

CITY OF DEARBORN HEIGHTS

Water Billing Department

REQUEST FOR BIDS

Printing and Mailing Services — Water Bills and Related Mailings

Issue Date:	June 18, 2026
Bid Submission Deadline:	July 2, 2026, 4:00 P.M. EST
Questions Deadline:	June 25, 2026, 5:00 P.M. EST
Submit Bids To:	bidnetdirect.com/mitn/city-of-dearborn-heights
Contact / Questions:	Rachel LaPointe, Director of Water Billing, 313-791-3456, rclapointe@dearbornheightsmi.gov

PART I — RFB TERMS AND SPECIFICATIONS

1. PURPOSE AND OVERVIEW

The City of Dearborn Heights Water Billing Department invites sealed bids from qualified vendors to provide comprehensive printing and mailing services for water bills, annual notices, postcards, and other related mailings. The awarded contract will be for an initial one (1) year term with the option to renew for up to two (2) additional one-year terms, subject to satisfactory performance and mutual agreement.

The City of Dearborn Heights serves approximately 1,200 commercial customers who are billed monthly and approximately 21,250 residential customers billed every two months. The Water Billing Department currently handles all printing needs in-house and seeks to outsource the regular bill printing and mailing to a qualified contractor, with an option to perform additional print and mail jobs as needed.

The Water Billing department utilizes BS&A software for utility billing and Neptune water meters. Bills need to be printed in compliance with our bank, JP Morgan Chase. Our bills are currently printed on white 8 ½ x 11" paper, bottom third perforated, single sided, color, and mailed in a #10 windowed envelope with a #9 return envelope (currently preprinted).

2. SCOPE OF SERVICES

The selected vendor shall provide all printing, finishing, inserting, and postal preparation services described below. Vendor unit pricing does not include postage. The vendor shall advance postage on behalf of the City and bill it as a separate pass-through line item on monthly invoices at actual USPS rates with no markup.

Description	Frequency	Est. Annual Qty	Current Specs
Residential water bill — printed, folded, inserted with return envelope, and mailed.	Every 2 months	127,350	Color, 8½×11, bottom perforated, single sided
Commercial water bill — printed, folded, inserted with return envelope, and mailed.	Monthly	14,640	Color, 8½×11, bottom perforated, single sided
Ad hoc/One-off mailings — printed, folded, inserted, and mailed.	Variable	Variable	Color, 8½×11, single or double sided
Postcard mailing — printed and mailed.	Variable	Variable	Color, 4×6, double sided

2.1 Standard Services Required

- Full-color professional printing on standard or specified stock
- Folding and perforating per specification
- Inserting with return envelopes or other inserts as directed by the City
- CASS-certified address processing and USPS NCOA (National Change of Address) compliance
- Postal-drop preparation, including bulk mail sorting, metering, and USPS acceptance
- Digital proof provided to the City for approval before every print run
- Secure, online portal for file submission, proof approval, and job tracking

2.2 File Submission Requirements

The City will supply print-ready design files. The vendor must accept files in PDF format at minimum. The City's data files contain customer personal information and must be treated as confidential.

3. GENERAL REQUIREMENTS

- The vendor must hold an active USPS bulk mail entry permit or demonstrate the ability to use the City's permit.
- All work must comply with applicable USPS regulations for Standard Mail and First-Class Mail.
- All customer data provided by the City must be handled in compliance with applicable privacy laws. Data shall not be used for any purpose other than fulfilling this contract.
- The City reserves the right to perform quality control inspections at the vendor's facility prior to award and at any time during the contract period.

4. BID SUBMISSION REQUIREMENTS

All bids must be submitted in writing and must include a completed copy of the Bid Response Form (Part II of this document). Incomplete submissions may be disqualified.

Submission must also include:

- Cover letter on company letterhead
- Completed Bid Response Form (Part II)
- Minimum three (3) references from similar municipal or governmental clients
- Sample prints / samples of comparable work
- Signed Bid Certification (Section 4 of the Response Form)

5. EVALUATION CRITERIA

Bids will be evaluated on the following criteria. The City reserves the right to award to the vendor offering the best overall value, which may not necessarily be the lowest price.

