

REQUEST FOR PROPOSALS FOR THE CITY OF FORT WALTON BEACH

RFP #22-015 Utility Billing Services - Design, Print & Mail



Issued By:

**Purchasing Division
105 Miracle Strip Pkwy, SW
Fort Walton Beach, Florida 32548
(850) 833-9523
Fax (850) 833-9643
Website: <http://www.fwb.org/rfps>**

Date of Issue: April 26, 2022

The City of Fort Walton Beach adheres to the Americans with Disabilities Act and will make reasonable accommodations for access to this meeting by a physically handicapped person upon notice 48 hours prior to the meeting. Please call the City Clerk, Kim M. Barnes, at 850-833-9509 or e-mail at clerk@fwb.org to make a request. For Hearing Impaired the TDD line that is honored throughout the United States is the Telecommunications Relay Service (TRS) and can be reached by dialing 711. Below is a link with the details:

https://www.fcc.gov/sites/default/files/telecommunications_relay_service.pdf

City of Fort Walton Beach, Purchasing Division
 105 Miracle Strip Pkwy, SW
 Fort Walton Beach, Florida, 32548
 850-833-9523



REQUEST FOR PROPOSALS	
RFP 22-015 – Utility Billing Services - Design, Print & Mail	
Posting Date	April 26, 2022
Purchasing Contact	Giuliana Scott, Purchasing Manager 850-833-9523 / gscott@FWB.org
Opening Date & Time	May 26, 2022, 2:30 PM, CST
Bid Opening Location	City Hall Annex Building, Purchasing Div., 105 Miracle Strip Pkwy, SW Fort Walton Beach, FL 32548
<u>Submission Information:</u> Proposals must be sealed and reference the RFP Number, Title, & Opening Date & Time on the outside envelope.	<u>Mail to:</u> Purchasing Division 105 Miracle Strip Pkwy, SW Fort Walton Beach, FL, 32548

The City of Fort Walton Beach, Florida solicits your company to submit a proposal on the above referenced goods or services. All terms, specifications, and conditions set forth in this request are incorporated by reference in your response. Proposals will not be accepted unless all conditions have been met. The City is not responsible for lost or late delivery of proposals by any delivery service used by the Proposer. Proposals may not be withdrawn for a period of ninety (90) days after the RFP opening unless otherwise specified.

Respondents are advised that from the date of release of this solicitation until award of the contract, no contact with City personnel related to this solicitation is permitted. All communications are to be directed to the Purchasing Representative and sole contact listed below. ANY SUCH UNAUTHORIZED CONTACT MAY RESULT IN THE DISQUALIFICATION OF THE RESPONDENTS SUBMITTAL.

It is the intent and purpose of the City of Fort Walton Beach that this Request for Proposal promotes competitive proposals. It shall be the proposer's responsibility to advise the Purchasing Department at the address noted in the Special Conditions, if any language, requirements, etc. or any combination thereof, inadvertently restricts or limits the requirements stated in this Request for Proposal to a single service provider. Such notification must be submitted in writing and must be received by the Purchasing Department no later than ten (10) days prior to the proposal opening date.

PURCHASING CONTACT FOR THIS PROPOSAL:

Giuliana Scott, Purchasing Manager
 Phone: 850-833-9523
 Fax: 850-833-9643
 Email: gscott@FWB.org

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STANDARD FORMS

THE FORMS LISTED BELOW ARE TO BE COMPLETED AND SUBMITTED WITH YOUR PROPOSAL, AND ARE ATTACHED HEREWITH:

1. PROPOSER'S CERTIFICATION
2. ADDENDUM PAGE
3. REFERENCES
4. DRUG FREE WORKPLACE
5. PUBLIC ENTITY CRIMES FORM

SPECIFIC FORMS / INFO REQUESTED:

1. PRICE SHEET
2. RESPONDENT'S SAMPLE "SERVICE AGREEMENT"
3. STATE/COUNTY LICENSES; USPS CERTIFICATIONS

NOTE: PLEASE ENSURE THAT ALL OF THESE DOCUMENTS ARE COMPLETED AND SUBMITTED WITH YOUR PROPOSAL. FAILURE TO DO SO MAY RESULT IN YOUR PROPOSAL NOT BEING CONSIDERED FOR AWARD.

PROPOSER’S CERTIFICATION – RFP 22-015

I have carefully examined the Request for Proposal, Instructions to Proposers, General and Special Conditions, Vendor's Notes, Scope of Work, proposed agreement and any other documents accompanying or made a part of this Proposal.

I hereby propose to furnish the goods or services specified in the Request for Proposal. I agree that my proposal will remain firm for a period of up to ninety (90) days in order to allow the City adequate time to evaluate the proposals.

I certify that all information contained in this proposal is truthful to the best of my knowledge and belief. I further certify that I am duly authorized to submit this proposal on behalf of the vendor/contractor as its act and deed and that the vendor/contractor is ready, willing and able to perform if awarded the proposal.

I further certify, under oath, that this proposal is made without prior understanding, agreement, connection, discussion, or collusion with any other person, firm or corporation submitting a proposal for the same product or service; no officer, employee or agent of the City of Fort Walton Beach or of any other proposer interested in said proposal; and that the undersigned executed this Proposer's Certification with full knowledge and understanding of the matters therein contained and was duly authorized to do so.

NAME OF BUSINESS

BY: _____
SIGNATURE (ORIGINAL – blue or black ink)

NAME & TITLE (type or print)

EMAIL ADDRESS (type or print)

MAILING ADDRESS

CITY, STATE, ZIP CODE

() _____
TELEPHONE NUMBER

() _____
FAX NUMBER

STATE OF: _____ COUNTY OF: _____

The foregoing instrument was acknowledged before me on the _____ day of _____, 2022 by means of ___ physical presence or ___ online notarization

by _____ and _____ in their representative
(Name of Person Acknowledging) (Name of Person Acknowledging)

capacity as _____ and _____ of the Operator, who
(TITLE) (TITLE)

_____ is personally known to me, or _____ has produced _____ as ID.
(TYPE OF IDENTIFICATION)

My Commission expires

Notary Public

ADDENDUM PAGE RFP #22-015

The undersigned acknowledges receipt of the following addenda to the Documents (Give number and date of each):

Addendum No. _____ Dated _____

Addendum No. _____ Dated _____

Addendum No. _____ Dated _____

Addendum No. _____ Dated _____

FAILURE TO SUBMIT ACKNOWLEDGMENT OF ANY ADDENDUM THAT AFFECTS THE SCOPE OF WORK IS CONSIDERED A MAJOR IRREGULARITY AND WILL BE CAUSE FOR REJECTION OF THE PROPOSAL.

