



REQUEST FOR PROPOSALS

FOR

Electronic Data Processing & Mailing Services

City of Lynwood
Department of Finance & Administration
11330 Bullis Road
Lynwood, California 90262

Due Date for Proposals: April 20, 2017 by 5:00 P.M.

CITY OF LYNWOOD
Notice Requesting Proposals for
Electronic Data Processing & Mailing Services

The City of Lynwood is requesting sealed proposals for electronic data processing & mailing services. All proposals must be received by the City Clerk's Office, 11330 Bullis Road, Lynwood, California 90262, no later than 5:00 p.m. on April 20, 2017.

Proposals received after said time will not be considered. To guard against premature opening, each proposal shall be submitted to the City Clerk's Office in a sealed envelope plainly marked with the proposal title, bidder name, and time and date of the proposal opening.

BACKGROUND

Currently, the City prepares approximately 5,000 bills to be mailed out on a monthly basis. These bills are calculated by City staff and turned over to and outside company (Infosend, Inc.) for printing, stuffing and mailing.

PURPOSE

The City of Lynwood ("the City") is seeking proposals from interested licensed agencies to provide contract electronic data processing & mailing services for the Department of Finance and Administration, Municipal Billing Division.

The request for proposal does not obligate the City to award a contract or complete the project, and the City reserves the right to cancel the solicitation if it is considered to be in its best interest.

GENERAL SCOPE OF SERVICE REQUIRED

- A. The Electronic Data Processing & Mailing Services Agency shall agree to comply with all State and Federal practice laws.
- B. The Electronic Data Processing & Mailing Services Agency shall adhere to the highest professional standards and ethics in providing the City with complete mailing service efforts.
- C. The Electronic Data Processing and Mailing Services Agency will retain a current business license(s) required by the City of Lynwood.
- D. The Electronic Data Processing and Mailing Services Agency shall designate a manager for the City's account, who will be the City's primary contact at the Electronic Data Processing and Mailing Services Agency.

- E. The Electronic Data Processing and Mailing Services Agency will receive approximately 10,000 statements for mailing from the City and provide an immediate written acknowledgment of the receipt of those statements to the City. The method of data transfer to the agency will be via electronic media listing of accounts.
- F. The Electronic Data Processing and Mailing Services Agency shall provide data processing, address presorting, laser printing, document folding, document inserting, extra inserting and mailing.
- G. All information provided to the City shall be used solely for the purpose of billing and may not be provided to any outside agency, business, or person without the written consent of the City.
- H. If the contract is terminated, or in the event the agency is filing bankruptcy, all accounts and documentation will be returned to the City.
- I. The term of the contract will be one year from the date a contract is signed, and may be extended in one year increments for a maximum of three years from the effective date of the contract at the option of the City.
- J. The contract shall provide that the City reserves the right to cancel the contract at any time upon thirty days prior written notice.
- K. At any time, during normal business hours and as often as the City may deem necessary, collection agency shall make available for examination, by the City, all of its records with respect to all matters covered by this contract.
- K. The Electronic Data Processing and Mailing Services Agency will be solely liable for any costs whatsoever incurred by it.
- L. The Electronic Data Processing and Mailing Services Agency shall have an initial meeting with the City to discuss Agency's data processing and mailing procedures. Thereafter, the Electronic Data Processing and Mailing Services Agency shall hold annual follow-up meetings to review these procedures or to amend the agreement as necessary.

PROPOSAL SUBMISSION REQUIREMENTS

The Electronic Data Processing and Mailing Services Agency shall be responsible for preparing an effective, clear, and concise proposal. It is recommended that proposals contain the following information:

- A. A cover letter introducing the company and the individual who will be the primary contact person.
- B. On no more than one printed page state your firm's understanding of the service to be performed and make a positive commitment to provide the service as indicated in this RFP.

