



Request for Proposal

RFP-5524-25-KF

Utility Billing Printing & Mailing Services

RESPONSES DUE:

December 30, 2024, before 1:00 p.m. (Mountain Time)

Accepting Electronic Responses Only

Submitted Through the

Rocky Mountain E-Purchasing System (RMEPS)

<https://www.bidnetdirect.com/colorado/city-of-grand-junction>

(The Purchasing Agent does not have access to or control the Vendor side of RMEPS. If the website or other problems arise during response submission, the Proposer **MUST** contact RMEPS to resolve the issue before the response deadline 800-835-4603)

**NOTE: All City solicitation openings will be held virtually,
information is in Section 1.8.**

Purchasing Agent:

Kathleen Franklin

kathleenf@gjcity.org

970-244-1513

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Section 1.0: Administrative Information & Conditions for Submittal

- 1.1. **Americans with Disability Act (ADA) Compliance Mandate:** Following HB21-1110, all documents produced and submitted in response to this solicitation must adhere to the provisions outlined in §§24-85-101, C.R.S., and subsequent sections, as well as the Accessibility Standards for Individuals with a Disability, as established by the Office of Information Technology under section §24-85-103 (2.5), C.R.S. Additionally, all documents must align with the State of Colorado's technology standards related to accessibility, including Level A.A. conformity with the latest iteration of the Web Content Accessibility Guidelines (WCAG) as integrated within the State of Colorado's technology standards.
- 1.2. **Required Review:** The Proposer is responsible for thoroughly reviewing all solicitation documentation to gain a comprehensive understanding of the scope, specifications, project requirements, and all associated rules, regulations, laws, conditions, instructions, and procurement policies related to the solicitation process and the Project or Work outlined in this Request for Proposal (RFP).
- 1.3. **Issuing Office:** This RFP is issued by the City of Grand Junction, Colorado (hereafter "City"). The Purchasing Agent responsible for this procurement is:

Kathleen Franklin
kathleenf@gjcity.org

Except for pre-proposal or site visit meeting(s), all inquiries, concerns, clarifications, or communication regarding this solicitation, including those about process, specifications, or project scope, must be in writing to the Purchasing Agent. Any communication directed to other City personnel may result in disqualification of the proposer's submission.

- 1.4. **Purpose:** The City of Grand Junction, Colorado is actively seeking proposals from specialized professional firms with the capacity to efficiently handle high-volume, time-sensitive documents to provide Utility Billing Printing and Mailing Services. Services shall be provided under the terms and conditions provided in this RFP.
- 1.5. **The Owner:** The City is the "Owner" which will act by and through its authorized representative(s); "Owner" or "City" may be used interchangeably throughout this Solicitation.
- 1.6. **Compliance:** All Proposers, by submitting a proposal, commit to adhere to all terms and conditions, requirements, and instructions in this RFP as stated or implied herein or modified by addenda. Should the Owner omit anything necessary to understand the requirements clearly, or should it appear that various instructions conflict, the Proposer(s) shall secure instructions from the Purchasing Agent before the submittal deadline.

- 1.7. **Controlling Authority:** The 2023 version of the City [Procurement Policy](#) applies to this Solicitation.
- 1.8. **Submission:** See section 5.0 of this Solicitation for Preparation and Submittal Terms. Proposals shall be formatted as directed in Section 5. To participate in the solicitation opening, please utilize the following information and link:

**Solicitation Opening, Utility Billing Printing & Mailing Services, RFP-5524-25-KF
December 30, 2024, 1:00 p.m. (America/Denver)**

Please join the meeting from a computer, tablet, or smartphone.

<https://meet.goto.com/683916357>

Dial in using a phone.

Access Code: 683-916-357

United States: [+1 \(224\) 501-3412](tel:+12245013412)

Join from a video-conferencing room or system.

Meeting ID: 683-916-357

Dial in or type: 67.217.95.2 or inroomlink.goto.com

Or dial directly: 683916357@67.217.95.2 or 67.217.95.2##683916357

Get the app now and be ready when your first meeting starts:

<https://meet.goto.com/install>

- 1.9. **Public Disclosure:** Under the Colorado Open Records Act (CORA), all information (except for items designated as classified, confidential, or proprietary) within any bid or proposal is subject to public disclosure. Upon the issuance of an award and executed contract, both the solicitation file and the bid(s) or proposal(s) contained therein are subject to an [Open Records Request](#). In instances of Solicitation or Project cancellation, public disclosure is contingent upon adherence to pertinent laws.
- 1.10. **Public Disclosure Record:** If the Proposer knows its employee(s) or subcontractors having an immediate family relationship with an Owner employee or elected official, the Proposer must provide the Purchasing Agent with the name(s) of the individuals. The individuals are required to file a "Public Disclosure Record", and/or a statement of financial interest, before conducting business with the Owner.
- 1.11. **Collusion Clause:** The Proposer, by submitting a proposal, certifies that it is not involved in any collusive action(s) or activity(ies) that may violate applicable federal or state antitrust laws, rules, and/or regulations. Any proposal(s) found to have evidence or reasonable belief of collusion among the Proposers will be rejected. The Owner reserves the right, at its discretion, to accept future proposals for the same service(s) or work from participants identified in such collusion.
- 1.12. **Gratuities:** The Proposer shall certify and agree that no gratuities or kickbacks were or will be paid in connection with this Proposal and/or an award of a Contract, nor were any fees, commissions, gifts, or other considerations made contingent upon the

award of a Contract. If the firm breaches or violates this warranty, the Owner may, at its discretion, terminate the Contract without liability to the Owner.

- 1.13. Ethics:** No Proposer shall accept or offer gifts or anything of value and/or enter into any business arrangement with any employee, official, or agent of the Owner.
- 1.14. Altering Proposals:** Any alterations made before the opening date and time must be initiated by the Proposer. Proposals may not be altered or amended after the submission deadline.
- 1.15. Multiple Offers:** If a Proposer submits more than one proposal, THE ALTERNATE PROPOSAL must be marked "ALTERNATE PROPOSAL." The Owner reserves the right to make the award in the best interest of the Owner.
- 1.16. Withdraw of Proposals:** A proposal must be firm and valid for award and may not be withdrawn or canceled by the Proposer for ninety (90) days following the submittal deadline date, and only before award.
- 1.17. Exclusions:** No oral, telephonic, emailed, or facsimile proposal will be considered.
- 1.18. Contract Documents:** The Contract Documents consist of the complete solicitation and the Proposer's response. Solicitation documents are available on the City Purchasing website under, [Purchasing Bids](#).
- 1.19. Questions Regarding Specifications or Scope of Services:** All requests for clarification or interpretation of the Scope of Services/Work and Specifications must be submitted in writing via email to the Purchasing Agent no later than the close of business on the inquiry deadline. Questions received after the deadline may not be addressed.
- 1.20. Acceptance of Proposal Content:** The Proposal selected by the Owner, if any, shall become a part of the Contract Documents. Failure of the successful Proposer to accept the obligations in the Contract may result in cancellation of the award and such Proposer may be removed from future solicitations. When a Contract is executed by and between the Proposer and the City, the Proposer may be referred to as the "Consultant," or "Firm."
- 1.21. Addendum:** Official response to questions, interpretations, corrections, and changes to this solicitation or extensions to the opening/receipt date will be made by the Purchasing Agent by a written Addendum to the solicitation. The sole authority to authorize addenda shall be vested in the Purchasing Division. Addenda will be issued electronically through BidNet Direct Rocky Mountain E-Purchasing System website at <https://www.bidnetdirect.com/colorado/city-of-grand-junction>. A Proposer(s) must acknowledge receipt of all addenda in the proposal(s).
- 1.22. Exceptions and Substitutions:** All proposals meeting the intent of this RFP will be considered for the award. A Proposer that takes exception to the specifications does so at the Proposer's risk. The Owner reserves the right to accept or reject any or all

substitutions or alternatives. When offering substitutions and/or alternatives, the Proposer must state any exception(s) in the section to which the exception(s) pertain(s). Exception/substitution, if accepted, must meet, or exceed the stated intent and/or specification(s). The absence of stated exception(s) indicates that the Proposer has not taken exception(s), and if awarded a Contract, shall hold the Proposer responsible for performing in strict accordance with the Contract Documents.