NAME OF BUSINESS

BY: _____
Signature

NAME & TITLE (type or print)

MAILING ADDRESS

CITY, STATE, ZIP CODE

() _____
TELEPHONE NUMBER

() _____
FAX NUMBER

DATE

REFERENCES RFP 22-015

Bidder shall submit as a part of the bid package, four (4) business references with name of the business, address, contact person, and telephone number. **All references shall be for similar projects completed within the last five (5) years.**

REGARDING PROPOSER: _____

Name:	Name:
Contact:	Contact:
Address:	Address:
Telephone:	Telephone:
Email Address:	Email Address:
Name:	Name:
Contact:	Contact:
Address:	Address:
Telephone:	Telephone:
Email Address:	Email Address:

DRUG-FREE WORKPLACE FORM RFP 22-015

The undersigned vendor, on _____, 2022, in accordance with Section 287.087, Florida Statutes, certifies that [company] _____ does:

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 prohibition.
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, 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 Paragraph 1.
4. In the statement specified in Paragraph 1, notify the employees 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 contendere 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 such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug 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 Paragraphs 1 through 5.

Check one:

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

_____ As the person authorized to sign this statement, this firm does not comply fully with the above requirements.

NAME OF BUSINESS: _____

BY: _____
SIGNATURE

NAME & TITLE, TYPED OR PRINTED

PUBLIC ENTITY CRIME FORM – RFP 22-015**SWORN STATEMENT UNDER SECTION 287.133 (3) (A) FLORIDA STATUTES, ON
PUBLIC ENTITY CRIMES**

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

This sworn statement is submitted with Proposal, Proposal or Contract # _____

This sworn statement is submitted by _____ whose business address is _____ and (if applicable) Federal Employer Identification Number (FEIN) is _____ (If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement).

My name is _____ and my relationship to the entity named above is _____.

I understand that a "public entity crime" as defined in Paragraph 287.133(a)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction 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 proposal 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.

I understand that "convicted" or "conviction" as defined in paragraph 287.133(a)(b), Florida Statutes, means finding of guilt or a conviction of a public entity crime with or without an adjudication of guilt, in any federal or state trial court of records relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.

I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), Florida Statutes, means:

- A predecessor or successor of a person convicted of a public entity crime (or)
- 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 of shares constituting a controlling income among persons when not for fair interest in another person, or a pooling of equipment or income among persons when not for fair market value under a length agreement, shall be a prima facie case that one person controls another person. A person who was knowingly convicted of a public entity crime, in Florida during the preceding 36 months shall be considered an affiliate.

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 the state or of the United States with the legal power to enter into a binding contract for 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, directors, executives, partners, shareholders, employees, members, and agents who are active n management of an entity.

Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. (Please indicate which statement applies.)

_____Neither the entity submitting this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, nor affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July 1, 1989.

_____The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989. (Please attach a copy of the final order.)

_____ The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in public interest to remove the person or affiliate from the convicted vendor list. (Please attach a copy of the final order)

_____ The person or affiliate has not been placed on the convicted vendor list. (Please describe any action taken by, or pending with, the Department of General Services.)

(Signature)

(Date)

STATE OF: _____ COUNTY OF: _____

The foregoing instrument was acknowledged before me on the _____ day of _____, 2022

by means of ___ physical presence or ___ online notarization

by _____ and _____ in their representative
(Name of Person Acknowledging) (Name of Person Acknowledging)

capacity as _____ and _____ of the Operator, who
(TITLE) (TITLE)

_____ is personally known to me, or _____ has produced _____ as ID.
(TYPE OF IDENTIFICATION)

My Commission expires

Notary Public

1.0 GENERAL TERMS & CONDITIONS OF PROPOSALS AND CONTRACT:

1.1 PUBLIC OPENING: All proposals will be publicly opened and the list of proposers read aloud in the Purchasing Division at City Hall Annex Building, 105 Miracle Strip Pkwy SW, Fort Walton Beach, FL at the time specified and will be made available for public inspection within THIRTY (30) days after the proposal opening or when an award decision is made, whichever is earlier.

1.2 AMERICANS WITH DISABILITIES ACT: AMERICANS WITH DISABILITIES ACT: The City of Fort Walton Beach adheres to the Americans with Disabilities Act and will make reasonable accommodations for access to this meeting by a physically handicapped person upon notice 48 hours prior to the meeting. Please call the City Clerk, Kim M. Barnes, at 850-833-9509 or e-mail at clerk@fwb.org to make a request. For Hearing Impaired the TDD line that is honored throughout the United States is the Telecommunications Relay Service (TRS) and can be reached by dialing 711. Below is a link with the details:

https://www.fcc.gov/sites/default/files/telecommunications_relay_service.pdf

1.3 CONTRACT REQUIRED: The City and the successful proposer shall enter into a Contract for Services that will include, but not be limited to, and may be superseded by such Contract, the following terms and conditions.

- 1.3.1 Independent Contractor Status; Indemnity: At all times the Respondent will be an independent contractor and shall, therefore, agree to indemnify and save harmless the City, its officers, agents, and employees, from and against any and all liability, claims, demands, damages, fines, fees, expenses, penalties, suits, proceedings, actions and costs of action, including attorney's fees for trial and on appeal, of any kind and nature arising or growing out of or in any way connected with the performance of the Contract whether by act or omission of the proposer, its agents, servants, employees or others, or because of or due to the mere existence of the Contract between the parties.
- 1.3.2 Copyrighted, Confidential Information: If applicable, the proposer shall pay all royalties and assume all costs arising from the use of any invention, design, process materials, equipment, product, or device which is the subject of patent rights or copyrights. Proposer shall, at its own expense, hold harmless and defend the City against any claim, suit, or proceeding brought against the City which is based upon a claim, whether rightful or otherwise, that the goods or services, or any part thereof, furnished under the contract, constitute an infringement of any patent or copyright of the United States. The Proposer shall pay all damages and costs awarded against the City.
- 1.3.3 Time Is Of the Essence: A condition that time is of the essence for the proper provision of services of the Contract and that the successful proposer will conduct all required work diligently and as specified by the City.

