MONROE MUNICIPAL UTILITIES AUTHORITY OF WILLIAMSTOWN, NEW JERSEY

REQUEST FOR PROPOSAL

FOR BILL PRINTING FORMS & MAILOUT

1. **PURPOSE AND INTENT**

   Integrated Bill Printing & Mailing, PDF Imaging, E-Billing & Mailing of Authority water and sewer bills.

   The intent of this RFP is to award a contract through a fair and open process pursuant to N.J.S.A 19:44A-20.4 et seq., to the responsive and responsible bidder whose RFP is most advantageous to the Monroe Municipal Utilities Authority in accordance with the New Jersey Public Contracts Law.

2. **Proposal Submission**

   Proposals furnishing the series described above will be received at the Authority located on 372 South Main Street, Williamstown, New Jersey 08094 on January 15, 2025, at 10:00 a.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 is received at the physical address of the Authority prior to the stated deadline. Proposals will be publicly opened at 10:00 a.m. on the same day.

3. All documents/information submitted in response to this solicitation shall be available to the general public as required by the New Jersey Open Public Records Act N.J.S.A. 47:1A-1 et seq. The Authority will not be responsible for any costs associated with the oral or written and/or presentation of the proposals. The Authority reserves the right to reject any and all proposals, with or without cause, and waive any irregularities or informalities in the proposals. The Authority further reserves the right to make such investigations as it deems necessary as to the qualifications of all vendors submitting proposals. In the event that all proposals are rejected, the Authority reserves the right to re-solicit proposals.

4. All contractors on projects for public work shall adhere to all requirements of the Public Works Contractor Registration Act, N.J.S.A. 34:11-56.48 et seq. and the New Jersey Prevailing Wage Act, N.J.S.A 34:11-56.25 et seq.

Specifications, Terms and Conditions

1. For this proposal, Service Providers should base proposal responses on approximately 8,000 to 9,000 utility bills per month.

2. The Monroe Municipal Utilities Authority 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 1 bill cycle.

3. The Authority will occasionally have inserts for the bills.

4. The term of this full-service contract shall be for a period of one year.

5. The Monroe Municipal Utilities Authority reserves the right to evaluate the vendor's qualifications. Only those vendors/contractors who, in the opinion of the Authority, 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 company's New Jersey Business Registration Certificate and W-9 and any other appropriate State or County business license.

Scope of Proposal

1. Service Provider will design in conjunction with the Authority 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 Utility) and a Utility logo. The 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 Authority in writing and receive approval from the Authority of any required changes to forms or envelopes prior to implementation.

3. The Authority 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. The Authority will work with the Service Provider to design the inserts to inform them of 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 Authority. The Authority will compensate the Service Provider for program changes involving bill layout changes

requested by the Authority after the initial program has been put into place. Provide a quote for the programming fee for set-up and changes on the Proposal Sheet.

Computer Related Processing Requirements

1. The Authority data/print files will be transferred to the Service Provider. It will be the responsibility of the Service Provider to assist the Authority during the configuration process. The Authority will transmit 8,000 to 9,000 data/print files to the Service Provider. The Authority uses Edmunds GovTech for utility billing software.

2. The Authority bill 1 (one) cycle of approximately 8,0000 to 9,000 bills per month and as such will transmit 1 to 3 data/print files to the Service Provider each month and will be subject to the requirements set forth in this proposal

Performance Requirement

1. The Service Provider will print, insert, and mail all water/sewer bills for the Authority within 24 hours after successful receipt of the data/print file for the Authority.

2. The Service Provider shall provide the Authority a document, or another method, indicating the number of bills received electronically for printing, as well as the postage breakdown an USPS Automation Qualified starting at First Class 5-Digit Rate of the billing cycle **prior to the mailing** of bills.

Record Retention and Data Backup

1. Service provider will provide retain the Authority's 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 proposal package.

Service Provider Invoice Procedures

The Service Provider will provide the Authority with a monthly invoice broken down by each data/print file or cycle sent by the Authority. 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 the Authority as a monthly bill. The Authority will allow vendor to set up an escrow account for postage, if needed. The vendor will provide a monthly invoice detailing the total bills printed, mailed and the amount billed to the Authority for postage.

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 SFTP file from the Authority.

4. The Service Provider must be OP 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 mail costs.

Confidentiality

Service Provider on behalf of itself and its employees agrees to keep confidential all records and other information with respect to the Authority and its customers. The Authority 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.