Criterion	Weight
Pricing — total cost across estimated annual volumes	40%
Experience and qualifications (municipal or comparable clients)	25%
Turnaround time, reliability, and capacity	20%
Proofing process, portal capability, and workflow quality	10%
Data security practices and certifications	5%

6. TERMS AND CONDITIONS

6.1 Contract Term

Initial term of one (1) year from the date of award, with up to two (2) additional one-year renewal options.

6.2 Confidentiality and Data Security

The vendor shall maintain strict confidentiality of all City customer data. Data may not be shared with or sold to third parties. The vendor shall provide a written data security policy upon request and notify the City within 24 hours of any suspected data breach.

6.3 Indemnification

The vendor shall indemnify, defend, and hold harmless the City from any claims, losses, or damages arising from the vendor's performance or failure to perform under this contract.

6.4 Right to Reject

The City reserves the right to reject any or all bids, waive informalities, and award the contract in the best interest of the City.

6.5 Contract Termination

Either party may terminate the contract with thirty (30) days written notice. The City may terminate immediately for cause, including but not limited to failure to meet turnaround requirements, data breach, or quality deficiencies.

6.7 Payment Terms and Invoicing

The vendor shall submit invoices on a monthly basis for all services rendered during the prior calendar month. Each invoice must separately itemize: (a) print and mail services by job, including job description, piece count, unit price, and extended total; and (b) postage costs as a pass-through line item, supported by USPS postage manifests or equivalent USPS acceptance documentation. Postage will be reimbursed at actual cost with no markup.

Payment terms are Net 30 from the City's receipt of a complete, accurate invoice with all required supporting documentation. Invoices that are incomplete or lack required documentation may be returned, and the 30-day period will not begin until a corrected invoice is received. Invoices should be submitted to the City of Dearborn Heights Water Billing Department at the address designated in the executed contract.

6.8 Contract Agreement

Upon award, the City of Dearborn Heights and the selected vendor shall execute a written contract governing the services described in this RFB. The parties may use either: (a) the City's standard contract for services, which is provided in the bid documents; or (b) the vendor's standard service agreement, provided it is reviewed and approved by the City and is consistent with the terms, specifications, and requirements of this RFB. In the event of any conflict between the vendor's service agreement and the terms of this RFB, the terms of this RFB shall prevail. The City reserves the right to require modifications to any vendor-provided agreement prior to execution.

PART II — BID RESPONSE FORM

Complete all sections. Return this entire document as your bid response.

A. VENDOR INFORMATION

Company Name:	
Mailing Address:	
City, State, ZIP:	
Primary Contact:	
Title:	
Phone:	
Email:	
Website:	
Years in Business:	

B. PRICING

All prices must be per-piece unless otherwise noted. Unit pricing must exclude postage — postage is advanced by the vendor and billed as a separate pass-through line item on monthly invoices. Enter N/A if a field does not apply.

B.1 Standard Service Pricing

Service	Unit Price (per piece)	Setup / Plate Fee	Min. Order Charge	Notes / Assumptions
Residential Water Bill – Option 1 -127,350 est. per year -Color, 8½×11, bottom perforated, single-sided -Printed, folded, inserted into #10 envelope with return envelope				
Residential Water Bill – Option 2 -127,350 est. per year -Color, 8½×11, bottom perforated, double-sided -Printed, folded, inserted into #10 envelope with return envelope				
Commercial Water Bill – Option 1 14,640 est. per year -Color, 8½×11, bottom perforated, single-sided -Printed, folded, inserted into #10 envelope with return envelope				
Commercial Water Bill – Option 2 14,640 est. per year -Color, 8½×11, bottom perforated, double-sided -Printed, folded, inserted into #10 envelope with return envelope				

B.2 Postcard and Ad Hoc Mailing Pricing

For postcards and ad hoc / one-off mailings, fill in all that apply. If you offer tiered pricing, use the quantity ranges below.

Service	Setup / Base Fee	Per Piece 1–999	Per Piece 1,000–4,999	Per Piece 5,000–24,999	Per Piece 25,000+
Postcard, 4×6, color, double-sided					
Ad Hoc / One-Off Mailing, 8½×11, color, single-sided					
Ad Hoc / One-Off Mailing, 8½×11, color, double-sided					
Ad Hoc / One-Off Mailing, 8½×11, B&W, single-sided					
Ad Hoc / One-Off Mailing, 8½×11, B&W, double-sided					

B.3 Additional Services and Surcharges

List any additional fees that may apply. Enter \$0.00 or N/A if not applicable.