- 1.3.4 Assignment: The successful proposer may not assign, transfer, or otherwise dispose any rights or obligations of the Contract without prior written consent of the City.
- 1.3.5 Termination for Convenience: The City may terminate for its convenience at any time, in whole, or in part, any proposal award. In the event of termination for convenience, the City's sole obligations will be to reimburse Proposer for (1) those goods and/or services actually shipped /performed and accepted up to the date of termination, and (2) costs incurred by the Proposer for unfinished goods, which are specifically manufactured for the City and which are not standard products of the Proposer, as of the date of termination, and a reasonable profit thereon. In no event is the City responsible for loss of anticipated profit nor will reimbursement exceed the proposal value.
- 1.3.6 Termination for Default: The City may terminate all or any part of an award resulting from this proposal, by giving notice of default to the Proposer, if the Proposer: (1) refuses or fails to deliver the goods or services within the time specified, (2) fails to comply with any of the provisions of this Proposal or so fails to make progress as to endanger performance hereunder, or, (3) becomes insolvent or subject to proceedings under any law relating to bankruptcy, insolvency, or relief of debtors. In the event of termination for default, the City's liability will be limited to the payment for goods and/or services delivered and accepted as of the date of termination.
- 1.3.7 Failure To Execute Contract: Failure of the successful proposer to enter into a contract in the prescribed time may be cause for cancellation of the award to that proposer. In the event the award is cancelled, the award may then be made to the second lowest responsive and responsible proposer, or the City may reject all of the proposals. Contractors who default are subject to suspension and/or removal from the City's Proposers List.
- 1.3.8 Right To Audit Records: The City shall be entitled to audit the books and records of a contractor or any sub-contractor to the extent that such books and records relate to the performance of such contract or sub-contract. Such books and records shall be maintained by the contractor for a period of three (3) years from the date of final payment under the prime contract and by the sub-contractor for a period of three (3) years from the date of final payment under the sub-contract unless a shorter period is otherwise authorized in writing.
- 1.3.9 Fiscal Year Funding Appropriation: Unless otherwise provided by this request, the contract for supplies or services may be entered into for a one year period of time. Payment and performance obligations for succeeding fiscal periods shall be subject to appropriation of funds by the City Council for any additional years.

1.4 **PROPOSER'S CERTIFICATION FORM:** Each proposer shall complete the "Proposer's Certification" form included with this Request for Proposal, and submit the form with the proposal. The form must be acknowledged before a notary public and have the notary seal affixed. Proposals may be rejected if the Proposer's Certification is not submitted with the proposal.

1.5 **PUBLIC ENTITY CRIMES:** A person or affiliate, as defined in Chapter 287.133 of the Florida Statutes, who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a proposal on a contract to provide any goods or services to a public entity, may not submit a proposal on a contract with a public entity for the construction or repair of a public building or public work, may not submit proposals on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Chapter 287.01 of the Florida Statutes for category two, for a period of 36 months from the date of being placed on the convicted vendor list.

1.6 **FLORIDA PROMPT PAYMENT ACT:**

1.6.1 Proper Invoice: For purposes of billing submission and payment procedures, a proper invoice by a contractor, vendor or other invoicing party shall include at least the following information:

1.6.1.1 Description, including quantity, of the goods or services provided to the City reasonably sufficient to identify the goods or services.

1.6.1.2 Amount due, applicable discounts, and the terms of payment.

1.6.1.3 Full name of the vendor, contractor or other party who is supplying the goods and/or services including a mailing address in case of a dispute, a mailing address for payment purposes (if they are different) and a telephone number.

1.6.1.4 The purchase order or contract number as supplied by the City.

1.6.1.5 Identification by office, division, or department of to whom the goods or services were delivered or provided.

1.6.2 Delivery Of Invoice: All invoices, to be considered a proper invoice, shall be delivered to Accounts Payable, Finance Department, City of Fort Walton Beach, 107 Miracle Strip Parkway, SW, Fort Walton Beach, Florida, 32548.

1.6.3 Delivery Acceptance Required: An invoice will not be considered proper unless there has been delivery, installation, or provision of the goods/services to the correct City office, division, or department, acceptance by the City of the goods/services, and the contractor has otherwise complied with all of the contract's terms and conditions and is not in default of any of them.

1.6.4 Invoice Dispute Procedure: If there is a dispute between the City and contractor regarding an invoice, the City or contractor may initiate this invoice dispute procedure. Either party can initiate the dispute procedure, by providing the other party, in writing, notice of a dispute and stating the specifics of the dispute. The parties shall exchange all materials and information to support their claims and provide a copy of all materials and

information to the Finance Director. The Finance Director shall review all materials and information and conduct a meeting with the contractor and the responsible City office, division, or department. The proceeding to resolve the dispute shall be commenced no later than 45 days after the date on which the payment request or proper invoice was received by the City. The Finance Director shall then issue a written final decision no later than 60 days after the date of notice of the dispute.

1.7 CONFLICTS: The proposer acknowledges and warrants that no one was paid a fee, commission, gift, or other consideration contingent upon receipt of an award for the services and/or supplies specified in this request for proposal.

1.8 DRUG FREE WORKPLACE CERTIFICATION: By submitting the Drug Free Workplace Form as part of this request for proposal, you are certifying that your company is a drug-free workplace in accordance with Chapter 287.087 of the Florida Statutes.

1.9 PURCHASE CONTRACTS WITH OTHER GOVERNMENT AGENCIES: The submission of any proposal in response to this request for proposal constitutes a proposal made under the same terms and conditions, for the same contract prices and/or fee schedules to other governmental agencies within the State of Florida, unless otherwise stipulated by the proposer within the proposal documents.

1.10 INSURANCE & PERFORMANCE BONDS: Insurance and/or performance bond coverage may be required by the Contract. Such insurance or bond shall be in effect for the term of the contract. Should a Contractor fail to provide acceptable evidence of current insurance and/or a performance bond within seven (7) days before the expiration date of an insurance policy or bond, the City shall have the right to terminate the Contract.

1.11 PERFORMANCE BOND REQUIREMENTS: Not Required.

1.12 INSURANCE: Proposers must be eligible for and provide evidence of insurance coverage, which equals or exceeds the City's minimum standards for the project. All insurance required must be provided by a company licensed to do business in the State of Florida and with an A.M. best rating of at least A-. Proof of Insurance must accompany the signed contract.