- 1.23. Confidential Material:** All materials submitted in response to this RFP shall ultimately become public record and shall be subject to inspection after the Contract award. **“Proprietary or Confidential Information”** is defined as any information that is not generally known to competitors, and which provides a competitive advantage. Unrestricted disclosure of proprietary information places it in the public domain. Only submittal information identified with the words **“Confidential Disclosure”** and uploaded as a separate document may establish the information as confidential or proprietary. Any material the Proposer(s) intends to be treated as confidential or proprietary must include a written explanation for the request. Consistent with the Colorado Open Records Act (CORA), the request shall be reviewed and decided by the Owner. If denied, the Proposer will have the opportunity to withdraw its proposal or to remove the confidential or proprietary information. Neither cost nor pricing information nor the entire proposal may be claimed as confidential or proprietary.
- 1.24. Response Material Ownership:** All proposals become the property of the Owner upon receipt and may only be returned to the Proposer at the Owner’s option. Selection or rejection of the proposal shall not affect this right. The Owner shall have the right to use all ideas or adaptations of the ideas contained in any proposal received in response to this RFP, subject to limitations in the materials marked as “Confidential Material.” Disqualification of a proposal does not eliminate the City’s right.
- 1.25. Minimal Standards for Responsible Prospective Proposers:** The Proposer must affirmatively demonstrate its responsibility. To meet the minimum requirements, a prospective Proposer:
- 1.25.1.** Possess adequate financial resources or the ability to secure such resources to ensure the firm’s solvency and project capacity. Refer to Section 5.0.G for information.
 - 1.25.2.** Demonstrate the ability to comply with the required or proposed schedule. Provide documentation of past projects completed within the last two years, including a comparison of original schedules to actual completion dates, and an explanation of the methods used to manage and mitigate delays.
 - 1.25.3.** Show a satisfactory performance record on projects of similar scope and size.
 - 1.25.4.** Maintain a satisfactory record of integrity and ethical practices.

1.25.5. Be otherwise qualified and eligible to receive an award and enter into a Contract with the Owner.

1.25.6. Ensure that its/his/her Proposal(s) comply with the requirements provided in the "Preparation and Submittal of Proposals."

1.26. Disqualification of a Proposer: A Proposal will not be accepted from, nor shall a Contract be awarded to, any person, firm, corporation, or entity that is in arrears to the Owner, upon debt or Contract, or that has defaulted, as surety or otherwise, upon any obligation to the Owner, or that is otherwise deemed irresponsible or unreliable.

Proposers may be required to submit satisfactory evidence demonstrating its responsibility, practical knowledge of the Project it is proposing, and possession of the necessary financial and other resources to complete the proposed Service/Work.

Either of the following reasons, without limitation, shall be considered sufficient to disqualify a Proposer and Proposal:

1.26.1. More than one Proposal is submitted for the same Service/Work from an individual, firm, consultant, contractor, or corporation under the same or different name; and

1.26.2. Evidence of collusion among Proposers. Any participant in such collusion shall not receive recognition as a Proposer for any future Service/Work of the Owner until such participant has been reinstated as a qualified Proposer.

1.27. Taxes: The Owner is exempt from State, County, and Municipal Taxes and Federal Excise Taxes; therefore, all fees shall not include taxes.

1.28. Sales and Use Taxes: The Firm and all subcontractors are required to obtain exemption certificates from the Colorado Department of Revenue for sales and use taxes. Proposals shall reflect the removal of sales and use tax on materials, fixtures, and equipment.

1.29. Federal Taxpayer Identification Certificate: Successful Proposer(s) new to conducting business with the City must furnish a completed standard "Federal Taxpayer Identification Certificate (W-9)" before the Contract is executed. Additionally, the City reserves the right to request a current W-9 from established business relationships as necessary.

1.30. Public Opening: The opening of the Proposal(s) shall be conducted publicly in a virtual meeting following the proposal deadline. Proposers, representatives, and interested people may be present. Proposals shall be received and acknowledged to maintain transparency in the process. As per the nature of an RFP, only the company name(s) and the business location of the proposing Proposer(s) will be disclosed.

Section 2.0: General Contract Terms and Conditions

- 2.1. Acceptance of RFP Terms:** A proposal submitted in response to this RFP shall **constitute** a binding offer which shall be acknowledged by the Proposer on the Letter of Interest or Cover Letter. The Proposer must be legally authorized to execute a Letter of Interest or Cover Letter together with contractual obligations. By submitting a proposal, the Proposer accepts all terms and conditions including compensation, as set forth herein/the Contract Documents. A Proposer shall identify clearly and thoroughly any variations between its proposal and the Owner's requirements. Failure to do so may be deemed a waiver of any right(s) to subsequently modify the term(s) of performance, except as specified in the RFP.
- 2.2. Execution, Correlation, Intent, and Interpretations:** The Contract Documents shall be signed by the Owner and the Firm. By executing the Contract, the Firm represents that it has familiarized itself with the conditions under which the Service is to be performed and correlated its observations with the requirements of the Contract Documents. The Contract Documents are complementary, and what is required by anyone, shall be as binding as if required by all. The Contract Documents intend to include all labor, materials, equipment, services, and other items necessary for the proper execution and completion of the Scope of Services as defined in the technical specifications contained herein.
- 2.3. Permits, Fees, & Notices:** The Firm shall secure and pay for all permits, governmental fees, and licenses necessary for the proper execution and completion of the Services. The Firm shall give all notices and comply with all laws, ordinances, rules, regulations, and orders of any public authority, including the City, bearing on the performance of the Service(s). If the Firm observes that any of the Contract Documents are at variance in any respect, it shall promptly notify the Purchasing Agent in writing, and necessary changes will be made to reconcile the variation as determined to be in the best interest of the City. If the Firm performs any Services knowing it to be contrary to such laws, ordinances, rules, and regulations, and without such notice to the Owner, it shall assume full responsibility and shall bear all costs attributable to the non-conforming Services.
- 2.4. Responsibility for those Performing the Services/Work:** The Firm shall be responsible to the Owner for the acts and omissions of its employee(s) and all other person(s) performing any of the Services/Work under the Contract.
- 2.5. Payment & Completion:** The Contract Sum is stated in the Contract and is the total amount payable by the Owner to the Firm for the performance of the Service(s) under the Contract. Upon receipt of written notice that the deliverable(s) is ready for final inspection and acceptance and upon receipt of the invoice for payment, the Owner's Project Manager will promptly make such inspection and, when the Owner finds the Service(s) acceptable under the Contract and the Contract fully completed, the Owner shall make payment in the manner provided in the Contract Documents. Partial payments will be based upon estimates prepared by the Firm of the value of Service(s) performed under the Contract Documents. The Service(s) performed by the

Firm shall follow generally accepted professional practices and the level of competency presently maintained by other practicing professional Agencies in the same or similar type of Service(s) in the community. The Service(s) to be performed by the Firm hereunder shall be done in compliance with applicable laws, ordinances, rules, and regulations.

