



City of Milton

REQUEST FOR PROPOSALS (SEALED)

RFP #2017.10.014

UTILITY BILLING SERVICES-OUTSOURCING

DELIVER SEALED BIDS BY:

DECEMBER 14, 2017 at 2:00 pm

Submit all inquiries concerning this Request for Proposals in writing to:

Michelle Abrahamsen, Purchasing & Risk Manager

City of Milton
P.O. Box 909
6738 Dixon Street
Milton, FL 32572

Email Inquiries to:

mabrahamsen@miltonfl.org

**CITY OF MILTON
REQUEST FOR PROPOSALS
(RFP) (SEALED)**

RFP Number: 2017.10.014

Issue Date: November 21, 2017

Title: Utility Billing Services
Outsourcing

Issuing Entity: Purchasing Department
6738 Dixon Street
P.O. Box 909
Milton, Florida 32572

Period of Contract: February 1, 2018 to January 31, 2020 with yearly options

Work Sites: City of Milton

If bids are mailed, send them directly to the Issuing Entity shown above. If bids are hand delivered, deliver to: Milton City Hall, Purchasing Department c/o Michelle Abrahamsen, 6738 Dixon Street, Milton, Florida. For regular U.S. mail please mail to P.O. Box 909, Milton, FL 32572.

*******FACSIMILES OR EMAILED BIDS ARE NOT ACCEPTED*******

In compliance with this Request for Proposals and subject to all conditions imposed therein, the undersigned agrees to furnish the services at the prices indicated on the Bidder's Official City of Milton Bid Form.

A public bid opening will occur at Milton City Hall, 6738 Dixon Street, Milton, Florida 32572 on December 14, 2017 at 2:00 p.m.

Potential Bidders shall direct all questions or inquiries in writing **no later than December 08, 2017 at 12:00 p.m.** to Michelle Abrahamsen at mabrahamsen@miltonfl.org. Revisions to the solicitation are made only by addendum issued by the Purchasing Office.

The City will post addendums, the results of this bid opening and tabulations on Vendor Registry and The Florida Purchasing Alliance, which can be accessed at <http://www.miltonfl.org/322/Purchasing>

Note: This public body does not discriminate against faith-based organizations in accordance with the Florida Statutes, § 287.094(4) or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

City of Milton

Request for Proposal

The City of Milton, Florida is requesting sealed proposals for:

RFP #2017.10.014 – Utility Billing Services (Water, Sewer, Gas, Storm Water and Garbage)

- Sealed Proposals:** Please complete the attached forms including the **City of Milton Proposal Sheet, Attachment A-Public Entity Crime Form, Attachment B-References, and Attachment C-Non-Collusion Affidavit** and return three complete copies to the City of Milton Purchasing Department- c/o Michelle Abrahamsen. All proposals must be signed, sealed and labeled “City of Milton Purchasing Department, c/o Michelle Abrahamsen, **RFP #2017.10.014 Utility Billing Services, Due December 14, 2017**”. Unsealed proposals, including faxed proposals, will not be considered. Please retain a copy of your proposal with all attachments for your file.
- Due Date and Time:** Proposals furnishing the services described above will be received at Milton City Hall located at 6738 Dixon Street **until December 14, 2017 at 2:00 p.m.** Any proposals received after the above stated time will not be considered. It is the responsibility of the person/firm submitting a proposal to ensure that it is received at the physical address of the Milton City Hall prior to the stated deadline. **Proposals will be publicly opened and recorded on December 14, 2017 at 2:00 p.m.**
- Acknowledgement and Amendments:** Receipt of any amendment of this RFP must be acknowledged, in writing, prior to the stated submission deadline. Such acknowledgement must be submitted with the offer.
- RFP is not an Order:** This Request for Proposal is not to be considered as an order by the City of Milton.
- Award:** Contract award to the most responsive and responsible offeror will be issued only if the offer conforms to the RFP and the contract award is most advantageous to the City of Milton as set forth in the evaluation criteria. **The City Council reserves the right to accept the best bid for the city or reject all bids.**
- Period of Performance:** The Period of Performance for this RFP is February 01, 2018 until January 31, 2020.
- Public Record:** Any information contained in proposals submitted to the City of Milton are subject to public disclosure. However, the City of Milton shall continue to abide by public records laws in the maintenance of confidential and proprietary information.