1.12.1 Workers Compensation

1.12.1.1 Coverage A: in conformity with Florida Statute 440
1.12.1.2 Coverage B: \$500,000/\$500,000/\$500,000

1.12.2 Commercial General Liability*

Each occurrence for:

1.12.2.1	Bodily Injury/ Property Damage:	\$1,000,000
1.12.2.2	Personal and Advertising Injury:	\$1,000,000
1.12.2.3	Products/Completed Operations Aggregate:	\$2,000,000
1.12.2.4	General Aggregate:	\$2,000,000
1.12.2.5	Fire Damage:	\$100,000
1.12.2.6	Medical Payments:	\$10,000
1.12.2.7	Contractual Liability where applicable	

*** Commercial General Liability must be on a comprehensive basis, including Personal Injury Liability, Products/Completed Operations, and must show City of Fort Walton Beach as an additional named insured with respect to these coverages.**

1.12.3 Business Automobile Liability

1.12.3.1 Combined Single Limit: \$1,000,000

1.12.4 Umbrella \$1,000,000 each occurrence / \$1,000,000 aggregate

1.12.5 Policy Provisions

1.12.5.1 The City of Fort Walton Beach shall be an additional insured under any General Liability, Business Auto, and Umbrella Policies using an ISO Additional Insured Endorsement form CG2013 or its equivalent.

1.12.5.2 Coverage shall apply as Primary and non-contributory.

1.12.5.3 Waiver of Subrogation in favor of the City of Fort Walton Beach, Florida.

1.12.5.4 Notice will be delivered in accordance to Policy Provisions.

This area left blank intentionally.

2.0 SPECIAL TERMS & CONDITIONS OF PROPOSALS AND CONTRACT

2.1 SUBMISSION REQUIREMENTS –

2.1.1 Copies: Submit one original and four hard copies (a total of five), with one electronic copy (CD or flashdrive). Proposals shall be as brief and to the point as possible while still meeting proposal requirements.

- **ELECTRONIC COPIES MUST BE IDENTICAL IN ALL RESPECTS TO THE PAPER COPY SUBMITTED.**

2.1.2 Service Agreement: If respondent requires a “Service Agreement”, respondent must provide a sample agreement with the proposal to be considered responsive.

2.2 **SIMILAR PROJECTS & REFERENCES**: Proposers shall supply a list and description of at least four (4) similar clients over the past five (5) years, along with the contact information of the client.

2.3 **ACCEPTANCE/REJECTION/MODIFICATION TO PROPOSALS**: The City reserves the right to negotiate modifications to proposals it deems acceptable, reject any and all proposals, and to waive minor irregularities in the procedures.

2.4 **INCURRED EXPENSES**: The City is not responsible for any expenses that proposers may incur in preparing and submitting proposals called for in this RFP.

2.5 **INTERVIEWS**: A formal oral presentation may be required of each firm that is selected during the initial review process (at the sole option of the City). If required, presentations should be in support of the firm’s proposal or to exhibit or otherwise demonstrate the information contained therein.

2.6 **PROPOSALS BINDING**: All proposals submitted shall be binding for ninety (90) calendar days following the proposal opening.

2.7 **ALTERNATE PROPOSALS**: An alternate proposal is viewed by the City as a proposal describing an approach to accomplishing the requirements of the RFP, which differs from the approach set forth in the solicitation. An alternate proposal may also be a second proposal submitted by the same proposer, which differs in some degree from its basic or prime proposal. Alternate proposals may address the technical approach, or other provision or requirements set forth in the solicitation. The City will, during the initial evaluation process, consider all alternate proposals submitted.

2.8 **ADDENDUM AND AMENDMENT TO REQUEST FOR PROPOSAL**: If it is necessary to revise or amend any part of this RFP, the Purchasing Manager will post the addendum on the Florida Proposal System website at www.BidNetDirect.com and/or on the City’s website at www.FWB.org/RFPs. It is the Proposer’s responsibility, prior to submitting a proposal, to ascertain if any addenda have been issued, to obtain all such addenda, and to return any executed addenda with the proposal (or complete and sign addenda acknowledgement form). The failure of a Proposer to submit acknowledgment of any addenda that materially affects the proposal is considered a major irregularity and will be cause for rejection of the proposal.

2.9 PROPRIETARY INFORMATION: In accordance with Chapter 119 of the Florida Statutes (Public Records Law), and except as may be provided by other applicable State and Federal Law, all proposers should be aware that RFP's and the responses thereto are public records and subject to public inspection. If a proposer believes that any information contained in a proposal is confidential or proprietary and exempt from public disclosure, the proposer shall identify specifically any such information contained in their proposals and cite specifically the applicable exempting law.

2.10 PROPERTY OF THE CITY: All proposals received from proposers in response to this RFP will become the property of the City of Fort Walton Beach and will not be returned to the proposers. In the event of contract award, all documentation produced as part of the contract will become the exclusive property of the City.

2.11 LOCAL MERCHANT PREFERENCE: In accordance with Section 4.01.02 of the City of Fort Walton Beach Code of Ordinances, in operating within the policy of purchasing quality to suit the intended purpose at the least expense, every effort will be made to purchase from merchants located within the City.

2.11.1 If all bids/proposals received in response to a competitive procurement are for the same total amount or unit price, quality and service being equal, the procurement shall be awarded to the local merchant.

2.11.2 Local Merchant will be an evaluation criteria in all RFP competitive solicitations and will be assigned a weight of 5%. If the proposer meets the definition of a local merchant, as defined in Section 2.18 of the City's Purchasing Policies and Procedures, the proposal will be awarded 5 points by each evaluation committee member.

2.11.2 Exception to this Local Merchant Preference policy shall apply to:

2.11.2.1 Purchases or contracts made under an emergency situation, as defined by Section 2.14 of the City's Purchasing Policies and Procedures.

2.11.2.2 Purchases funded in whole or part by a governmental agency (grant purchases).

2.11.3 The City Council may waive application of the local merchant preference.

2.12 MINORITY-OWNED / WOMAN-OWNED / SERVICE DISABLED VETERAN-OWNED/VETERAN-OWNED BUSINESS ENTERPRISE: Certification as a MBE/WOB/SDVOB/VOB will be an evaluation criteria in all RFP competitive solicitations and will be assigned a weight of 5%. If the proposer meets the definition of a Minority Business Enterprise, as defined in Section 2.20 of the City's Purchasing Policies and Procedures, the proposal will be awarded 5 points by each evaluation committee member.