- 2.6. Changes in the Services:** The Owner, without invalidating the Contract, may order changes in the Services within the general scope of the Contract consisting of additions, deletions, or other revisions. All such changes in the Services shall be authorized by Change Order/Amendment and shall be executed under the applicable conditions of the Contract. A Change Order/Amendment is a written order to the Firm signed by the Contact Administrator issued after the execution of the Contract, authorizing a change in the Services or an adjustment in the Contract sum or the Contract time.
- 2.7. Minor Changes in the Services:** The Owner shall have the authority to order minor changes in the Services not involving an adjustment to the Contract Sum or an extension of the Contract Time and not inconsistent with the intent of the Contract.
- 2.8. Correction of Services:** All Services/Deliverables shall meet a standard comparable to the prevailing skill and expertise in the relevant market or industry. If any Services/Deliverables provided by the Firm are found by the Owner to be non-conforming to the terms of the Contract, the Firm shall promptly correct such issues. The Firm shall bear all expenses associated with the correction of the rejected Services, including any additional Services required by the Owner as a result thereof, at no additional cost to the Owner.
- 2.9. Acceptance Not Waiver:** The Owner's acceptance of or approval of Service(s) furnished hereunder shall not in any way relieve the Firm of its responsibility to maintain the high quality, integrity, and timeliness of its Services. The Owner's approval or acceptance of, or payment for, any Services shall not be construed as a future waiver of any right(s) under the Contract, or of any cause of action arising out of performance under this Contract.
- 2.10. Change Order/Amendment:** No oral statement of any person shall modify or otherwise change, or affect the terms, conditions, or specifications stated in the Contract. All amendments to the Contract shall be made in writing by the City Contract Administrator.
- 2.11. Assignment:** The Firm shall not sell, assign, transfer, or convey the Contract resulting from this RFP, in whole or in part, without the prior written approval from the Owner.
- 2.12. Compliance with Laws:** Proposals must comply with all Federal, State, County, and local laws governing the Service and the fulfillment of the Service(s) for and on behalf of the public. The Firm hereby warrants that it is qualified to assume the

responsibilities and render the Services described herein and has all requisite corporate authority and professional licenses in good standing as required by law.

- 2.13. Debarment/Suspension:** The Firm hereby certifies that the Firm is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any governmental department or Agency.
- 2.14. Confidentiality:** All information disclosed by the Owner to the Proposer and/or the Firm for the Services to be performed or information that comes to the attention of the Firm during the performance of such Services is to be kept strictly confidential.
- 2.15. Conflict of Interest:** No public official and/or Owner employee shall have interest in the Contract resulting from this RFP.
- 2.16. Cancellation of Solicitation:** Any solicitation may be canceled by the Owner or any solicitation proposal response may be rejected in whole or in part when it is in the best interest of the City.
- 2.17. Contract:** This solicitation, the Proposer's proposal/submitted documents, and any negotiations, when properly accepted by the Owner, shall constitute an enforceable agreement equally binding between the Owner and the Firm. The Contract represents the entire and integrated agreement between the City and the Firm, collectively the Parties, and supersedes all prior negotiations, representations, or agreements, either written or oral, including the solicitation documents. The Contract may be amended or modified only with Amendment.
- 2.18. Contract Termination:** The Contract shall remain in effect until any of the following occurs: (1) Contract expires; (2) completion of Services; (3) final acceptance of Services; or (4) for convenience terminated by either party with a written *Notice of Cancellation* stating therein the reasons for such cancellation and the effective date of cancellation at least thirty days past notification.
- 2.19. Employment Discrimination:** During the performance of any Services, the Firm agrees to:
 - 2.19.1.** Not discriminate against any employee or applicant for employment because of race, religion, color, sex, age, disability, citizenship status, marital status, veteran status, sexual orientation, national origin, or any legally protected status except when such condition is a legitimate occupational qualification reasonably necessary for the normal operations of the Firm. The Firm agrees to post in conspicuous places, visible to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
 - 2.19.2.** In all solicitations or advertisements for employees placed by or on behalf of the Firm, shall state that such Firm is an Equal Opportunity Employer.

- 2.19.3.** Notices, advertisements, and solicitations placed following federal law, rule, or regulation shall be deemed sufficient for meeting the requirements of this section.
- 2.20. Immigration Reform and Control Act of 1986 and Immigration Compliance:** The Firm certifies that it does not and will not during the performance of the Contract employ personnel without authorization services or otherwise violate the provisions of the Federal Immigration Reform and Control Act of 1986 and/or law regulating immigration compliance.
- 2.21. Failure to Deliver:** In the event of failure of the Firm to perform under the Contract, the Owner, after due oral or written notice, may procure Services from other sources and hold the Firm responsible for any and all costs resulting in the purchase of additional Services and materials necessary to perform the Service(s). This remedy shall be in addition to any other remedies that the Owner may have.
- 2.22. Failure to Enforce:** Failure by the Owner at any time to enforce the provisions of the Contract shall not be construed as a waiver of any such provisions. Such failure to enforce shall not affect the validity of the Contract or any part thereof, or the right of the Owner to enforce any provision of the Contract at any time under the terms thereof.
- 2.23. Force Majeure:** The Firm shall not be held responsible for failure to perform the duties and responsibilities imposed by the Contract due to legal strikes, fires, riots, rebellions, and acts of God beyond the control of the Firm unless otherwise specified in the Contract.
- 2.24. Indemnification:** The Firm shall defend, indemnify, and save harmless the Owner and all its officers, employees, insurers, and self-insurance pool, from and against all liability, suits, actions, or other claims of any character, name, and description brought for or on account of any injuries or damages received or sustained by any person, persons, or property on account of any negligent act or fault of the Firm, or of any Firm's agent, employee, subcontractor or supplier in the execution of, or performance under, the Contract which may result from proposal award. The Firm shall pay any judgment concerning costs that may be obtained by and/or against the Owner arising out of or under the performance or non-performance.
- 2.25. Independent Firm:** The Firm shall be legally considered an independent Firm and neither the Firm nor its employees shall, under any circumstances, be considered servants, or agents of the Owner. The Owner shall be at no time legally responsible for any negligence or other wrongdoing by the Firm, its servants, or agents. The Owner shall not withhold from the Contract, payments to the Firm any federal or state unemployment taxes, federal or state income taxes, Social Security, or any other amounts for benefit(s) to the Firm. Further, the Owner shall not provide to the Firm any insurance coverage or other benefits, including Workers' Compensation, normally provided by the Owner to its employees.