THE CITY OF MILTON

REQUEST FOR PROPOSAL (RFP)

UTILITY BILLING SERVICES-OUTSOURCING

(WATER, SEWER, GAS, STORM WATER AND GARBAGE)

The City Of Milton, located at 6738 Dixon Street, Milton Florida, 32570 is accepting proposals for RFP #2017.10.014 Utility Billing Services-Outsourcing (Water, Sewer, Gas, Storm Water and Garbage).

General Information

1. The City of Milton provides water, sewer, gas, storm water, and garbage services to 11,000 plus accounts in the City of Milton, Florida. The billing data for this customer base is developed primarily from water and gas meters at each location. The customer base is divided into four (5) billing cycles, which are billed once a month. All accounts are billed each month, with the expectation of a payment being received from each.

The City of Milton is receiving proposals to contract with a Service Provider for the following services:

- Receiving and formatting billing data to print, insert, sort and mail the utility bills. This process is to include the inserting of the monthly statement(s) in a double window envelope with a security tinted return envelope. Occasionally an additional insert provided by the City of Milton will need to be included.

Interested parties must submit proposals to the City of Milton Purchasing Department c/o Michelle Abrahamsen for their proposals to be considered. Proposals shall be submitted exactly as described on the proposal form.

The term of the contract will be for a period of two (2) years. Thereafter, the City of Milton may, at their option and in agreement with the vendor, renew for successive twelve (12) month periods.

Proposal

The proposal should include:

1. *Management Summary* - Provide a cover letter indicating the underlying philosophy of the firm in providing the service.
2. *Approach* - Describe in detail how the service will be provided. Include a description of the major task and subtasks.
3. *Corporate Experience and Capacity* - Describe the experience of the firm in providing the service, give the number of years that the service has been delivered, and provide a statement as to the firm's capacity to fulfill the terms of the proposal and/or the need for expansion to handle the service.
4. *Staffing* – Describe the qualifications and experience of the Key personnel performing the work.
5. *References* - Give at least five utility customer references for contracts of similar size, scope, and utility billing software. Include the name of the organization, and the name and telephone number of a responsible contact person.
6. *Utility Software* – The Service Provider must have extensive experience utilizing SunGard Public Sector data files and the references above must include other customers that use the SunGard Public Sector (now Superior) software.
7. *Additional Data* - Provide any additional information that will aid in evaluation of the response.
8. *Cost Data* - Use the attached Proposal Sheet to submit formal unit cost data.

Submittal of an extensive and elaborate proposal is not necessary. A clear, concise proposal in the specified proposal format is requested together with all necessary information and attachments included.

Submit proposals to:

The City of Milton
Purchasing Department
c/o Michelle Abrahamsen
Bid Opening —City of Milton Bill Outsourcing
6738 Dixon Street
Milton, Florida 32570

Specifications, Terms and Conditions

1. For the purpose of this proposal, Service Providers should base proposal responses on approximately 11,000 utility bills per month.
2. City of Milton hereby requests proposals for the service inclusive of processing, laser printing in highlight color on form, folding, inserting, along with remittance envelope, sorting, and delivery of bills to the USPS on a monthly scheduled basis in four (4) different bill cycles.
3. City of Milton will occasionally have inserts for the bills.
4. The term of this full service contract shall be for a period of two (2) years, commencing on a mutually agreeable date and ending two years later. Thereafter City of Milton, may at their option and in agreement with the vendor renew for successive 12 month periods.
5. City of Milton reserves the right to evaluate the vendor's qualifications. Only those vendors/contractors who, in the opinion of the City of Milton, meet the minimum necessary qualifications will have their price and contract/agreement proposal evaluated.
6. License Requirements: Service Provider shall furnish with the proposal documents a copy of the appropriate State or County business license.