Paper and Quality Requirements

1. Printing shall be laser quality with a resolution of at least 600x600 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. In the event that Utility 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. The Service Provider must be able to "Combine Bills" of the same name and address into one envelope.

5. The Service Provider must be able to offer "Selective Inserting" so that the Utility's Bank Draft customers will not receive a return envelope.

6. Envelopes should be a double window (#10) that will allow for the outgoing address on the bottom, with the return address and Utility logo in the top window. Payment stubs will be designed with the Utility payment address revealed when inserted into vendor provided return window envelopes. The appropriate size return window envelopes must be security tinted on the inside.

7. Service Provider must include in the proposal one set price per piece (bill) that is all-inclusive to produce 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.

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 immediately upon recognition of such errors.

Intellectual Property

The Respondent should not use any intellectual property of the Authority's including, but not limited to, all logos, registered trademarks, or trade names of Monroe Municipal Utilities Authority, at any time without the prior written approval of the Authority's Director (s), as appropriate.

Contract Duration: February 20, 2025, through February 18, 2026.

Mandatory Requirements

1.Business Registration Certificate

N.J.S.A. 52:31-44 requires that each vendor awarded a contract submit proof of business registration with the submission. Proof of registration shall be a copy of the bidder's Business Registration Certificate (BRC). A BRC is obtained from the New Jersey Division of Revenue. Information on obtaining a BRC is available on the internet at www.nj.gov/njbgs or by phone at (609)292-1730. No firm may be issued a contract unless it complies with the Affirmative Action regulations of N.J.S.A.10:5-31 et seq. (P.L. 1975, c. 127).

2. Form W-9

3. Affirmative Action Compliance Notice (Exhibit A)

4. Request for Proposal

5. RFQ Document Checklist

AFFIRMATIVE ACTION COMPLIANCE NOTICE
N.J.S.A. 10:5-31 and N.J.A.C. 17:27

GOODS AND SERVICES CONTRACTS
(INCLUDING PROFESSIONAL SERVICES)

This form is a summary of the successful bidder's requirement to comply with the requirements of N.J.S.A. 10:5-31 and N.J.A.C. 17:27-1 et seq.

The successful bidder shall submit to the public agency, after notification of award but prior to execution of this contract, one of the following three documents as forms of evidence:

(a) A photocopy of a valid letter that the contractor is operating under an existing Federally approved or sanctioned affirmative action program (good for one year from the date of the letter); OR

(b) A photocopy of a Certificate of Employee Information Report approval, issued in accordance with N.J.A.C. 17:27-4; OR

(c) A photocopy of an Employee Information Report (Form AA302) provided by the Division and distributed to the public agency to be completed by the contractor in accordance with N.J.A.C. 17:27-4.

The successful vendor may obtain the Affirmative Action Employee Information Report (AA302) from the contracting unit during normal business hours.

The successful vendor(s) must submit the copies of the AA302 Report to the Division of Contract Compliance and Equal Employment Opportunity in Public Contracts (Division). The Public Agency copy is submitted to the public agency, and the vendor copy is retained by the vendor.

The undersigned vendor certifies that he/she is aware of the commitment to comply with the requirements of N.J.S.A. 10:5-31 and N.J.A.C. 17:27.1 et seq. and agrees to furnish the required forms of evidence.

The undersigned vendor further understands that his/her bid shall be rejected as non-responsive if said contractor fails to comply with the requirements of N.J.S.A. 10:5-31 and N.J.A.C. 17:27-1 et seq.

COMPANY: _____ SIGNATURE: _____

PRINT NAME: _____ TITLE: _____

DATE: _____

(Exhibit A)

REQUEST FOR PROPOSAL FORM

The undersigned proposes to furnish and deliver the goods/services pursuant to the Request for Proposal (RFP) specification and made part hereof:

_____

Amount in words

$_____

Amount in numbers

_____ _____

Company Name Federal I.D. # or Social Security #

_____

Address

_____ _____

Signature of Authorized Agent Type or Print Name

_____

Title

_____ _____

Telephone Number Date

_____ _____

Fax Number E-mail address

MONROE MUNICIPAL UTILITIES AUTHORITY

_____ _____

Wendy Mahoney, Executive Director Date

Attest:

_____

Beth DiOrio, Purchasing Agent

RFP DOCUMENT CHECKLIST

Required by Owner	Submission Requirement	Initial each required entry and if required submit the item
X	Business Registration	
X	W-9 Form	
X	Affirmative Action Compliance Notice	
X	Request for Proposal Form	
N/A	Prevailing Wage Rates	
N/A	Public Works Contractor Certificate	