- 2.26. Ownership:** All documents, plans, concepts, and work prepared under the Contact, *etc.*, created by the Firm for this Service, shall become the property of the Owner. All information furnished by the Owner is and shall remain the Owner's property.
- 2.27. Patents/Copyrights:** The Firm agrees to indemnify and hold harmless the Owner from any claims, including but not limited to those related to patents, copyrights, trademarks, or any other form of intellectual property rights infringement. In no event shall the Owner be held liable to the Firm for any damages, awards, costs of defense, or other expenses arising from allegations of intellectual property infringement. Any agreement resulting from the response to this Solicitation shall be rendered null and void in the event of patent, copyright, or other intellectual property infringement. This includes but is not limited to the creation of derivative works based on the intellectual property of others.
- 2.28. Governing Law:** The Contract and/or any agreement(s) as a result of responding to this RFP shall be deemed to have been made in, and shall be construed and interpreted by, the laws of the City of Grand Junction, Mesa County, Colorado. Any action arising out of or under this Solicitation and/or Contract shall be in District Court 21st Judicial District, Mesa County, Colorado.
- 2.29. Expenses:** Expenses incurred in the preparation, submission, and presentation of a proposal in response to this solicitation are the responsibility of the Firm and shall not be charged to the Owner.
- 2.30. Sovereign Immunity:** The Owner specifically reserves and asserts its rights under Colorado law and the cases applying and construing the same, governmental immunity. See 24-10-101 C.R.S *et seq.*
- 2.31. Public Funds/Non-Appropriation of Funds:** Funds for payment have been provided through the Owner's budget approved by the City Council for the stated fiscal year only. Colorado law prohibits the obligation and expenditure of public funds beyond the fiscal year for which a budget has been approved. Therefore, anticipated obligations that may arise past the end of the stated Owner's fiscal year shall be subject to budget approval. The Contract will be subject to and provide a non-appropriation of funds clause under Colorado law.
- 2.32. Performance of the Contract:** The Owner reserves the right to enforce the performance of the Contract in any manner prescribed by law or equity as deemed by the Owner to be in the best interest of the Owner (in the event of breach or default) of resulting Contract award.
- 2.33. Default:** The Owner reserves the right to terminate the Contract if the Firm fails to meet delivery or completion schedules, or otherwise fails to perform under the terms of the Contract. In the event of a breach or default, the Owner is authorized to procure similar services from an alternate firm and to hold the defaulting Firm responsible for any additional costs incurred to complete services for the project or property.

2.34. Piggyback: Agreements resulting from this solicitation are intended primarily for the Owner. However, other governmental entities may be extended the opportunity to utilize the awarded Contract, contingent upon the agreement of the successful Proposer and the participating agencies. All participating entities must adhere to the specifications, terms, conditions, and contract prices established within the agreement. Each governmental entity shall establish its own contract, issue its own orders, be invoiced directly, make its own payments, and issue its own exemption certificates as required.

It is understood and agreed that the City is not a legally binding party to any contractual agreement made between another governmental entity and the Firm as a result of this solicitation. The City shall not be held liable for any costs or damages incurred by any other entity.

2.35. Definitions:

2.35.1. “Agency,” “Consultant” or “Firm” is the person, organization, entity, or consultant identified as such in the proposal and throughout the Contract. The term encompasses the Agency, Consultant, Firm, or its authorized representative(s).

2.35.2. “City” or “Owner” is the City of Grand Junction, Colorado, and is referred to throughout the Contract Documents.

2.35.3. “Contract Sum” is the total amount payable, as specified in the Contract Documents, that the City agrees to pay the Firm/Contractor for the full and satisfactory completion of the Services/Work, including all materials, labor, equipment, services, and any other obligation required under the Contract Documents. The Contract Sum may be established as a Fixed Lump Sum, Guaranteed Maximum Price (GMP), or a Not-to-Exceed amount, depending on the terms outlined in the Contract Documents. Any adjustment to the Contract Sum shall be made only following the provisions of the Contract Documents and must be duly authorized by the Parties.

2.35.4. “Deliverable” refers to any tangible or intangible work product, report, document, presentation, or other output produced by the Firm as part of the Service(s). All deliverables must comply with the Americans with Disabilities Act (ADA) and HB21-1110, which mandates adherence to the provisions outlined in §§24-85-101, C.R.S., and subsequent sections, as well as the Accessibility Standards for Individuals with a Disability established by the Office of Information Technology under section §24-85-103(2.5), C.R.S. Additionally, all documents must align with the State of Colorado's technology standards related to accessibility, including Level A.A. conformity with the latest iteration of the Web Content Accessibility Guidelines (WCAG) as integrated within the State of Colorado's technology standards.

- 2.35.5.** “Key Personnel” designates the crucial individual(s) from the entity or Firm essential for the successful execution and completion of the Services. The individual(s) will possess specialized skills, knowledge, or experience required for the Project’s specific scope of work.
- 2.35.6.** “Proposer” refers to the person(s) legally authorized by the Agency or Firm to make an offer and/or submit a response fee proposal in response to the solicitation.
- 2.35.7.** “Project” or “Work” refers to the endeavor outlined in this solicitation to create the product, service, or deliverable.
- 2.35.8.** “Services” includes all labor, materials, equipment, and/or professional skills necessary to produce the Work and meet the requirements of the Contract Documents.
- 2.35.9.** “Subcontractor” is a person(s) or organization that has a direct contract with the Agency to perform any of the service(s). The term subcontractor is referred to throughout the Contract and means the subcontractor or its authorized representative.

Section 3.0: Insurance Requirements

The selected Contractor/Firm agrees to procure and maintain, at its own expense, comprehensive insurance coverage with an insurer rated A- or better by A.M. Best, sufficient to cover all liabilities, claims, demands, and obligations arising under the Contract. This insurance coverage shall meet or exceed any additional insurance requirements imposed by the Contract or by law. The Contractor/Firm’s failure to procure or maintain adequate coverage, in the required amounts, duration, or types, shall not relieve it of any liabilities or obligations assumed under the Contract. Furthermore, the Contractor/Firm shall ensure that all such insurance remains in full force and effect throughout the term of the Contract.

The Contractor/Firm shall procure and maintain and shall ensure that any subcontractors, if applicable, also procure and maintain, the insurance coverage specified below. All insurance policies shall be maintained in forms and with insurers acceptable to the Owner. The required coverage must be maintained continuously to address all liabilities, claims, demands, and obligations assumed by the Contractor/Firm under the Contract. For any claims-made policies, the Contractor/Firm shall secure appropriate retroactive dates and extended reporting periods to ensure continuous coverage. Unless otherwise specified in the Special Conditions, the minimum coverage limits shall be as follows:

Workers’ Compensation and Employers’ Liability: The Firm shall comply with all State of Colorado Regulations concerning Workers’ Compensation and other statutory insurances as required.

- (a) **General Liability** with minimum combined single limits of:

ONE MILLION DOLLARS (\$1,000,000) each occurrence, and

TWO MILLION DOLLARS (\$2,000,000) general aggregate.

The policy shall apply to all premises, products, and completed operations. The policy shall include coverage for bodily injury, broad form property damage (including completed operations), personal injury (including coverage for contractual and employee acts), blanket contractual, products, and completed operations. The policy shall contain a severability of interest provision.

- (b) **Errors and Omissions Liability**

ONE MILLION DOLLARS (\$1,000,000) per occurrence, and

TWO MILLION DOLLARS (\$2,000,000) aggregate.

