

## Printing, Stuffing, and Mailing of City of Cumming Utility Bills

The City of Cumming is accepting bids for the printing, stuffing, and mailing of the utility bills for water, sewer, and garbage to begin in January 2020. The bid will need to include the actual cost per piece for a one page (duplexed), full color printed sheet, with the outer and inner envelope and postage. Any questions can be directed to Barbara Pitts at 770-781-2020 ext 2015.

1. The Selected Service Provider shall be responsible for the weekly printing and mailing of the City of Cumming monthly utility bills for solid waste collection services and water and sewer services for residents and businesses.
2. The average monthly total of bills to be printed and mailed out is approximately 21,000 monthly. Billing data files will be submitted weekly.
3. In providing this service, the following shall be applicable: The Selected Service Provider must assure City of Cumming of confidentiality in the handling of customer information. Discarded billings must be shredded in a cross-cut or confetti manner and properly disposed of in a private dumpster or refuse receptacle. Under no circumstances shall customer data be discarded in an un-shredded condition or discarded in a public dumpster or refuse receptacle.
4. The Selected Service Provider must provide a means for secure data transmission to and from City of Cumming and a method to confirm receipt of any or all data transmissions.
5. The Selected Service Provider must have the capability, staffing and resources necessary to print, fold, insert, sort and mail the bills generated each day by the following business day.
6. The Selected Service Provider must generate mail that is automation compatible and qualifies for postal discounts.
7. The Selected Service Provider must have the ability to mail multiple bills with the same mailing address in one package, incorporating the IMB (Intelligent Mail Barcode) and Full Service Submission.
8. The Selected Service Provider must, at all times, maintain an adequate workforce and an adequate supply of paper, forms, envelopes, etc. to enable the execution of the work on this contract without delay due to lack of manpower, supplies or materials. Inability to perform the services required due to a lack of manpower, supplies or materials may result in termination of the Contract.
9. The Selected Service Provider must be capable of printing full-color graphics in order to make the City of Cumming statements eye-appealing, easy to understand, informative and fully functional.
10. The Selected Service Provider must procure and warehouse any and all paper, forms, envelopes or other supplies and materials that shall be used in the execution of this contract. City of Cumming shall not be invoiced for nor pay any reimbursement costs for paper, forms, envelopes or other supplies and materials used by the Selected Service Provider to provide the services required.

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- 11.** For mailing purposes, the Selected Service Provider must provide and make use of number ten (#10) window envelopes with interior tinting or printing for visual security. In addition, the Selected Service Provider shall enclose in each bill one (1) number nine (#9) envelope with interior security tinting or printing as a convenience to the residents and businesses for the return of payments.
- 12.** The Selected Service Provider must provide all prices in per-unit fees that shall be all-inclusive and cover the costs of any and all services rendered by the Provider, with the exception of the cost of postage. The per-unit fee applicable to each bill or each insert printed must include the total cost associated with providing the service to City of Cumming. These costs shall include, but not be limited to, any and all costs associated with staffing, software, hardware, printing equipment, printing supplies, mailing materials, etc. necessary to perform the services stipulated. The per-unit price must be all-inclusive and there shall be no additional charges for jammed / wasted / obsolete materials or any other form of overhead associated with this Contract.
- 13.** The Selected Service Provider must have a disaster recovery plan which includes backup power, offsite data centers, redundancy of equipment and a formal disaster recovery agreement or site.
- 14.** City of Cumming would like to be able to view the images online of exactly what has been mailed to each customer. This service should include the ability to download or reprint a statement. Images should be made available to City of Cumming for a minimum of one (1) year from the date the item was printed.
- 15.** The Selected Service Provider must be able to print full color duplexed statements.
- 16.** The Selected Service Provider must be able to print inline advertisements or inserts to accompany statements when requested to do so.
- 17.** The Selected Service Provider must be able to provide production and IMB mail tracking capability to City of Cumming. These services must be available through an online portal with twenty-four (24) hour and seven (7) day a week access.
- 18.** The Selected Service Provider must have page level tracking in the production environment with a closed loop quality system. This system must identify suspect mailpieces and outsort any document that is not successfully scanned at insert. Any suspect documents should be automatically reprinted and require no human intervention. A mail run data file should be employed to provide the job instructions to production equipment.
- 19.** Service provider shall supply and train as well as service and support a software solution that will allow the City of Cumming to design and format its bills as well as modify them seasonally as they see fit. The software shall also provide workflow components that will automatically render the bills to the service provider with little to no intervention from City of Cumming personnel.