- C. Mandatory insurance requirements: The City requires Commercial General Liability insurance of not less than \$1,000,000, Professional Liability Insurance of not less than \$1,000,000, surety bond in the amount of \$50,000 and Workers Compensation Insurance as required by the State of California. The City reserves the right to establish that these insurance requirements be met and complied with prior to any contractual agreement is entered into. Failure to comply could result in non-award of the contract.
- D. Specific qualifications regarding experience in outstanding electronic data processing & mailing, including the names of clients similar to the City. A reference list should be attached to the proposal with client names, contact persons, and phone numbers. Provide an outline of agency's electronic data processing and mailing procedures.
- E. Specify technology that you have available to facilitate electronic data processing and mailing options. Provide copies of sample reports to clients, which agency normally provides and which agency proposes to provide to the City of Lynwood.
- F. A description of the Electronic Data Processing and Mailing Services Agency's organization and staff's qualifications.
- G. A proposed fee schedule.
- H. The signature of an authorized individual to bind the firm. The proposal must be a firm offers for a sixty-day period.

SELECTION PROCESS

All proposals received will be evaluated and determined if it meets the proposal requirements. Failure to meet these requirements will be cause for eliminating the agency from further consideration.

The City shall not be liable in any way for any cost incurred by any offer or in the preparation of its proposal in response to this RFP nor for obtaining any insurance Certificate and/or Surety Bond.

The City reserves the right to reject any and all proposals, to waive any technicalities, informalities and irregularities, to accept or reject all of part of this proposal, and to be the sole judge of the suitability of the proposals offered.

Evaluation of the proposals will be made by a committee of staff members selected by the Assistant City Manager-Finance. In addition to evaluating written proposals, oral interviews may be requested.

Proposals will be evaluated generally on the following criteria, which is neither weighted nor prioritized:

- A. Demonstrated understanding of the service requested
- B. Prior experience in performing similar work
- C. Qualifications of the firm and assigned individuals
- D. Acceptability and scope of electronic data processing and mailing approach and work plan.
- E. Fees charged and cost effectiveness of the proposed service
- F. Reference check

PROPOSAL REVIEW AND AWARD SCHEDULE

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|----------------------------------------------|-------------------|
| 1. RFP published and distributed | |
| a. Publish notice on website | 04/10/17 |
| b. Publish notice on newspaper | 04/13/17 |
| 2. Proposals due | 04/20/17 |
| 3. Proposals reviewed and evaluated by staff | 04/24/17-04/26/17 |
| 4. Council approval of Contract | 05/02/17 |
| 5. Work Begins | 05/03/17 |

CITY'S CONTRACT TEMPLATE

The winning vendor will be asked to execute a contract with the City based on the attached template.

SUPPLEMENTAL INFORMATION

Questions concerning this request for proposals should be in writing (e-mail preferred) and directed to:

Rochelle Johnson
 Accounting/Auditing Supervisor
 11330 Bullis Rd.
 Lynwood, California 90262
 (310) 603-0220, ext. 230
 (310) 638-4845 (fax)
 Monday through Thursday
rjohnson@lynwood.ca.us

**NOTICE INVITING BIDS FOR ELECTRONIC DATA PROCESSING &
MAILING SERVICES**

NOTICE IS HEREBY GIVEN that sealed proposals for Electronic Data Processing & Mailing of monthly municipal utility bills will be received by the City of Lynwood, 11330 Bullis Road, Lynwood, California 90262, at the office of the city Clerk until the hour of 5:00 PM on THURSDAY, APRIL 20, 2017. Each bid must be submitted in a sealed envelope, clearly marked with "Bid for Electronic Data Processing & Mailing Services" and the name of the bidder. If the bid is mailed to the City, the sealed envelope should be marked to indicate that it contains a sealed bid. Any bid received after the scheduled closing time for the receipt of bids shall be returned to the bidder unopened. It shall be the sole responsibility of the bidder to see that his/her bid is received in times as according to the requirements. The City is not responsible for delays caused by the postal service.

The complete RFP is posted at www.lynwood.ca.us. To request RFP to me mailed, please contact the City Clerk's Office at (310) 603-0220 extension 214.

The City of Lynwood reserves the right to reject any or all bids and the right to waive any technicalities, informalities and irregularities, to accept all or part of this proposal, and to be the sole judge of the suitability of the proposals offered. Any further information may be obtained by calling (310) 603-0220, ext. 281.

Dated: April 20, 2017

MARIA QUINONEZ, City Clerk
City of Lynwood

PUBLISH ONCE