

REQUEST FOR PROPOSALS FOR DESIGN, PRINTING DISTRIBUTION OF RH WATER SEWER BILLS RFP-RH-12-060

PROPOSALS TABULATION

NAME	Utilitec	Lasertec	Universal Utilities Inc.
ADDRESS	Troy MI	Sterling Heights MI	Burton MI
Years in Business	27 years	26 years	17 years
Years providing printing & distribution services	Since 1985	26 years	17 years
Clients currently service w/ similar services	Works exclusively w/ municipalities & utilities that outsource bill printing & mailing. 45 utility contracts across country: Lansing Board of Water & Light Great Lakes Energy Electric Cooperative Semco Energy Alpena Power Company City of Lorain (Ohio)	City of Southfield Public Works Water & Sewer Charter Township of Harrison Charter Township of Shelby Canton Community Charter Township of Grand Blanc City of Romulus	Lincoln Heights HiWay MHC Forum MHC Parkhurst MHPI
Client References	Lansing Board of Water & Light-95,000 accts Gr Lakes Energy Electric Coop - 120,000 accts Semco Energy-270,000 accts City of Lorain, Ohio Alpena Power Company	City of Southfield Public Works Water & Sewer Charter Township of Harrison Charter Township of Shelby Canton Community Charter Township of Grand Blanc City of Romulus	Lincoln Heights, New Haven, IN Hiway MHC, Flint, MI Forum MHC, Fairmont City, IL Parkhurst, Oxford, MI MHPI, Des Plaines, IL Pineview Estates, Flint, MI
Full Time Employees	160 Full Time & Part Time Employees	40 full Time Employees	14 Full Time Employees
Part Time Employees		4 Part Time Employees	4 Part Time Employees
Zip+4 Service	Yes, preferred mailer to USPS; utilizes BCC postal qualification software for address standardization & CASS certification; max discts; tested to meet USPS MERLIN specs; reduce % of undeliverable mail, full compliance of DPV initiative instituted by USPS.	Yes	Yes

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NAME	Utilitec	Lasertec	Universal Utilities Inc.
ADDRESS	Troy MI	Sterling Heights MI	Burton MI
Separate Cost for Zip+4 Service	No additional cost	No	No
Certificate Updated	Yes, procures regular USPS address updates; no separate upgrade cost to City	Yes	Yes
Post Office	Deliver mail several times daily to the Pontiac Business Mail Processing Center; from there mail is delivered to local post office for next day customer delivery	Pontiac Metroplex	Flint, Michigan
Bills processed & deliver to PO no later than 24 hrs after FTP transmitted	Have met this requirement for past four years and will continue to do so.	All pieces will be printed, inserted and mailed within the timeline upon receipt of the files and approval of the samples	Can comply provided we know when to expect the files as well as receipt of the FTP; printing and mailing process can be completed during business hours
Capable of accepting internet transfer of data; Format; Text File	Yes, currently processes & interrogates RH data without issue; can work w/ any format if RH chooses to update/upgrade file format	Yes, all formats	Yes, prefer Excel or CSV
Capable of creating & printing barcode & OCR scan line	Yes. Currently create RH OCR scan line including size, font & placement to satisfy remittance requirements of RH; updates can be made if necessary.	Yes	Yes

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NAME	Utilitec	Lasertec	Universal Utilities Inc.
ADDRESS	Troy MI	Sterling Heights MI	Burton MI
Work Program to deliver printing and distribution requirements	ISO certified, quality verifications & audit ckpts throughout printing process; each customer processed & printed separately; controlled documentation process, compare pages of each batched output to controlled sample bill, record & match to stmt counts & enter product totals into tracking system; mailing 100% accuracy; folding/inserting verification technology	File submitted to IT Dept, computer programmers process information, approval of samples, information forwarded to Print Dept, printing on requested paper, bills, #9 envelope, inserts inserted into #10 envelope in the letter shop, sorted according to postal code and delivered to Pontiac Metroplex	File would be downloaded and processed to printer.
Method to keep City updated throughout the printing and distribution process	Series of status emails sent to City or can access status updates via workflow mgmt tool. Process tracking provides updates when file received, when file was set up for processing, confirmation sample status, client approval, production (printing, inserting), webview image archival complete, mail complete	Lasertec provides online job tracking	City will have access to our internet based billing program allowing real time status and reports.
Reports based on City data received	Reporting statistics available throughout process to ensure data validity & provide detailed info regarding each cycle i.e., job summary or postage report emailed prior to printing or more complex report including date for print-suppressed accts, summarized or bundled (householding) bills, etc.	Lasertec is able to provide any reports the city would request	Occupant and usage data can be provided
Detail provided on invoice to City	Have been invoicing for past 4 yrs, including providing copies of postage reports & other balancing information; can provide additional information if needed.	Job description, quantity of bills printed, invoice #, dated, date due, job total, freight amt, total due. Separate stmt postage w/ beginning balance, amt added & subtract postage used. Presort rate. Quantity of bills mailed is listed.	Service period, due date, amount due, terms and description of service provided