Scope of Proposal

1. Service Provider will design in conjunction with City of Milton a two-color (black with a second variable laser highlight color of blue, green or red), one-sided bill form that is 8 ½" x 11" in size. The bill design will include an appropriate scan line for remittance processing, a message area (variable data text messages shall be printed in the highlight color ink), different sized fonts to enhance readability, a bar chart (if requested by City of Milton) and a City of Milton logo. Service Provider will agree to purchase and maintain a sufficient supply of billing forms and envelopes to ensure an uninterrupted supply for printing requirements.
2. Service Provider will notify the City of Milton in writing, and receive approval from the City of Milton, of any required changes to forms or envelopes prior to implementation.
3. City of Milton will provide Service Provider with any additional forms to be inserted with the bills. The Service Provider must agree to receive a drop shipment of the inserts necessary to supply a one-month cycle of bills. City of Milton will work with the Service Provider to design the inserts to conform to the specifications required for successful insertion by the equipment used by the Service Provider.

Programming

Service Provider will provide a quote for initial programs required to print billing information from the data/print file provided by the City of Milton to the approved City of Milton bill form. City of Milton will compensate Service Provider for program changes involving bill layout changes requested by the City of Milton after the initial program has been put into place.

Provide quote for the programming fee for set-up and changes on the Proposal Sheet.

Computer Related Processing Requirements

1. City of Milton data/print files will be transferred to the Service Provider via FTP. It will be the responsibility of the Service Provider to assist City of Milton during the configuration process of the FTP link. City of Milton will transmit five (5) sets of data/print files to the Service Provider each month plus any small batches for final bills and off-cycles. City of Milton currently uses SunGard Public Sector (now Superion) utility billing software. But the Service Provider agrees to assist City of Milton if their utility billing software changes.
2. Currently City of Milton bills five (5) cycles of approximately 1800 to 4200 bills per cycle per month and as such will transmit eleven thousand (11,000) data/print files to the Service Provider each month. Each one of these data/print files will be treated as a separate billing, and each shall be subject to the requirements set forth in this proposal.
3. City of Milton is always seeking ways to be more efficient and to position itself for the future utilizing the latest technology to meet the needs of the ever-growing variable data applications. Service Provider should comment on ancillary services that they are able to perform, for future use, such as on-line services and electronic bill presentment, along with other existing or new features and offerings, etc.

Performance Requirement

1. Service Provider will print, insert and mail all utility bills for City of Milton within 24 hours after successful receipt of the data/print file for City of Milton.
2. The Service Provider shall provide City of Milton a document, or another method, indicating the number of bills received electronically for printing, as well as the postage breakdown as USPS Automation Qualified starting at First Class 5-Digit Rate of the billing cycle prior to the mailing of bills

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3. Upon award of contract, the successful Service Provider must be ready to accept the first production data/print file within six (6) weeks from date of receipt of all required information from the city.

Record Retention and Data Backup

Service Provider will retain City of Milton billing data/print file until the Service Provider receives the next data/print file. Service Provider should comment on daily backup rotation and storage of data in the proposal package.

Service Provider Invoice Procedure

The Service Provider will provide City of Milton a monthly invoice broken down by each data/print file or cycle sent by City of Milton. The invoice will detail the number of bills processed and the amount of postage paid for each data/print file along with any other itemized charges.

Postage Rates

1. All postage costs will be incurred initially by the Service Provider and billed at cost to City of Milton as part of the monthly bill. City of Milton will allow vendor to set up an escrow account for postage, if needed. The vendor will provide a monthly manifest detailing the total bills printed, mailed and the dollars billed to City of Milton for postage services.
2. The Service Provider must mail the bills starting at the USPS 5-Digit Rate (or lowest) as qualifies to obtain the largest postage discounts. The Service Provider must have postal software in-house to process and sort. The Service Provider must CASS certified each cycle.
3. Bar coding, arranging and sorting of the mail shall be utilized to qualify for the lowest postage charges consistent with USPS standards. The mail must be delivered to the USPS within 24 hours of receipt of FTP file from City of Milton.
4. The Service Provider must be certified by the USPS. This will allow for one (1) and two (2) ounce mail pieces to go into the same mail-stream to maximize the postal discounts.
5. The Service Provider shall make periodic recommendations for improving mail delivery, postage savings and reducing mailing costs.