2.13 CONTRACT AWARD: The Proposer's proposal must be complete to be considered for award.

2.13.1 The City reserves the right to qualify, accept, or reject any or all vendors as deemed to be in the best interest of the City. The City reserves the right to accept or reject any or all proposals and to waive irregularities or

technicalities in any proposal when in the best interest of the City. The City reserves the right to accept or reject any exception taken by the vendor to the terms and conditions of the Request for Proposal.

2.13.2 The City reserves the right to accept any submittal, or any part or parts thereof, or to reject any and all submittals.

2.13.3 It is the City's intent to make an award within ninety (90) working days of the proposal due date.

2.13.4 Award, if made, will be in accordance with the terms and conditions herein and shall be in the form of a Contract. Awarded vendor will be given the City's contract compliance document to complete and return within thirty (30) calendar days of contract award.

2.14 RESPONSE TO RFP:

2.14.1 Contact Restrictions for Proposers: All questions or requests for additional information regarding this proposal MUST be directed to the designated Purchasing Manager indicated below. Prospective Proposers shall not contact any member of the City Manager's Office, other City employees or Evaluation Committee members regarding this proposal prior to award recommendation by City Council and posting of the final tabulation on the City's Website at www.fwb.org/rfps. Any such contact shall be cause for rejection of your proposal.

2.14.2 **All proposers shall direct communications and inquiries to:**

Giuliana Scott, Purchasing Manager
City of Fort Walton Beach
105 Miracle Strip Pkwy. SW
Fort Walton Beach, FL 32548
Phone: (850) 833-9523 **Fax: (850) 833-9643**
Email: gscott@FWB.org

2.14.3 **Cut out and use the label printed here, and affix to your OUTER sealed bid envelope to identify it as a "Sealed Bid".**



Deliver to: Purchasing Manager – City Hall Annex Building
City of Fort Walton Beach
105 Miracle Strip Pkwy SW
Fort Walton Beach, FL 32548

SEALED BID DO NOT OPEN

SEALED RFP#: 22-015

RFP TITLE: Utility Billing Services - Design, Print & Mail

DUE DATE/TIME: 05/26/2022 2:30 PM – Central Time

2.15 PRE-PROPOSAL CONFERENCE MEETING: N/A.

2.16 VENDOR PROTESTS: Proposers or Respondents who do not agree with the City Council's recommendation for award are afforded the opportunity to protest the recommendation by submitting written notice to the Purchasing Division within three (3) business days after notice of award.

2.17 NEGOTIATIONS

2.17.1 The City may award a contract on the basis of initial offers received, without further negotiations, or may negotiate a final contract. Therefore, each initial offer should contain the Proposer's best terms from a cost or price and technical standpoint.

2.17.2 The City reserves the right to enter into contract negotiations with the selected Proposer. If the City and the selected Proposer cannot negotiate a successful contract, the City may terminate said negotiations and begin negotiations with the next selected Proposer. This process will continue until a contract has been executed or all Proposers have been rejected. No Proposer shall have any rights against the City arising from such negotiations.

2.18 PERFORMANCE SCHEDULE: The winning respondent shall commence performance within ten (10) days of issuance of Notice to Proceed, or later date specified in Notice to Proceed.

2.19 PIGGYBACK PROVISIONS: Under the Florida Interlocal Cooperation Act of 1969, public agencies may engage in cooperative purchasing agreements and intergovernmental agreements and contracts. Winning Bidder agrees to provide same terms and conditions to other qualified government agencies within the State of Florida.

2.19.1 The submission of any bid in response to this Invitation to Bid constitutes a bid made under the same terms and conditions, for the same contract price, to other governmental agencies within the State of Florida, unless otherwise stipulated by the proposing bidder on the bid sheet.

2.19.2 Each governmental agency desiring to accept these bids, and make an award thereof, shall do so independently of any other governmental agency. Each agency shall be responsible for its own purchases and each shall be liable only for materials ordered and received by it, and no agency assumes any liability by virtue of this bid.

This Section left blank intentionally.

3.0 SCOPE OF WORK – OVERVIEW, GENERAL INFORMATION, RFP SCHEDULE:

3.1 OVERVIEW –

- 3.1.1 Purpose: The purpose of this Request for Proposal (RFP) is to solicit proposals for services to provide the utility bill design, printing and mailing services of the City's Utility Billing operations.
- 3.1.2 Scope of Work - consists of printing and mailing complete utility bills and any other communication the City may have with its 9,800 plus utility account holders. The City currently uses CENTRAL SQUARE - SUPERION, LLC as our billing software. See Exhibit A for a sample of documents mailed.
- 3.1.3 Unless otherwise specified, the Respondent is to furnish all materials, tools, equipment, manpower, and consumables to perform the processing, printing, collating, folding, inserting, and preparation and delivery to United States Postal Service in automation stream of approximately 9800 utility bills per month.
- 3.1.4 Ancillary Services – The City of Fort Walton Beach is always seeking ways to be more efficient and to position itself for the future, utilizing new technology to meet the needs of ever-growing variable data applications. Respondents are encouraged to include any time-saving or cost-saving services they are able to perform, for future use.

3.2 GENERAL INFORMATION

- 3.2.1 The City provides water, sewer & garbage services to 9800 + accounts, and utilizes four (4) billing cycles each month, consisting of approximately 2500 accounts per cycle.
- 3.2.2 Billing cycles are set for the 1st, 10th, 17th & 25th of each month.
- 3.2.3 Mailing of certified letters is not required or part of this Scope of Work.

3.3 RFP SCHEDULE: The following identifies the RFP process schedule:

PROPOSED RFP SCHEDULE	DATE
Request for Proposals Issued	April 26, 2022
Proposals Due	May 26, 2022
Evaluation Committee Meeting	June 8, 2022
Presentations (if needed)	TBD
City Council Mtg (approve award)	TBD

- 3.4 SCHEDULE/TERM - All Work, unless otherwise specified or agreed to in advance, is to be performed as outlined in the Scope of Work, and per Section 2.18, for a period of one (1) year, starting October 1, 2022 through September 30, 2023; along with four (4) possible one (1) year options to extend the Contract, if mutually agreed upon by both parties.

3.5 SCOPE OF WORK - The Respondent will provide the services as specified below, including reading data, printing bills, collating, folding, and inserting bills and other documents into envelopes:

3.5.1 Design: Design a pre-printed, laser color, 2-sided utility bill statement (including bar chart) that is mutually agreed upon by both parties. Statement to be formatted based on Customer requirements.

3.5.2 Data: Data will be received at Respondent via electronic transfer initiated by Customer in a format agreed upon by both parties.