- (c) **Cyber Liability Insurance with a minimum:**

TWO MILLION (\$2,000,000)

- (d) **Technology Errors and Omissions Liability with a minimum:**

TWO MILLION DOLLARS (\$2,000,000) per occurrence, and

TWO MILLION DOLLARS (\$2,000,000) aggregate.

- (e) **Automobile Liability** with minimum combined single limits for bodily injury and property damage of not less than:

ONE MILLION DOLLARS (\$1,000,000) each accident

Concerning each of the Contractor/Firm's owned, hired, or non-owned vehicles assigned to be used in the performance of the Services/Work.

- (f) **Workers Compensation and Employers' Liability:** The Broker/Firm shall, at its own expense, comply with all applicable State of Colorado Laws and Regulations concerning Workers' Compensation and other statutory insurance as required. Additionally, the Broker/Firm agrees to indemnify and hold harmless the City of Grand Junction from any claims or liabilities arising from non-compliance with these requirements.

- 3.1. Additional Insured Endorsement:** The policies required by paragraphs (a), (d), and (e) above shall be endorsed to include the City, its elected and appointed Officials, employees, and volunteers as Additional Insureds. Every required policy above shall be primary insurance, and any insurance carried by the City, its officers, or its employees, or carried by or provided through any insurance pool of the City, shall be

excess and not contributory insurance to that provided by the Firm. The Firm shall be solely responsible for any deductible losses under any policy required above.

Section 4.0: Specifications/Scope of Services

- 4.1. General/Background:** The City Utilities Department is responsible for water and wastewater services, which include delivering high-quality drinking water and irrigation water to customers and collecting and treating wastewater in a manner that is protective of public health and the environment.

The Utilities Department is organized into two main divisions: Water Services and Wastewater Services. The Water Services division includes the water supply, treatment, distribution, irrigation, and utility billing functions. The Wastewater Services Division includes wastewater collection, treatment, industrial pretreatment, and environmental laboratory functions. Utility Billing/Customer Service is included within the Utilities Department.

The Utility Billing Division is responsible for managing approximately 39,000 utility accounts. Within the City sewer boundary, there are approximately 1,555 septic systems, targeted for completion of the existing sewer improvement districts by 2041. As these improvements are made, the number of utility customers is expected to grow.

The Utility Billing software used is NorthStar, a division of Harris Computer Systems. The City of Grand Junction utilizes Customer Connect for comprehensive customer account management, billing and payment processing, e-billing, and online payment solutions.

The City operates five (5) billing cycles per month billing a combination of water, wastewater, trash service, and irrigation, with each cycle processing approximately 3,500 to 9,900 bills, which varies depending on the billing cycle. Bills are sent out weekly, and the first week of the month includes two billing cycles.

For the 2024 fiscal year, prices are as follows:

Statement	Included in the processing fee
#9 Envelope	\$0.034
#10 Envelope	\$0.038
Processing	\$0.093
Postage	Varies by weight, and USPS rates, billed at actual cost

4.2. Scope of Services: Utility Billing requires an end-to-end solution that integrates the utility billing system with bill printing and mailing services, ensuring a seamless experience from bill generation to delivery. The City is soliciting proposals from specialized firms with expertise in handling high-volume, time-sensitive documents efficiently. The selected firm must possess the experience, resources, and advanced technology necessary to provide comprehensive printing and direct mailing services for utility billing invoices. The Firm must be equipped with printing technology, mailing equipment, and software solutions to ensure accurate, timely, and cost-effective delivery of utility bills.

4.2.1. Receiving Information:

4.2.1.1. Receive multiple electronic PDF files from the City containing the billing information for each customer. The file size ranges from 120,000 KB to 165,000 KB and will be transferred via a secure FTP site provided by the Firm.

4.2.1.2. The electronic file shall be provided by the City between noon and 3:00 P.M. on Thursdays.

4.2.1.3. Inserts will be transmitted to the Firm, as needed.

4.2.2. Print and Mail Bills:

4.2.2.1. Print the bills (invoices) for each service address

4.2.2.2. Print suppression for customers who receive bills in the e-billing platform.

4.2.2.3. Fold the bills, add occasional inserts, and stuff the documents into envelopes.

4.2.2.4. Mail the bills to the appropriate customer mailing addresses.

4.2.2.5. Envelope printing is also included in this contract.

4.2.2.6. Field formatting should not be required.

4.2.2.7. Each invoice has an OCR Scanline using OCR-A or OCR-B font.

4.2.2.8. Late and/or final billing notices will be included in the weekly batches and do not require special handling.

4.2.2.9. Weekly batches are typically processed every Thursday, with an additional batch processed at the first of each month.

4.2.3. Monthly Utility Bill Details

4.2.3.1. The City currently processes an average of 39,000 utility bills per month.

4.2.3.2. The bill template is established in the existing Utility Billing software.

4.2.3.3. Static content is blank.

4.2.3.4. Utility customers are required to remit payment within two weeks of the “Bill Date.”

4.2.3.5. Each mailed piece consists of:

- One Bill for each service address within a billing cycle, consolidated into a single mailing envelope for the account name and mailing address on file.
 - Required printing and folding
 - Size: 8-1/2 inch by 11-inch
 - Printed on one side (simplex)
 - Primarily in black ink, with any “past due” text highlighted in ADA-compliant red ink for emphasis.
 - The detachable section for return with payment must feature the City logo in the upper right corner. The City logo should use PMS colors: 2925 blue and 576 green. A CMYK build is acceptable, provided it is approved by the City.
 - White 20 LB bond paper.
 - No backer
- Inserts: Provided by various City departments, these inserts contain information about special projects or upcoming events. They come in various sizes and content formats and are required in almost every billing cycle.
 - Requires both printing and folding.
 - Sizes: various sizes, including 1/3 page; 1/2 page, and full page
 - Printed simplex (one side) or duplex (both sides), as required
 - Generally black ink, but occasionally use CYMK
 - White 20 LB bond paper
 - All costs must be transparently documented and provided
- Return Envelope: One white #9 envelope with a security tint inside, printed in black ink on both sides (back flap only), if applicable. Refer to the attachment for the window location.

- Mailing Envelope: One generic #10 envelope, printed in black ink on one side. Refer to the attachment for the window location.

- 4.2.3.6. Exclude the return envelope for customers identified on the bill as making online payments in each billing cycle. This designated group, which consists of approximately 6,600 customers, will not be provided in a separate file. The Firm is required to flag these customers for no return envelope.
- 4.2.3.7. The Firm shall place the bill, any applicable insert(s), and the #9 return envelope (if applicable) in the #10 mailing envelope, and then seal the envelope.
- 4.2.3.8. Bundle and prepare mail to qualify for carrier route discounts, complete the necessary paperwork, and deliver to the Post Office.
- 4.2.3.9. Ensure that bills are maintained in exact order throughout the entire processing workflow.

