill that the person signing the Bid and Bid Bond for the corporation has been properly empowered by the corporation to do so, on its behalf.

ATTACHMENT F
LIST OF SUBCONTRACTORS

The Proposal shall list below the names and business address of each subcontractor who will perform Work under this Proposal in excess of one-half of one percent of the Contractor's Total Proposal Price, and shall also list the portion of the Work that will be done by such subcontractor. The listing of more than one subcontractor for each item of Work to be performed with the words "and/or" will not be permitted. Failure to comply with this requirement will render the Proposal as non-responsive and may cause its rejection.

Work to Be Performed	% Total Contract	Contractor License No. if Applicable	Subcontractor Name/Address

ATTACHMENT G

REFERENCES

Please list a minimum of five (5) government agencies, with whom you have done business during the last five years, as well as the types of advertising service provided. (Please use additional sheets if you wish to provide additional references).

Agency/Firm Name	Contact Name	Address, City, St., Zip	Phone/Fax	Email	Services Provided

Please ensure all requested information is filled out for each reference, providing a complete and accurate listing of your past clients.

Attachment H
Acknowledgement of Addendums

RFP NO.: #2026-025
TITLE: UTILITY BILLING PROCESSING SERVICES

Acknowledgement is hereby made of the following Addenda received since issuance of Specifications:

Addendum No. _____ Dated _____

Addendum No. _____ Dated: _____

Addendum No. _____ Dated: _____

Name of Vendor's Service Contact:
_____

Address:
_____

Signature_____
Date_____

This page must be submitted with RFP. Failure to provide the requested documents may result in your proposal being deemed Non-Responsive.

ATTACHMENT I

Affidavit of Compliance with Anti-Human Trafficking Laws

Pursuant to Section 787.06(13) of the Florida Statutes, the undersigned, on behalf of Entity, hereby affirms under penalty of perjury the following:

1. Entity does not engage in the use of coercion for labor or services as defined in Section 787.06, Florida Statutes, relating to "Human Trafficking."

2. The undersigned is duly authorized to execute this affidavit on behalf of the Entity, and affirms that the statements made herein are true and correct under penalty of perjury.

Dated this ____ day of _____, *20*____

Signed: _____
Name: _____
Title: _____
Entity: _____