3.5.2.1 The City will provide an initial delivery schedule of data thirty days in advance. If data is not delivered promptly or if incorrect data is received, data will be reprocessed in accordance with agreement within 48 hours. Subsequently, data received promptly will be mailed within 24-48 hours.

3.5.2.2 The City must have the flexibility to change the bill extract file as well as the bill formatting layout with thirty (30) days written notice of intention.

3.5.2.3 The City must have the ability to re-call individuals bills, multiple bills, complete billing routes and/or partial bill cycles if it is determined that an error in billing has occurred.

- Statement bills incorrectly printed must be shredded.

3.5.2.4 Respondent must be able to coordinate with the City's Utility Billing to change the scheduled billing and bill management at any time.

3.5.3 Printing: Materials specific to utility bills and letters must conform to the following (See Exhibit A):

- 8.5" x 11" perforated 20-lb. white paper for billing statements (include sample with bid)
- 8.5" x 11" pre-printed letterhead paper (include sample with bid)
- #10 pre-printed window envelope for letters (include sample with bid)
- #10 pre-printed window envelope, Utility Bill Mailing (include sample with bid)
- #9 pre-printed envelope, Return including "UTILITY BILL ENCLOSED" (include sample with bid)

3.5.4 Printing Adjustments:

3.5.4.1 Respondent must have the ability to place multiple customer messages on the bill dependent on conditions the account such as delinquent balances, owner messages, leak messages, change in service messages, etc.

3.5.4.2 Respondent must have the ability to omit printing and mailings to customers who have the e-billing option identified on their account.

3.5.5 Addressing/Mailing: All addresses will be passed through certified postal-coding software for CASS (Coding Accuracy Support System) certification and delivery point barcode for best automated postage discount.

3.5.5.1 Postage rate fees must be pass-through, at the lowest possible rate/discount and include any rebates offered by the United States Postal Service.

3.5.5.2 Preparation and delivery to USPS in automation stream. All statements will include:

- Statement page
- Outside mailing envelope
- Courtesy reply envelope

3.5.5.3 Ability to provide automatic mailing address validation with USPS database. This must be completed prior to bill run to reduce delays and returned mail.

3.5.5.4 Respondent shall make periodic recommendations for improving mail delivery, postage savings and reducing mailing costs.

3.5.6 Quality Control: Respondent should describe its quality assurance & control check points within the printing and inserting operation. What process is used to ensure that the correct undamaged data production file was received?

3.5.6 PDF Services for Printing and Mailing Customers

3.5.6.1 Data used will be the same data as provided for Printing and Mailing Services.

3.5.6.2 A PDF image of the exact statement that is printed and mailed will be created.

3.5.6.3 PDF images are available for the City to view, print, and download. Once pdfs are loaded in to H.T.E., the resident/customer will be able to view them when they log into their account on Click2Gov.

3.5.6.4 City shall have the option of receiving the PDF images electronically on a per cycle basis or once a month on CD.

3.5.7 IT/Software:

3.5.7.1 Respondents must provide evidence of backup disaster and recovery for downed equipment.

3.5.7.2 Respondent must identify theft safety measures.

3.5.7.3 Respondent must provide a secured website for data transmission.

3.5.7.4 Respondent must assist City with configuration to provide a FTP link for data transmission.

3.5.7.5 Respondent systems must be compatible with CENTRAL SQUARE - SUPERION, LLC. If chosen, vendor must work with City & CENTRAL SQUARE - SUPERION, LLC to identify specific file extensions used and identify and compatibility issues. Ability to integrate with CENTRAL SQUARE - SUPERION, LLC will be the Respondent's responsibility.

3.5.8 Confidentiality of Records/Systems:

3.4.8.1 Winning Respondent agrees to keep confidential all records and other information with respect to the City of Fort Walton Beach and its customers.

3.5.8.3 However, if Proposer 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.

3.6 REPORTING - Winning Proposer shall provide a monthly, itemized bill of services rendered to the City.

3.7 LICENSING/CERTIFICATION – Respondent must include evidence of:

3.6.1 Any USPS required certifications such as, but not limited to, CASS and Delivery Point Barcode, Intelligent Barcode.

3.6.2 Copy of appropriate current State or County business license.

3.8 COST ESTIMATE - Respondent shall provide an itemized breakdown of all costs on the Pricing Sheet provided in this RFP.

This Section left blank intentionally.

4.0 EVALUATION OF PROPOSALS - It is intended that one firm shall be selected to perform professional services on behalf of the City of Fort Walton Beach for the concrete skate park. The City of Fort Walton Beach's representatives will rank each prospective firm in order of preference, based upon items addressed in the qualifications that are received. The City of Fort Walton Beach, through its representatives, will negotiate with the highest ranked prospective firm. The firm retained serves at the discretion, direction and the pleasure of the City of Fort Walton Beach.

4.1 Selection Committee – An evaluation committee will be formed to review, score, and rank all proposals. Proposals will be evaluated to determine those that best meet the needs of the City. After review of all proposals (and interviews if required) the selection committee will score each proposal based on the assigned evaluation criteria.

4.2 Evaluation Committee Meeting - The Selection Committee will meet at 10:00 a.m. June 8, 2022 (tentative date/time) in the City Hall Annex Building - Training Room located at 105 Miracle Strip Parkway SW, Fort Walton Beach FL 32548.

4.3 Rating System - The Selection Committee will rate all proposals utilizing the Weighted Rating System (see Section 4.7). The sum of the Total Weighted Ratings assigned by the committee members will be used to rank the proposals.

4.4 Presentation/Interview: At the option of the City, the top scoring firms may be required to make a presentation of their proposal. This will provide an opportunity to clarify or elaborate on the proposal, but will not, in any way provide an opportunity to change any items in the original proposal.

4.5 The top ranked proposer with the highest Total Weighted Score will be recommended for award to the City Council. The City Council will accept the recommendation to award to the highest ranked firm, or to reject all proposals.

4.6 Evaluation Criteria: Proposals will be evaluated by the City of Fort Walton Beach's Evaluation Committee using the following criteria:

- 4.6.1 Respondent's capability to provide services identified in Scope of Work; IT Compatibility; Information Security; Monthly Reporting.
- 4.6.2 Past Experiences & References: Years of Experience, Reputation, References pertaining to work of similar size & scope.
- 4.6.3 Staffing – Qualifications and experience of Key Personnel reporting to this Proposal's work.
- 4.6.4 Pricing Sheet.
- 4.6.5 Previous experience with City.
- 4.6.6 Local Merchant Preference (See Section 1.13).
- 4.6.7 State Certified MBE/WOB/SDVOB/VOB (See Section 1.14).