Confidentiality

Service Provider on behalf of itself and its employees agrees to keep confidential all records and other information with respect to City of Milton and its customers. City of Milton on behalf of itself and its employees agrees to keep all information with respect to the Service Provider's system confidential. However, if either party is required to produce any such information by order of any governmental agency or other regulatory body, it may, upon not less than five (5) days written notice to the other party, release the required information.

References

Service Provider shall submit with the proposal documents a reference list with at least five utility customers with the same or similar scope of work and should include the company name, address of the business and a contact name, phone number and utility billing software used.

Paper and Print Quality and Requirements

1. Printing shall be laser quality with a resolution of at least 600 x 600 DPI. The paper should be of a brightness factor to allow for a contrast ratio of paper to print to ensure reliable OCR scanning.
2. Bills will be printed on 8 ½" x 11", 24# bond, with perforation. In the event that City of Milton requests it, the Service Provider must have the capability to print a bar chart displaying the customer's usage over a 12- month period.
3. The Service Provider must have the ability to print variable messages and data on the bills by utilizing highlight color text when requested.
4. Envelopes should be a double window (#10) that will allow for the outgoing address on the bottom, with the return address and City of Milton logo in the top window. The appropriate size return window envelopes (#9) must be security tinted on the inside.
5. Service Provider must include in the proposal one set price per piece (bill) that is all-inclusive for the production of the billing statement. This would include the processing, laser printing in highlight color on form, folding, inserting, along with remittance envelope, sorting, and delivery of bills to the USPS.

Customer Service and Quality Controls

Service Provider should indicate its customer service organizational structure for the services included. Service Provider should describe the chain of command for problem resolution.

Service Provider should describe its quality assurance and control check points within the printing and inserting operation. What process is used to insure that the correct undamaged data production file was received?

Data formatting on the customer bill/statement and return envelopes will be in accordance with the requirements of the U.S. Postal Service. Any data receipt problems, print or insert errors should be reported to City of Milton immediately upon recognition of such errors.

CITY OF MILTON
PROPOSAL SHEET

RFP # 2017.10.014 Utility Billing Services
(Water, Sewer, Gas, Storm Water and Garbage)

Base Price

\$_____ Unit price per statement, water bill processed (includes, processing, sorting, printing of statement in highlight color laser, form, folding, inserting, mailing envelope, return envelope and delivery to USPS).

\$_____ Charge for additional bill inserts

\$_____ Average postage per piece, consider postal sort starting at 5-Digit Rate as qualifies. (Realizing that cost will be estimated, provide best estimate per statement)

\$_____ One-Time Programming fee per hour for set-up along with the estimated hours it takes for a typical customer set up.

\$_____ Programming fee per hour for changes after initial set-up

Note: On a separate document, Service Provider may include a price list for any additional services provided that could be considered in the future by City of Milton.

Comments:

Submitted by:

Name of Service Provider: _____

Address of Service Provider: _____

City/State/Zip: _____

Primary Contact Person: _____

Title: _____

Telephone Number: _____ Email Address: _____

***ATTACHMENT A – PUBLIC ENTITY CRIME FORM**

**SWORN STATEMENT PURSUANT TO SECTION
287.133(3)(A). FLORIDA STATUTES ON PUBLIC ENTITY
CRIME**

THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted to _____

By _____

(print this individual's name and title) for

(print name of entity submitting statements)

whose business address is _____

and if applicable whose Federal Employer Identification Number (FEIN) is _____

If the entity has no FEIN, include the Social Security Number of the individual signing this sworn Statement:

