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| Request for Proposal |
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| Bill Printing and Mailing Services |
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# Section 1 - GENERAL INFORMATION

## Background

The City of Bryant Water and Sewer Billing Department is a municipal agency providing water and sewer services to more than 8,500 customers within the City of Bryant.

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## Definition of Current Need

The City of Bryant Water and Sewer Billing Department is soliciting Requests for Proposal to outsource services for providing bill printing and mailing. The Provider will supply **all** **materials and services** for:

• Printing, folding, inserting and mailing of customer billing documents and other paper documents, such as letters.

## Customer Profile / Document Production

The City of Bryant Water and Sewer Billing Department generates approximately 226,800 billing documents and newsletters per year. The City of Bryant Water and Sewer Billing Department projects that the total number of documents may increase at 1% per year.

The City of Bryant Water and Sewer Billing Department requires that suitable preprinted mailing be supplied by the Provider and included with the billing document.

# Section 2 – EVALUATION PROCESS

## The proposals will be evaluated on the following criteria:

1. Demonstrated project experience of bidder
2. Data security
3. Enhanced printing, inserting, and processing capabilities
4. Archive capabilities
5. Price of system
6. Customer Service and Technical support
7. Ability to meet The City of Bryant Water and Sewer Billing Department’s terms and conditions
8. Ability to follow the requested format of the proposal
9. Other criteria as decided by The City of Bryant Water and Sewer Billing Department.

## RFP Timeline

The City of Bryant Water and Sewer Billing Department is not required to accept late submissions; or submissions which do not comply with the requested format. Please be aware of the following dates. Updated time lines will be provided if any changes occur.

| **Key Dates and Times** | **Event Calendar** |
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| March 3rd | Last date and time for submission of Proposals to The City of Bryant Water and Sewer Billing Department by noon located  |
| March 3rd | Evaluation of Proposals at 2:00pm. Located at City Hall 210 SW 3rd Street, Bryant, AR 72022. |
| To be determined | The City of Bryant Water and Sewer Billing Department will notify Providers of the selection |
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Please direct your proposals and any questions by email to:

 The City of Bryant Water and Sewer Billing Department

 210 SW 3rd Street

 Bryant, AR 72022

 ashepard@cityofbryant.com

## Project Team

An Evaluation Team (the "Team") has been formed to evaluate the proposals and select a Provider. A cross-section of staff was selected to be on the Team. The members are as follows:

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| --- | --- |
| **Name** | **Job Title** |
| Mayor Allen Scott | Mayor |
| Mark Grimmett | Director of Public Works |
| Angela Shepard | Supervisor and Billing Manager |

**SECTION 3 – PROVIDER DELIVERABLES**

Providers must confirm or explain their ability, or inability, to meet the requirements of each item in the order presented. Boiler plate material and brochures are not considered adequate as a response, but may be included to expand upon answers.

After evaluation of the Proposals, the Team will recommend the Provider who, in their opinion, is most responsive to the RFP; and whose approach, experience, qualifications, and cost most clearly align with the ability to achieve the objectives of The City of Bryant Water and Sewer Billing Department as expressed in this RFP.

**Please observe the following instructions in preparing responses to this RFP.**

Please deliver the Proposal(s) and other materials in (or ready for) Customer Service Manager. Each Proposal should have a distinguishing cover or cover page, which identifies the Provider, business partners or joint ventures (if any), and a table of contents. Each proposal should indicate which of the requested services in the Scope of Services are included in the proposal.

The outline of your Proposal should correspond to the Sections and headings as follows:

## Pricing

Provide “not-to-exceed” prices for this project.

1. Describe your fee schedule in detail.
2. Describe process for managing changes to scope, price or staff for the project.

## Additional Information.

Brochures and additional information may be included in this section to expand upon and improve the quality of the responses

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# SECTION 4 - TERMS AND CONDITIONS

1. The City of Bryant Water and Sewer Billing Department will pay as invoiced for specific deliverables within a negotiated term.
2. The City of Bryant Water and Sewer Billing Department will make the final decision for selection of the Provider as a result of the comparison of services offered, and need not accept the lowest price. The City of Bryant Water and Sewer Billing Department reserves the right to select the Proposal(s) that best fits the needs of The City of Bryant Water and Sewer Billing Department. No contract is formed as a result of the selection. A contract between The City of Bryant Water and Sewer Billing Department and the Provider occurs only after a negotiated final Agreement. In the event that a mutually agreeable contract cannot be negotiated within a reasonable time, The City of Bryant Water and Sewer Billing Department reserves the right to reject the offer and negotiate a contract with the next most qualified bidder.  In the event that one (1) Provider does not satisfactorily meet all of the requirements of the RFP, as determined by The City of Bryant Water and Sewer Billing Department, The City of Bryant Water and Sewer Billing Department reserves the right to select separate vendors for individual services.
3. The City of Bryant Water and Sewer Billing Department may withdraw this RFP at any time without explanation or comment. The City of Bryant Water and Sewer Billing Department is under no obligation to accept any of the Proposals submitted.
4. The City of Bryant Water and Sewer Billing Department is not liable for any cost incurred by any Provider as a result of participating in the RFP, formulating a Proposal, the evaluation process, or the negotiations prior to the final Agreement.
5. Providers must submit, with their proposal, one (1) complete set of any additional terms and conditions which are to be included in and considered as a part of the contract negotiated with The City of Bryant Water and Sewer Billing Department. Any additional terms and conditions will be considered by The City of Bryant Water and Sewer Billing Department in the evaluation and may or may not be accepted. Please include a copy of any contracts or other written material you wish to incorporate in your Proposal. The City of Bryant Water and Sewer Billing Department reserves the right to disqualify a bidder where proposed terms and conditions are deemed inconsistent with this RFP or not in the best interest of The City of Bryant Water and Sewer Billing Department.