4.2.4. Compatibility and System Requirements

- 4.2.4.1. The awarded Firm shall provide a comprehensive automated printing system that is fully compatible with all existing City-owned computer equipment and software.
- 4.2.4.2. The Firm must be able to accept electronic PDF files in a format that City systems can produce.
- 4.2.4.3. Ensure the system is scalable, with the ability to easily accommodate growth and the flexibility to adapt to changing needs and increased demand.
- 4.2.4.4. Data synchronization capabilities to ensure seamless integration and real-time data updates between the Firm's system and the City's systems
- 4.2.4.5. Provide detailed information on system compatibility and any constraints, including hardware and software requirements, to ensure smooth integration with the City's infrastructure.
- 4.2.4.6. Detail the security measures/protocols in place for data transfer and integration, ensuring adherence to the City's IT security policies. This includes encryption, access controls, and compliance with relevant data protection regulations.
- 4.2.4.7. Guarantee high system reliability and uptime, with provisions for regular maintenance and technical support to minimize downtime and ensure continuous operation.
- 4.2.4.8. Provide technical support and training for City staff to ensure efficient use and management of the system and reports.

4.2.5. Firm Responsibilities

- 4.2.5.1.** Warehouse and maintain an inventory of #10 window envelopes, #9 return envelopes, and perforated statements as directed by the City. Acceptable perforations include both normal and micro, positioned 3-1/2" from the top edge. The City prefers a print-as-you-go approach to ensure up-to-date and accurate printing.
- 4.2.5.2.** Required to be USPS certified as a Full-Service provider.
- 4.2.5.3.** Required to have USPS certification as a Seamless provider.
- 4.2.5.4.** Required to obtain and comply with current USPS procedures, secure necessary permits and certifications, and actively pursue available postage discounts.
- 4.2.5.5.** The selected Firm must remain up to date with USPS rate announcements and any projected rate changes. Regular updates on postage usage must be provided, along with a minimum of 30 days advance notice of any anticipated changes to postage rates or USPS policies. Additionally, the Firm must ensure complete transparency by submitting detailed documentation of all pass-through costs associated with postage.
- 4.2.5.6.** Receive weekly electronic billing data in PDF format from the City.
- 4.2.5.7.** Add the return address barcode and the QR (Quick Response) tracking code to the bill.
- 4.2.5.8.** Print received billing data onto statements, add insert materials as required, fold statements and inserts (if required), and insert into #10 window envelopes along with a #9 return envelope and any other inserts as directed.
- 4.2.5.9.** Certify mailing address to ensure the list is accurate, complete, and conforms to postal standards. Utilize CASS (Coding Accuracy Support System) software to verify and correct address defects, including misspelled street names, missing directional indicators, incorrect suffixes, and other inaccuracies. This ensures the accuracy of mailing addresses and helps obtain the lowest possible postage rate.
- 4.2.5.10.** Implement the capability to process addresses through the NCOA (National Change of Address) dataset change-of-address records and provide address updates to ensure mailing list accuracy and up-to-date recipient information.
- 4.2.5.11.** The Firm shall have the ability to update and correct customer information upon the City's request and notification.
- 4.2.5.12.** Implement the most cost-effective mail sort processing methods to optimize efficiency and minimize postage costs.

- 4.2.5.13. Strict adherence to the schedule to ensure timely delivery of bills to City utility customers is essential. The Firm must deliver bills to the Post Office within one working day of receiving the file. To meet this requirement, the Firm must provide a next-day mail service, ensuring that bills are postmarked and sent in the mail the following day.
- 4.2.5.14. Send weekly copies of USPS mailing certificates by email to confirm acknowledgment of mailings.
- 4.2.5.15. Submit a detailed weekly report specifying the exact number of pieces mailed.
- 4.2.5.16. Provide comprehensive information on the quality control measures implemented to ensure accuracy and reliability in the mailing process.
- 4.2.5.17. Establish mechanisms for the City to provide feedback on the process, service, or performance assessment, and a clear process for implementing changes and continuous improvements based on the evolving needs of the City.
- 4.2.5.18. The selected Firm will be responsible for ensuring a seamless and secure transfer of both tangible and intangible assets to the City, either during or after the contract period. This includes but is not limited to, the transfer of digital files and any other assets critical to the provision of services. The transfer process must be executed efficiently while maintaining the integrity, confidentiality, and security of all assets.

4.2.6. Data Security and Confidentiality

- 4.2.6.1. The Firm shall maintain the confidentiality of all data collected or processed in the administration of the Contract. Data shall not be released to any third party without prior written consent from the City.
- 4.2.6.2. The Firm's system must comply with all relevant laws and regulations, including, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA).

4.3. Special Conditions & Provisions:

4.3.1. Questions Regarding the Solicitation Process or the Scope of Services:

Kathleen Franklin, Purchasing Agent
kathleenf@gjcity.org

- 4.3.2. **Invoicing:** The City shall be billed monthly based on the number of bills mailed during the billing period. Each invoice must include a detailed breakdown of the number of bills mailed per cycle, specifying the quantity, rate, and total amount for each cycle. Additionally, the invoice must provide all other relevant itemized details necessary for accurate verification and processing.

4.3.3. Budget: The City will establish an annual not-to-exceed budget allocation for services. This budget will be subject to revision each fiscal year based on the updated scope of services, including factors such as the number of utility bills and billing cycles.

4.3.4. Fee/Price Proposal: The services required shall be **“all-inclusive”** encompassing all relevant costs and aspects of the process, including but not limited to labor, materials, equipment, printing, perforating, folding, envelope stuffing, insertion, meetings, conference calls, travel expenses, permits, fees, and any other associated costs/task necessary for the successful execution of the services.

Provide a **not-to-exceed** cost using the Solicitation Response form found in Section 7.0. Furnish a comprehensive breakdown of standard rates, fees, and payment structures specific to the services provided. This breakdown should detail all direct charges and potential costs associated with the services including but not limited to paper, inserts, envelopes, reporting, NCOA fees, and delineation between the implementation vs. ongoing fees. Include any detailed and transparent breakdown of all rates, fees, and payment structures.

Postage must be transparently billed as a direct pass-through at the actual cost.

The Owner shall not pay nor be liable for any other additional costs including but not limited to taxes, insurance, interest, penalties, termination payments, attorneys' fees, liquidated damages, etc.

All fees and pricing will be subject to negotiation by the Owner.

4.3.5. Laws, Codes, Rules, and Regulations: The Firm shall ensure that all Services provided meet all Federal, State, County, and City laws, codes, rules, regulations, and requirements for providing such Services.

4.3.6. Contract: A binding Contract shall consist of (1) the RFP and any Addendum(s) thereto, (2) the Proposer's response (Proposal) to the RFP, (3) any clarification of the Proposal, if applicable, and (4) the City's Purchasing Department's acceptance of the proposal through a "Notice of Award." All Exhibits and Attachments within the RFP are incorporated into the contract by reference.

A. The Contract expresses the complete agreement of the parties and, performance shall be governed solely by the specifications and requirements contained therein and other laws as applicable.

B. Any change to the Contract, whether by modification and/or supplementation, must be accomplished by a formal Contract Amendment signed and approved by and between the duly authorized representative of the Proposer and the Contract Administrator or by a modified Purchase Order/Contract before the effective date of such modification. The Proposer expressly and explicitly understands and agrees that no other method and/or no other document,

including acts and oral communications by or from any person, shall be used or construed as an amendment or modification to the Contract.