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NAME	Utilitec	Lasertec	Universal Utilities Inc.
ADDRESS	Troy MI	Sterling Heights MI	Burton MI
Email capability of water and sewer bills	Yes. Has developed a demo of EBPP system that can allow city to capture email addresses and provide paperless billing options w/o need for daily master file information; can provide external bill presentment & payment system links that limits the investment by City. PDF images of bills, inserts, ltrs, etc. can be stored in central repository & sent to the appropriate channel for delivery, including email.	Yes.	Yes
Explain set up, maintenance and flow of bill process for emailed water and sewer bills	Hosted E-billing interface captures simple client data & transforms it into powerful and flexible system; allows city consumers to view, pay, receive updates, change profiles (including email) & go paperless from single, intuitive system; system provides back office functionality to allow City to configure, monitor & analyze customers behavior. Interface includes: data inception, composition hierarchy, business-rule application, PDF creation/archival, paymt updates, email alerts, paperless billing, profile flexibility, self-service options, ROI statistics and reporting. System configured based on City requirements & includes one-time setup fee & monthly subscription/maintenance cost.	Simply provide Lasertec w/ logo & branding info & they will create both bill presentation pages for customers & administration pages to manage customer's accts. City will have ability to edit existing customers, add new customers via administration pages. Edits included: email address, acct number, set default passwords, maintain newsltrs & other customer communications, delete customers, accts can be added individually or from electronic lists. Customers have access to site from link provided in custom email notifications or from City's website. Customers options included: view bills, view newsltrs & communications, change passwords, update email addresses	Currently in development-anticipate a ready date of 2/1/2013
Description of product & process for customers ability to enter and change email address on system			
Insurance Requirements	Yes	Yes	Yes
Contract	No. Can provide if preferred.	No	

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NAME	Utilitec	Lasertec	Universal Utilities Inc.
ADDRESS	Troy MI	Sterling Heights MI	Burton MI
Base Cost Proposal			
Initial Set-up/design of bill layout	None	\$150.00/lump sum	\$300.00/lump sum
Mailing:			
Base Price:	*\$.099 per each bill	\$.1204 per each bill	\$.20 per each bill
W/o #9 remittance envelope	\$.087 per each bill	\$.1059 per each bill	\$.195 per each bill
Bundling-deducted from base price	Included	\$0 per each bill	\$0 per each bill
Post plus Zip+4 service	\$.35 per each bill	\$.386 + \$.01	Market Rate per each bill
	Based on current US Postal Rates; includes CASS certification, IMB bar codes, postal qualification for lowest rates & deliver point validation	Based on current US Postal Rates; includes: CASS certification, postnet bar codes, postal qualification for lowest rates, delivery point validation	Based on current US Postal Rates; includes: CASS certification, postnet bar codes, postal qualification for lowest rates, delivery point validation
	*City currently uses 24# standard stmt stock; 20# could be used for slight price reduction		
Inserts:			
Mechanical insertions	\$.01 per each bill	\$0 per each insert	\$.01 per each insert
Additional/Related Optional Costs:	None		Calculate Bills - \$1.50/each Collect & post payments - \$1.50/each Customer Service Inquiries - \$0 Past Due Notices (includes postage) - \$.85/each
Cost Increases:			
	2014 Based on PPI - for each increase of 10 points		0% Cost of Living Index
	2015 above 191.6, Utilitec would expect a per		0% Cost of Living Index
	2016 bill increase of \$.005 each to cover the		0% Cost of Living Index
	2017 increased cost of paper.		3% Cost of Living Index
	2018		3% Cost of Living Index
Samples provided	Yes	Yes	Yes