4.7 EVALUATION CRITERIA SCORING:

	EVALUATION CRITERIA	WEIGHT	(0 – 5) SCORE	WEIGHTED SCORE
1	Capability to provide Services in Scope of Work; IT compatibility; Reporting	30%		
2	Past Experiences & References of the Company (customer svc; responsiveness)	30%		
3	Staffing – Key personnel (qualifications)	10%		
4	Pricing Sheet	15%		
5	Prior experience with City	5%		
6	State Certified MBE/WOB/SDVOB/VOB (Rated 0 or 5 points)	5%		
7	Local Merchant Preference (Rated 0 or 5 points)	5%		
	TOTAL:	100%		

* Ratings:

- 0 - Not responsive; Included no information on the subject criteria
- 1 - Poor
- 2 - Fair
- 3 - Average,
- 4 - Good
- 5 - Excellent/Superior

4.7.1 **REQUESTS FOR ADDITIONAL INFORMATION:** During the proposal evaluation, the City of Fort Walton Beach reserves the right to request additional written information to assist in the evaluation of these qualifications.

4.8 QUESTIONS REGARDING SPECIFICATIONS OR PROPOSAL PROCESS PROHIBITION OF COMMUNICATION

- 4.8.1 To ensure fair consideration for all proposers, the City prohibits communication to or with any department, or employee except the Purchasing Manager during the submission process, except as provided below.
- 4.8.2 Point Of Contact - The Purchasing Manager, or a designee, will initiate any necessary communication with a proposer to obtain information or clarification to allow the evaluation committee to properly and accurately rate the proposals.
- 4.8.3 Discussion Of Proposals – The Purchasing Manager, or a designee, may discuss a proposal directly with the responsible proposer to get clarification and assure a full understanding of, and responsiveness to, the solicitation requirements. All proposers shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals and such revisions may be permitted after submission prior to award for the purpose of obtaining best and final offers. In conducting such discussions, there shall be no disclosure of any information

derived from proposals submitted by competing proposers except as may be required by the Florida Public Records Law, Chapter 119, Florida Statutes.

4.8.4 **Questions** - Proposer shall address any questions regarding the proposal process to the Purchasing Manager, in writing and in sufficient time before the period set for the receipt and opening of proposals. Inquiries received within ten (10) days of the date set for receipt of proposals may not be answered or given any consideration. The Purchasing Manager shall issue any interpretation for a proposer in the form of an addendum to the specifications. If an addendum is issued, the Purchasing Manager will convey that addendum to all proposers no later than five (5) days prior to the date set for receipt of proposals.

4.8.5 **Additionally, the City prohibits communications initiated by a proposer to the City official, employee or committee member evaluating or considering the proposals prior to the time an award decision has been made.** If a proposer initiates communications, that act may be grounds for disqualifying the proposer from consideration for award of the proposal.

4.9 **RESPONSIBILITY FOR KNOWLEDGE OF ADDENDA** - All proposers must contact the Purchasing Manager prior to submitting a proposal to determine if any addenda have been issued, to obtain all such addenda, and to return, if necessary, any executed addenda with the proposal.

4.9.1 **All proposers shall direct communications and inquiries to:**

Giuliana Scott, Purchasing Manager
gscott@FWB.org or 850-833-9523
City of Fort Walton Beach
105 Miracle Strip Pkwy SW
Fort Walton Beach, FL 32548

This section left blank intentionally.

PRICING SHEET – RFP 22-015 (SUBMIT WITH PROPOSAL)

VENDOR: _____

ITEM	Description	Unit Price	TOTAL
1	Processing, printing, collating, folding, inserting and preparation and delivery to USPS in automation stream (highlight color)	\$	\$
2	Additional Statement page	\$	\$
3	Additional Inserts	\$	\$
4	Additional Charge for Statement backer	\$	\$
5	Postage		AT COST
OPTIONAL SERVICES			
6	PDF Services – Monthly Charge	\$	\$
7	PDF Services – Per Image Charge	\$	\$
8	PDF Services – End of Month CD charge	\$	\$
9	Special Orders – Hourly Programming fee	\$	\$
	TOTAL		\$

NOTE 1: ALL ITEMS QUOTED MUST BE IN COMPLIANCE WITH THE SCOPE OF WORK. IF YOU ARE TAKING EXCEPTION, INDICATE THOSE EXCEPTIONS ON COMPANY LETTERHEAD AND ATTACH TO THIS RFP.

1. FOB Point: **Delivered**
2. Terms of Payment: (e.g. Net 45) _____
3. **The City shall receive project completion notice within _____ days for the date Vendor receives Purchase Order or Notice to Proceed.**

**Recheck your quotations prior to submission.
Bids may not be changed after being opened.**

Exhibits A1 & A2
Sample documents:
Current water bill template
Current Purchase order for services

See documents posted as Exhibit A on www.fwb.org/rfps or at www.BidNetDirect.com.

Exhibit B

Additional Data

Q. What generated the need for the current solicitation?

A. Term for services is expiring 09/30/2022.

Q. Who is the current vendor providing these services?

A. Arista Information Services, Inc.

Q. How many years has the current vendor providing these services?

A. Since 2008.

Q. What is the current pricing of these services?

A. See Exhibit A.

Q. Pricing Sheet – Line Item 1: What does “(highlight color)” refer to?

A. Soft highlighting within reports for easier viewing of accounts.

Q. Pricing Sheet – Line Item 3: Does this cost refer to the vendor producing & printing the insert, or to just insert pre-printed sheets into the bill?

A. These inserts will be pre-printed and delivered to vendor.

Q. Pricing Sheet – Line Item 4: Please clarify.

A. If there is an additional charge for printing the Statement backer, beyond the pricing shown on Line Item 1, then include it here.

Q. Paper stock – Is there a preference of 24lb over 20lb?

A. No. Paper stock should run smoothly through your equipment and US postal system without ripping/tearing.

Q. Paper stock – Should sample be just the paper stock, or should it be a mock-up of the invoice?

A. For sample – please include paper stock only.

Q. Envelopes (#10 window envelopes) – If we are proposing same envelope, should it be included with the proposal?

A. Yes. Submit sample of whatever envelope you are proposing to use.

Q. Will the City consider out-of-state vendors?

A. Yes.

Q. Is a bill re-design required, and are there any changes to the size or types of bills?

A. No – not required. This is an RFP – Based on the Request for Proposal’s information and exhibits provided here, Proposer should offer their best solution to presenting the current invoice information at the best design, handling & pricing for the City.