4.3.7. City Project Manager/Administrator: The Project Manager will be responsible for approving and accepting all Work within the Scope of Services. During the performance of the Contract, all notices, letters, submittals, and other communications directed to the City shall be delivered to:

Debi Overholt, Customer Service Supervisor
City of Grand Junction Utilities
PO Box 1809
Grand Junction, CO 81502

4.3.8. Contract Administrator: The Contract Administrator for the City is Duane Hoff, Jr., CPPB. Contract-related inquiries, issues, change orders, amendments, and communications related to the Contract during the time Services are provided will be directed to:

Duane Hoff, Jr., Contract Administrator
duaneh@gjcity.org
(970) 244-1545

4.4. Contract Term: The Contract will commence upon execution by both Parties, with services provided from February 19, 2025, through December 31, 2025. The awarded Firm and Owner may mutually agree to renew the Contract for up to three (3) additional one-year periods, contingent upon satisfactory performance and the appropriation of funds by the City Council. All renewals must adhere to the original Contract's terms, conditions, and fee structures, except postage, which will be billed at actual cost.

Attached Documents:

Appendices* *if the link is not functioning, please try an alternate browser and refresh the page.*

Appendix 1 – [Statement Sample](#)

Appendix 2 – [Blank Statement](#)

Appendix 3 – [Grand Junction Envelope Samples](#)

Tentative Calendar of Events:

- Solicitation available November 26, 2024
- Inquiry deadline,
no questions after this date December 12, 2024, close of business

- Final Addendum Posted December 17, 2024
- Submittal deadline for proposals December 30, 2025, before 1:00 pm
- Owner evaluation of proposals December 30, 2024 – January 8, 2025
- Interviews, if required January 16, 17, and 20, 2025
- Final Selection January 22, 2025
- City Council Approval February 5, 2025
- Contact execution February 20, 2025

Section 5.0: Preparation and Submittal of Proposals

Submission: Each proposal shall be submitted in electronic format only, and must comply with HB21-1110 and only through BidNet Direct Rocky Mountain E-Purchasing System website link: (<https://www.bidnetdirect.com/colorado/city-of-grand-jefferson>). This site offers both “free” and “paying” registration options which allow for full access to the City’s documents and electronic submission of proposals. (Note: “free” registration may take up to 24 hours to process. Proposers are encouraged to submit its proposal as early as possible, allowing enough time for technical difficulties that may be encountered in the BidNet® system.) Please view the “**Electronic Vendor Registration Guide**” at <https://www.gjcity.org/501/Purchasing-Bids> for details. (Purchasing Agent does not have access or control of the Vendor side of RMEPS. If there are website or other problems that arise during response submission, the Proposer **MUST** contact RMEPS to resolve the issue before the response deadline **800-835-4603**).

To ensure accurate comparison and evaluation, proposals must adhere to the format outlined in Section 5.0 “Preparation and Submittal of Proposals.” The uploaded response to this RFP should be a single PDF document containing all necessary information. Proposers must demonstrate an interest in this Project, highlight relevant experience, and address its capability to fulfill the Scope of Service(s) stated herein. Proposals must follow the specified formatting from **A** to **H** as required by the Owner for proper comparison and evaluation:

Proposals should be limited to a maximum of 30 pages

- A. Cover Letter:** A cover letter shall be provided that succinctly explains the Proposer’s interest and expertise in providing the Services outlined in this solicitation.

The cover letter shall contain the name, address, phone number, and email address of the person designated as the Firm’s principal contact person. Furthermore, it shall identify individual(s) authorized to make presentations and commitments on behalf of the Firm. The cover letter shall bear the signature of the person having proper authority to legally bind the Firm and specify the individual(s) role and signature authority. By submitting a response to this Solicitation, the Proposer agrees to all requirements herein.

- B. Qualifications, Experience, Credentials, and Capacity:** The proposal must highlight the Firm’s relevant experience, expertise, qualifications, and resources that demonstrate its ability to successfully fulfill the Scope of Services outlined in the solicitation. The response should also emphasize the Firm’s capacity to consistently meet established timelines and maintain high-quality standards.

Proposals must include background information on the Proposer’s principals and Key Personnel who will be dedicated to fulfilling the services and ensuring smooth operations. Key Personnel should include but are not limited to: Project Manager,

Account Manager, Production Manager, Data Processing Specialist, Quality Assurance Manager, Mailing Specialist, Customer Services Manager, etc. Including resumes, office locations, and relevant experience.

Provide comprehensive information on compliance with industry standards, quality management systems, sustainable practices or solutions, technology and innovation, flexibility and scalability, customer service and communication, and quality assurance policies. Incorporate any other pertinent aspects related to the services to ensure a comprehensive evaluation of the Proposer's capabilities.

- C. Strategy and Implementation Plan:** The Proposer is expected to provide a detailed description of its interpretation of the Owner's objectives outlined in this Solicitation. The proposed strategy or plan must detail how these objectives will be achieved, demonstrating the Proposer's capability to fulfill the Scope of Services. The plan should present a logical progression of tasks and efforts, starting with the initial steps and extending to a complete description of all proposed tasks, illustrating how the objectives will be accomplished.

Additionally, the Proposer should include value-added concepts that enhance the overall service offering, such as Communication Tools, Analytics and Reporting, Sustainable Solutions, Innovative Technologies, Customer Support, Cost Savings and Efficiency Processes, Data Security Measures, Exceptional Customer Service, and/or Business Continuity Planning.

The Proposer should also provide an implementation schedule that includes key milestones, deadlines, and deliverables, along with an estimate of the hours required from City personnel for implementation. This detailed plan will demonstrate the Proposer's ability to meet the City's objectives and deliver high-quality utility billing printing and mailing services

- D. References:** Provide a minimum of three (3) current references, preferably from municipal utility billing clients with similar bill volumes, who can attest to the Firm's experience in delivering services of comparable scope and size as outlined in the Scope of Services. **Include a summary of the services completed with the client's name, address, point of contact person, telephone number, email address, dates, description of services, identify what utility billing software is used, original annual budget, final cost, explanation of variation from original budget to final cost, etc.**
- E. Solicitation Response Form:** The Proposer shall complete and submit the attached Solicitation Response Form with its proposal.
- F. Fee/Pricing Proposal:** Complete and submit the Solicitation Response Form found in Section 7.0. Provide the fee proposal, as stated in Section 4.3.4.
- G. Legal Proceedings/Lawsuits:** Provide a comprehensive list of any legal proceedings or lawsuits involving the Firm, employees, or subcontractors of the Firm who may be providing Services to the City. The list shall include current litigation

and the status, and any matter(s) filed, settled, and/or otherwise adjudicated in the last five years. For each instance describe the underlying reason or cause of action, as well as the outcome or status.

H. Additional Data: Furnish any additional pertinent information that is directly related to the qualifications and capabilities of the Firm. This may include details about specific expertise, innovative technologies, approaches, or any other information that will enhance the evaluation of the Firm's suitability to provide the Services outlined in this RFP.

An unnecessarily elaborate response that exceeds what is necessary to provide a complete and effective proposal is discouraged. Unless explicitly requested in the RFP, the inclusion of elaborate artwork, corporate brochures, lengthy narratives, or other extraneous materials is neither required nor preferred.