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NAME	Utilitec	Lasertec	Universal Utilities Inc.
ADDRESS	Troy MI	Sterling Heights MI	Burton MI
Alternate Cost Proposal for E-Mail Delivery of Bill:			
Initial set-up/design of bill layout	\$500 - \$1500/lump sum	\$150/lump sum	\$300.00/lump sum
Cost of e-mailing each bill	Included	\$.15 per each bill	\$.05 per each bill
Inserts:			
Cost of e-mail each insert w/ bill	Included	\$0 per each insert	\$0 per each insert
Additional/Related/Optional Costs	Monthly fee for secured service access (EBPP) - \$350/per mo - does not include daily reconciliation file processing	12 Month Electronic Storage - \$0	
	Bill processing fee for paperless bills-\$.05/each		
	Monthly fee for Web View Access for view bills online by employees - \$250/per mo		
Cost Increases:			
	2014		0% Cost of Living Index
	2015		0% Cost of Living Index
	2016		0% Cost of Living Index
	2017		0% Cost of Living Index
	2018		0% Cost of Living Index

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NAME	Pinnacle Data Systems	Datamatx, Inc
ADDRESS	Birmingham AL	Ashland VA
Years in Business	Over 19 years via acquisition	36 years
Years providing printing & distribution services	Over 19 years via acquisition	36 years
Clients currently service w/ similar services	Print and mailing services to customer base of 400 clients; print transactional documents for municipalities, financial, telecom, cable companies and insurance. Currently 40% of revenue from utilities.	Currently serving over 200 clients including banks, credit unions, brokerage services, health-care industry, utility billing for muni, counties & authorities & tax billing & business to business.
	Bristol Virginia Utilities, Bristol, VA	Fairfax County Water, Fairfax VA
	West Kentucky Rural Elec, Mayfield, KY	Newport News Waterworks, Newport News VA
	Clark County REMC, Sellersburg, IN	NOVEC (electric cooperative) Manassas VA
	City of Charlottesville, VA	Hanover County, VA
	City of Romulus, MI	Loudoun Water, Ashburn, VA
	City of Traverse City, MI	
Client References	Bristol Virginia Utilities, Bristol, VA	Fairfax County Water, Fairfax VA
	West Kentucky Rural Elec, Mayfield, KY	Newport News Waterworks, Newport News VA
	Clark County REMC, Sellersburg, IN	NOVEC (electric cooperative) Manassas VA
	City of Charlottesville, VA	Hanover County, VA
	City of Romulus, MI	Loudoun Water, Ashburn, VA
	City of Traverse City, MI	
Full Time Employees	140 Full Time Employees	125 Full Time Employees
Part Time Employees	20 Part Time Employees	4 Part Time Employees
Zip+4 Service	Yes, CASS/PAVE/DPV/LACS processing to receive all USPS first-class automation discounted postal rates. All mail is Merlin compliant, use SAP Business Objects Postal Soft Presort Software.	Yes
	USPS has office at each PDS facility that accepts our mail for immediate delivery into mail-stream	

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NAME	Pinnacle Data Systems	Datamatx, Inc
ADDRESS	Birmingham AL	Ashland VA
Separate Cost for Zip+4 Service	No additional charge	No, included in overall data processing fee
Certificate Updated	Yes	Yes
Post Office	Duluth, GA. Mail is sorted at PDS, certified by postal clerk for delivery to final destination. Additional sorting at postal facility is not required.	Ashland VA 23005
Bills processed & deliver to PO no later than 24 hrs after FTP transmitted	PDS will guarantee 24 hrs turnaround; same turnaround for majority of customers. Understand importance of placing a bill in your customers hands as quickly as possible, in turn the City's revenue flow is not delayed	Yes. Datamatx standard mailing schedule is next day after receiving data files. City will have access to the status of each step of Datamatx production process via eTRAX website
Capable of accepting internet transfer of data; Format; Text File	Will provide secure FTP site for data upload 24/7/365; after receiving bills printed & mailed same business day; utilizes SFTP & accepts DirectConnect = transmission module that automatically starts preprocessing programs; files encrypted & copied to production server for processing; IT security standards, review and validation	Yes. Data center operates 24/7; automated to process in unattended mode the moment data file arrives. FTP servers are firewall protected; FTP directories are swept every 30 seconds & new files moved to internal locations; accept secure FTP or encryption capability; for each record received, automated email generated to acknowledge receipt; measure of protection for duplicates.
Capable of creating & printing barcode & OCR scan line	Yes	Yes. Per sample provided and input data, Datamatx will position City data to meet position and font requirements