Item	Price / Rate	Notes
Rush / expedited handling surcharge		
Additional insert per piece (e.g., flyer added to envelope)		
Data processing / variable data handling fee		
NCOA / address verification processing fee		
Reprinting due to City-provided file error		
Reprinting due to vendor error		
Other (please describe any other services or options you provide):		

C. TURNAROUND TIME AND SCHEDULING

Turnaround time is measured from the City's final approval of the digital proof to USPS drop/acceptance. Specify business days.

C.1 Standard Turnaround Time by Service Type

Service	Standard Turnaround (business days)	Maximum Capacity per Run
Residential Water Bill		
Commercial Water Bill		
Postcard, 4×6		
Ad Hoc / One-Off Mailing		

C.2 Rush / Expedited Service

Do you offer rush / expedited turnaround?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, minimum rush turnaround time (business days):	
Maximum advance notice required for scheduling a rush job:	

C.3 File Submission Cutoffs

File submission cutoff time to ensure same-day processing start:	
What happens if a file is received after the cutoff?	
Can you accommodate same-day proof approval and next-day processing?	<input type="checkbox"/> Yes <input type="checkbox"/> No

D. PROOFING, APPROVAL, AND FILE SUBMISSION WORKFLOW

D.1 Proofing Process

Do you provide a digital proof before every print run?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Format of digital proof provided:	
How many rounds of revisions are included before additional charges apply?	
What is the typical time from file submission to proof delivery?	
What is your process when the City requests a change after approving a proof?	

D.2 Online Portal / File Submission

Do you provide an online portal for file submission, proofing, and job tracking?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Portal name / URL (or describe if proprietary):	
What functions does the portal support?	
Can the City view real-time status of a job in production?	<input type="checkbox"/> Yes <input type="checkbox"/> No
What file formats do you accept for submission?	
How are files transmitted to your facility (beyond the portal)?	
Dedicated account rep assigned to this contract?	<input type="checkbox"/> Yes <input type="checkbox"/> No
How will the City communicate change requests or special instructions?	

E. DATA SECURITY AND PRIVACY

How is the City's customer data secured in transit and at rest?	
Do you hold any data security certifications (SOC 2, ISO 27001, etc.)?	
How long do you retain the City's customer data after a job is complete?	
What is your policy and procedure in the event of a data breach?	
Will any subcontractors or third parties have access to the City's data?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, identify subcontractors and describe data handling agreements:	

F. MAIL PROCESSING AND POSTAGE

Do you hold an active USPS bulk mail entry unit (BMEU) permit?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can you process mailings under the City's postage permit account?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you provide a USPS acceptance / postage manifest after each drop?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is CASS certification / address validation included in your standard service?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you offer NCOA (National Change of Address) processing?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you offer IMB (Intelligent Mail Barcode) tracking?	<input type="checkbox"/> Yes <input type="checkbox"/> No
How do you handle and report returned / undeliverable pieces to the City?	

G. REFERENCES

Provide a minimum of three (3) references from current or recent clients with similar scope (municipal utility billing preferred).

Reference 1

Organization:	
Contact Name:	
Phone / Email:	
Services Provided:	
Approx. Annual Volume:	

Reference 2

Organization:	
Contact Name:	
Phone / Email:	
Services Provided:	
Approx. Annual Volume:	

Reference 3

Organization:	
Contact Name:	
Phone / Email:	
Services Provided:	
Approx. Annual Volume:	

H. EXCEPTIONS AND DEVIATIONS

List any exceptions or deviations from the specifications or terms in this RFB. If none, state "None." The City reserves the right to reject bids with material exceptions. You may also use this space to note any other comments.

Section	Exception / Deviation	Proposed Alternative

I. CERTIFICATION AND SIGNATURE

By signing below, the authorized representative of the vendor certifies that:

- All information provided in this bid response is true, accurate, and complete.
- The vendor has the legal authority and capacity to enter into a contract with the City of Dearborn Heights.
- The vendor has read, understands, and agrees to the terms and conditions set forth in this RFB.
- The pricing provided is firm for a minimum of ninety (90) days from the bid submission deadline.
- No collusion or conflict of interest exists with respect to this bid.

Authorized Signature:	
Printed Name:	
Title:	
Date:	