- Q. Postage – Is it the intention of the City to reimburse for postage, or is an estimated postage rate required for each mailing?**
- A. In the past, the City has paid a deposit at the beginning of each contract, which is replenished monthly. Monthly billing charges remain fairly consistent.
- Q. Postage Regulations – The USPS mandatory requirement for “Full Service” intelligent mail preparation in order to receive automation discounted postage was to go into effect Jan 26, 2014. Although the USPS postponed (not cancelled) that implementation date, it is anticipated that a new date will be announced at any time. A requirement for the mail service vendor to be USPS “Full Service” certified was not noted in RFP. Is this going to be a requirement and is documentation proving certification going to be required?**
- A. Vendor must maintain, and keep current all certifications required by the USPS to obtain best postal rate available.
- Q. Will it be a requirement to have an on-staff Mail Design Professional to ensure that the City’s mail is within USPS guidelines to receive postage discounts?**
- A. It is the responsibility of winning vendor to ensure that the City’s mail is within USPA guidelines to receive best postage discounts available. Current vendor has staff on-site. **Proposer should identify how they ensure each mailing obtains best postage discounts.**
- Q. Will it be a requirement for mail to be dropped at a Sectional Center Facility?**
- A. Yes.
- Q. Invoice variable data – Is color printing required (Sec 3.5.1)?**
- A. Yes.
- Q. What is the current data format provided by CENTRAL SQUARE - SUPERION, LLC for bills and other communications (Sec 3.5.2 & 3.5.7.5)?**
- A. The City connects to the vendor FTP server and uploads a compressed zip file, which contains 10 files. The type is just “file” and the name of each of the files begin with UTB.
- Q. What types of changes usually occur to the bills to require extract file or formatting changes (Sec 3.5.4)?**
- A. 1.) Software changes from time to time.
2.) Adding billing features or removing them, e.g. when we add ABR payments, which would be added to the invoice text.
- Q. PDF images – What types of access will be required to the PDF images (Sec 3.5.6.3)?**
- A. Confirmation of Bill Report is received as a zip file and opened with proprietary software. Report looks like an Excel spreadsheet, and with the software, can be viewed as individual accounts, showing a copy of the printed bill as the resident sees it. **Actual spreadsheet data is saved to the City servers.**

Q. PDF images - Will customer access be through the City's web portal, or does one need to be created as part of this project? (Section 3.5.6.3) (Sec 3.5.6.3)?

A. Customers are able to view pdf, consumption and payment history at www.FWB.org.

Q. Per Section 3.5.2.1 – “The City will provide an initial delivery schedule of data thirty days in advance”- Does this mean we have 30 days to implement the raw Central Square / Superior, LLC data? If not, please clarify both what this item does mean, AND also how much time the vendor will have to implement following contracting?

A. Current contract for services is expiring 09/30/2022 and any transition from current vendor to awarded vendor MUST be complete by that date. We anticipate that this award will go to City Council by June, providing plenty of time for a new vendor to set up systems and coordinate with Central Square – Superior, LLC.

After initial run, data transfers are sent overnight, and are in process within 24 hours.

Q. Per Section 3.5.2.2 – “The City must have the flexibility to change the bill extract file as well as the bill formatting layout with thirty (30) days written notice of intention.” Does this mean we have 30 days to implement any changes requested? If so, is the City open to language excluding a complete re-design or complete data conversion having to conform to this timeline?

A. Yes. Occasionally, the Water Department may require a change in the information sent to customers – adding a line item to the existing format. Re-designs of the printed invoice to the customer, if any, would be done prior to 09/30/2022.

Q. Per Section 3.5.4.1 – “Respondent must have the ability to place multiple customer messages on the bill dependent on conditions the account such as delinquent balances, owner messages, leak messages, change in service messages, etc.” Are you asking for an interface where you can schedule an ad hoc message to an individual account? Industry standard offers selective messaging based on data flags to segmented customer types, but not typically to individual accounts.

A. No. Customer messages are city-wide.

Q. Does Section 4.7 (Evaluation Criteria Scoring) – Line 5 refer only to the current vendor providing services, or to any vendor in the past which has provided such services.

A. Any vendor who has provided these services to the City now or in the past would be eligible.

CITY OF FORT WALTON BEACH, FLORIDA

NOTICE TO PROPOSERS

BID NUMBER: RFP# 22-015

Date: April 26, 2022

The City of Fort Walton Beach will accept sealed proposals at City Hall until May 26, 2022, at 2:30 PM, CST, at which time all bids received will be opened and read aloud at City Hall Annex Building, Purchasing Division, 105 Miracle Strip Parkway SW, FL 32548 for the following:

RFP 22-015 – Utility Billing Services - Design, Print & Mail

Copies of Proposal Provisions and Forms may be found at the Florida Bid System website at www.FloridaBidSystem.com (registration required) or at the City of Fort Walton Beach website at www.FWB.org.

Additional technical information relative to this proposal may be obtained from Giuliana Scott, Purchasing Manager, at (850) 833-9523 or gscott@FWB.org during normal business hours.

The City of Fort Walton Beach reserves the right to waive informalities in any bid; to make award(s) by individual item, group of items, all or none, or a combination thereof; to reject any and all bids or waive any minor irregularity or technicality in bids received, that in its judgment will be in the best interest of the City of Fort Walton Beach.

Mark outside of envelope: **RFP 22-015 – Utility Billing Services - Design, Print & Mail**

Note: Any bidder failing to mark the outside of the envelope, as set forth herein may not be entitled to have their bid considered.

Deliver responses to:

Purchasing Division
City of Fort Walton Beach
105 Miracle Strip Parkway, SW
Fort Walton Beach, FL 32548

The City of Fort Walton Beach adheres to the Americans with Disabilities Act and will make reasonable accommodations for access to this meeting by a physically handicapped person upon notice 48 hours prior to the meeting. Please call the City Clerk, Kim M. Barnes, at 850-833-9509 or e-mail at clerk@fwb.org to make a request. For Hearing Impaired the TDD line that is honored throughout the United States is the Telecommunications Relay Service (TRS) and can be reached by dialing 711. Below is a link with the details:

https://www.fcc.gov/sites/default/files/telecommunications_relay_service.pdf