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NAME	Pinnacle Data Systems	Datamatx, Inc
ADDRESS	Birmingham AL	Ashland VA
Work Program to deliver printing and distribution requirements	Work jointly to outline business requirements, major milestone, key deliverables, formal project plan, project team meetings, adjustment to plan, testing methodology=end-to-end test conducted as final acceptance test; assigned project manager for City, PDS team identifies requirements for successful project completion; support team identified.	Most efficient equipment & well trained & highly motivated staff, maintains own infrastructure, mail operations-fold, insert, meter & presort, 100% accuracy, achieve lowest possible postage rate, document design, application programming for each client, postal optimization, NCOALink to update addresses, inventory control, quality control and disaster recovery.
Method to keep City updated throughout the printing and distribution process	Two methods for production updates: email notifications sent at different stages of printing and distribution process or customers have the ability to track the process through PDS electronic bill presentment product	In addition to eTRAX on-line production tracking, City will be assigned a primary & secondary account manager who will be available for any questions, concerns or unexpected emergencies
Reports based on City data received	PDS can provide reports to the City. During implementation phase, the project manager will work with the City to identify required reporting. PDS offers postage, NCOA, balancing, CASS and many other reports	Yes. CASS address update and NCOALink update reports. Address Change Reports; Bad Address Summary Reports
Detail provided on invoice to City	PDS customizes detail for each customer. Will provide as much detail as required by the City.	Sample provided. Always provides line item pricing of exact usage.

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NAME	Pinnacle Data Systems	Datamatx, Inc
ADDRESS	Birmingham AL	Ashland VA
Base Cost Proposal		
Initial Set-up/design of bill layout	No Charge	No Charge
Mailing:		
Base Price:	\$.10 per each bill	\$.099 per each bill
W/o #9 remittance envelope	\$.089 per each bill	\$.083 per each bill
Bundling-deducted from base price	\$.06 per each bill	\$.046 per each bill
Post plus Zip+4 service	\$.35 per each bill	\$.35 - \$.45 per each bill/Estimate \$.37 per 1 oz envelope
	Based on current US Postal Rates; includes: CASS certification, postnet bar codes, postal qualification for lowest rates, delivery point validation	Based on current US Postal Rates; includes: CASS certification, postnet bar codes, postal qualification for lowest rates, delivery point validation
Inserts:	\$.005 per each insert	\$.002 per each insert
Mechanical insertions		
Additional/Related Optional Costs:	Programming charge after initial setup at \$125.00 per hour	Based on minimum 12,500 8 1/2x11 docs per mo
	Full color bill printing - \$.01/each (additional)	Minimum mo billing is \$1000 plus postage
		Preprocessing - \$.006/image
		Laser printing (black) - \$.016/image
		Laser printing (black/highlight color) - \$.028/image
		Intelligent fold * insert - \$.015/sheet
		Offline insert static pieces - \$.002/insert
		Seal and Meter (Inline) - \$.002/envelope *
Cost Increases:		
	2014	3% Datamatx calculates annual increases/decreases
	2015	3% based on CPI schedule - PPI Index Category
	2016	3% WF0913
	2017	3%
	2018	3%
Samples provided	Yes	Yes

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NAME	Pinnacle Data Systems	Datamatx, Inc
ADDRESS	Birmingham AL	Ashland VA
Alternate Cost Proposal for E-Mail Delivery of Bill:		*Will quote based on City's specified needs.
Initial set-up/design of bill layout	\$2500.00/lump sum	\$1500/one time-enroll and authenticate
		\$1000/one time - notify and present
		\$250/per mo-hosted solution connection fee
		\$.25/one time-new account enrollment
Cost of e-mailing each bill	\$.15/per each bill	\$.12/per each bill
Inserts:		
Cost of e-mail each insert w/ bill	\$.05/per each insert	Free
		Optional e-stmt data storage \$.0020-\$.0011 per image per month based on quantities
		Optional event driven emails \$.025/each
		Optional application development (customization special requirements) \$100/hr
Additional/Related/Optional Costs		Post implementation programming - \$125/hr
		One Hr programming variable verbiage waived each month - \$125/hr
		Bill/Form Design or Changes - \$125/hr
		Opt CD/DVD archival-set up per appl \$150
		PDF file conversion w/ index - \$.012/per image
		Bulk PDF return file - \$.006/per image
		Media Fee - \$50
		Additional copies of CD - \$50/per dup copy
Cost Increases:		
	2014	3% Calculates annual increases/decreases based
	2015	3% on CPI schedule. PPI Index Category WF0913
	2016	3%
	2017	3%
	2018	3%
		*Barcode/Presort/Mail - \$.012/envelope
		NCOA 18 mo w/ update applied - \$.35 Hit
		Offline folding (static inserts) (opt)-\$.008/sheet