

City of Elyria

Stormwater Billing/Collection

The City Elyria, (City) is soliciting proposals from qualified vendors to manage the billing process including the printing, mailing and collection of stormwater utility bills on a quarterly basis for the calendar year 2016. There are approximately 17,974 quarterly bills which will be processed on the following schedule:

1. First Billing January 26 – February 15, 2016.
 - a. The first billing will be sent out in 25% increments over four (4) weeks.
 - i. January 25 – 25%
 - ii. February 1 – 25%
 - iii. February 8 – 25%
 - iv. February 15 – 25%
2. Second Billing – mass mailing of all bills over the week of April 4
3. Third Billing – mass mailing of all bills over the week of July 4
4. Fourth Billing – mass mailing of all bills over the week of October 3

The selected vendor will work with the City and Stormwater Utility Consultant to develop the stormwater bill format, which will be printed on 8.5x11 paper with perforations for a tear off payment stub (see Exhibit “A” as an example)

The Vendor will conform to the following requirements.

1. Vendor must be a full service Vendor that is capable of providing all services requested with no subcontracting of any portions of the project, including presorting, artwork, programming and electronic presentation of bills and statements.
2. Vendor must provide programming and bill design services as required. The design should be able to accommodate the use of graphics, and color where feasible.
3. The Vendor must provide a means for secure data transmission and confirm receipt of the data.
4. The Vendor will be required to print, insert, meter and mail via first class postage the completed statements within a one (1) week timeframe.
5. Vendor must store/warehouse all forms and envelopes used to process City bills.
6. The Vendor must provide for the City to view and approve sample bills before the bills are printed and mailed, at no additional cost to the City.
7. The Vendor must support bill inserts printed by the City and provide insert printing services as well.
8. The Vendor must include a return envelope with the billing statement.
9. Vendor must provide electronic pre-sorting services to maximize postal discounts and mail bills at lowest first class rate. Software used to pre-sort must be USPS approved.
10. The selected vendor will be required to provide proof of sufficient liability insurance and bond to cover the total proposed income for the collection.

11. The vendor shall describe in the proposal a process on how past due bills will be tracked, the method of notification and collection.
12. The vendor shall provide in the proposal details relevant to the process for collecting payment of the bills with multiple methods, describe how the collected payments will be transferred to the City of Elyria. Vendor will work closely with the City of Elyria Finance Director's office in order to comply with all State Auditor requirements on the collection of taxpayer dollars and other applicable regulations.

The City will provide the selected vendor with a current list of the bills in electronic format which will include billing name, address and fee.

The Vendor must provide a single all inclusive per-unit bill fee that includes all services and expenses, including postage, materials, data processing, printing and warehousing required printing, mailing of each bill and processing collections, transfer of the collected fee to the City, etc.. The per-unit bill fee shall be all-inclusive without additional charges for jammed/wasted materials or other expenses including overhead. The City may adjust the quantity of bills as necessary e.g. addition or reduction of housing units, etc.

The Vendor will provide detailed costs of all services. The established per-unit fee will remain firm for the entire 2016 calendar year and not subject to any increase during the term of the contractual agreement with the City. The Vendor quoted prices shall include any applicable state and federal tax, bond and insurance.

The City's final selection will not be dictated on any single factor including price. Proposals will be evaluated based on experience; qualifications, technology, price and resources, and any innovative ideas presented to make the utility billing process more efficient.

Instructions:

Sealed proposals are due by **4:00 P.M. on Friday, September 25, 2015.**

Vendors interested in being considered for selection should respond by submitting a proposal with sample bills, bundles, references, etc., to:

**Timothy J. Ujvari, P.E., P.S., City Engineer,
131 Court Street, Suite 303
Elyria, OH 44035**

Submitted proposals shall include the fee amount in a separate envelope marked "Fee Proposal".

Responses received after 4:00 PM on the response due date will not be considered.

Questions about the project may be directed to Kathy McKillips, P.E. at (440) 326-1444 or by email at kmckillips@cityofelyria.org.