2. I understand that a "public entity crime" as defined in paragraph 287.133(1)(a), Florida Statutes, mean a violation of any state or federal law by a person with respect to and directly related to the transactions of business with any public entity or with an agency or political subdivision of any other state or with the United States including, but not limited to any bid or contract for goods or services to be provided to any public entity or any agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), Florida Statutes means a finding of guilt or a conviction of a public entity crime, with or without adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a Jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.
4. I understand that an "affiliate" as defined in paragraph 287.133(1)(a), Florida Statutes, means:
1. A predecessor or successor of a person convicted of public entity crime; or
 2. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.
5. I understand that a "person" as defined in Paragraph 287.133(1)(e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.
6. Based on information and belief, the statement which I have marked below is true in a relation to the entity

submitting this sworn statement. (Please indicate which statement applies).

_____ Neither the entity submitting this sworn statement, nor any of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or any affiliate of the entity has been charged with and convicted of a public entity crime within the past 36 months.

_____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime within the past 36 months.
AND (Please indicate which additional statement applies).

_____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime within the past 36 months. However, there has been a subsequent proceeding before a Hearing Officers of the State of Florida, Division of Administrative Hearings and the Final Order by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. (Attached is a copy of the final order).

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH 1 (ONE) ABOVE IS FOR THE PUBLIC ENTITY ONLY AND, THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED AND FOR THE PERIOD OF THE CONTRACT ENTERED INTO, WHICHEVER PERIOD IS LONGER. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, FLORIDA STATUTES, FOR CATEGORY TWO OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.

(Signature)

City of _____

STATE OF FLORIDA

Sworn and subscribed before me this _____ day of _____, 200_ by

_____ who is Personally known to me _____

Or who produced identification - _____
(Type of Identification)

(Signature) Notary Public—State of Florida

(Printed, typed or stamped commissioned name of notary public)

My commission expires _____ (SEAL)

*ATTACHMENT B - REFERENCES

QUALIFICATIONS OF BIDDER: Bidder must have the capability and capacity in all respects to fully satisfy the contractual requirements.

Indicate the length of time you have been in business providing this type of service and/or product.

_____ years, _____ months

Provide a list of at least three (3) similar accounts, that your firm has provided similar goods and/or services to in the past twelve (12) months.

1. Company Name: _____
 Contact: _____
 Email Address: _____
 Phone Number: _____
 Area Serviced: _____ Size: _____ Type: _____
 Job Dates: _____ Beginning: _____ End: _____

2. Company Name: _____ Contact: _____
 Email Address: _____ Phone Number: _____
 Area Serviced: _____ Size: _____ Type: _____
 Job Dates: _____ Beginning: _____ End: _____

3. Company Name: _____ Contact: _____
 Email Address: _____ Phone Number: _____
 Area Serviced: _____ Size: _____ Type: _____
 Job Dates: _____ Beginning: _____ End: _____



City of Milton

*ATTACHMENT C - NON-COLLUSION AFFIDAVIT

STATE OF _____

COUNTY OF _____

Owner, Partner or Officer of Firm

Company Name, Address, City and State

Being of lawful age, being first duly sworn, on oath says that he/she is the agent authorized by the bidder to submit the attached bid. Affidavit further states as proposer, that they have not been a party to any collusion among bidders in restraint of competition by agreement to bid at a fixed price or to refrain from bidding; or with any officer of the City of Milton or any of their employees as to quantity, quality or price in the prospective contract; or any discussion between bidders and any official of the City of Milton or any of their employees concerning exchange of money or other things of value for special consideration in submitting a sealed bid for:

FIRM NAME: _____

SIGNATURE: _____

TITLE: _____

The foregoing instrument was acknowledged before me this _____ day of _____, 20____ by the above signed acting on behalf of the organization/company. He/she is personally known to me or has produced _____ as identification and did (did not) take an oath.

SEAL

Notary Signature