Section 6.0. Evaluation Criteria and Factors

- 6.1. Overview:** An evaluation committee, appointed by the City, will assess all qualified responses. Proposal(s) will be selected based on the ability to demonstrate the necessary expertise and capability essential for delivering the scope of services. Additionally, the committee will consider the integrity and reliability of the proposals, to ensure the highest degree of confidence in full faith and performance.
- 6.2. Intent:** Only Respondents who meet the qualification criteria will be considered. Therefore, the submitted proposal must indicate the Proposer's ability to provide the services described herein.
- 6.3. Evaluation Summary:** Proposals will be prioritized based on the criteria, categories, and values described below. The City reserves the right to reject any portions of proposals and take into consideration past performance of previous awards and contracts with the Owner of any Proposer, or service provider in determining a final award(s), if any.

Evaluation Criteria and Weighted Values will be worth ninety (90) %

- **Responsiveness of Submittal to the RFP (10) %**
Evaluation of how well the proposal addresses and conforms to all aspects of the RFP, including completeness, accuracy, and adherence to preparation and submittal instructions.
- **Understanding of the Services and Objectives (20) %**
Assessment of the Proposer's demonstrated understanding of the City's specific goals and objectives for the project, including its ability to articulate how its proposed approach aligns with the objectives.
- **Qualifications, Experience, Credentials thirty (30) %**
The Proposer's demonstrated expertise in the successful execution and delivery of comparable Services. The Proposer showcased the ability to exhibit the requisite skill levels, certifications, and all other essential competencies necessary to deliver the services.
- **Strategy & Implementation (30) %**
Proposer has provided a clear interpretation of the City's objectives regarding the required Services, and a fully comprehensive plan to achieve successful completion. See Section 5.0. – Strategy and Implementation Plan for details.

The following Criteria shall be worth ten (10) %

- **Fees (10) %**
All fees associated with the Services are provided and are complete and comprehensive.

- 6.4. Shortlisting Proposers:** The City expects to follow the process below to shortlist proposals. The City reserves the right to modify this process if it is in the best interest of the City.
- All proposals will be reviewed for compliance with mandatory requirements as outlined in this RFP. Proposals deemed non-responsive will be eliminated from consideration. The Purchasing Agent may contact Proposers for clarification of its proposal.
 - Committee members will independently evaluate and score proposals and submit scores back to the Purchasing Agent. Scores will be entered into an Evaluation Matrix to assist in analyzing and prioritizing the responsive Proposals.
- 6.5. Negotiations:** The City reserves the right to negotiate with the highest-rated Proposer(s) and will not engage in negotiations with lower-rated Proposer(s) unless negotiations with higher-rated Proposer(s) have been unsuccessful and are subsequently terminated. The selected Firm may submit revisions to its proposal, including but not limited to adjustments to price, best and final offer, and technical aspects, because of negotiations, if deemed in the best interest of the City.
- 6.6. Interview(s):** The Owner reserves the right to invite the highest ranked Proposer(s) to participate in a virtual, or in-person interview(s) if needed. Shortlisted Proposer(s) will be notified of the interview process, including format, duration, and location, following the RFP shortlist selection process.
- 6.7. Award:** Proposer(s) shall be ranked based on the criteria listed in Section 6.3. The City reserves the right to consider all of the information submitted and/or presentations, if required, in selecting the Project Firm.

Section 7.0. Solicitation Response Form

RFP-5524-25-KF “Utility Billing Printing & Mailing Services”

Proposer must submit the entire Form completed, dated, and signed.

Utility Billing:	
<p>Scenario: Print one bill, perforate, with two inserts (print a simplex, black ink, 1/3 page, on canary 20 LB bond paper), fold documents, #9 return envelope, all documents into a #10 mailing envelope, seal, bundle & mail.</p>	<p>\$ _____ /m</p> <p>\$ _____ /ea.</p>
<p>Provide the postage passthrough at the current rate estimated for December 2024.</p>	<p>\$ _____ /m</p> <p>\$ _____ /ea.</p>
<p>Utility bill printing and folding invoices, perforating, inserting into mailing envelopes along with a return envelope, sealing, and bundling for mailing as described herein.</p>	<p>\$ _____ /m</p> <p>\$ _____ /ea.</p>
<p>Printing Inserts</p> <p>Size: 8 ½ by 11-inch</p> <p>Duplex</p> <p>Full Color</p> <p>White 20 LB bond paper</p>	<p>\$ _____ /m</p> <p>\$ _____ /ea.</p>
<p>Printing Inserts</p> <p>Size: 8 ½ by 11-inch</p> <p>Simplex</p> <p>Black Ink</p> <p>White 20 LB bond paper</p>	<p>\$ _____ /m</p> <p>\$ _____ /ea.</p>
<p>Printing Inserts</p> <p>Size: half page</p>	<p>\$ _____ /m</p>

Simplex Black Ink White 20 LB bond paper	\$ _____ /ea.
Folding Inserts Size: 8 ½ by 11-inch	\$ _____ /m \$ _____ /ea.
Printing #9 return envelopes	\$ _____ /m \$ _____ /ea.
Printing #10 window envelopes	\$ _____ /m \$ _____ /ea.

Postage Costs:

CASS &NCOA processing rate	\$ _____ /ea.
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Implementation:

Costs associated with implementation	\$ _____
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The City reserves the right to accept any portion of the services to be performed at its discretion.

The undersigned has thoroughly examined the entire Request for Proposal and therefore submits the proposal and schedule of fees and services attached hereto.

This Proposal is firm and irrevocable for ninety (90) days after the time and date set for receipt of proposals.

The undersigned Proposer accepts and agrees, by the *terms and conditions contained in this Request for Proposal*, that it is prepared, ready, and willing to perform and

provide services as described in the attached Proposal if the same is accepted by the City.

The undersigned Proposer acknowledges the right of the City to reject any and all Proposal(s) submitted and to waive any informality(ies) and irregularity(ies) therein in the City's sole discretion.

By submission of the Proposal, each Proposer certifies, and in the case of a joint Proposal each party thereto certifies as to its own capability, that the Offer has been arrived at independently, without collusion, consultation, communication, or agreement as to any matter relating to the Proposal with any other Proposer or with any competitor.

Prices in the Proposal have not knowingly been disclosed with another Proposer and will not be before award.

- Prices in the Proposal have been arrived at independently, without consultation, communication, or agreement to restrict competition.
- No attempt has been made nor will be to induce any other person or Firm to submit a proposal to restrict competition.
- The individual signing the Proposal certifies that it is a legal agent of the Firm, authorized to represent the Firm, and is legally responsible for the offer concerning supporting documentation and fees/prices provided.
- Direct purchases by the City of Grand Junction are tax-exempt from Colorado Sales or Use Tax. Tax-exempt No. 98-903544. The undersigned certifies that no Federal, State, County, or Municipal tax will be added to the above-quoted prices.
- The City of Grand Junction payment terms shall be Net 30 days.
- Prompt payment discount of _____ percent of the net dollar will be offered, to the Owner if the invoice is paid within _____ days after the receipt of the invoice.

RECEIPT OF ADDENDA: The undersigned Firm acknowledges receipt of the Addenda to the Solicitation, Specifications, and other Contract Documents.

State number of Addenda received: _____

It is the responsibility of the Proposer to ensure all Addenda has been received and acknowledged.

Submit a letter signed by the entity Owner or a Statement of Authority delegating authority to act on behalf of the Proposer. Before executing a Contract, the Proposer is required to furnish a completed W-9 form.

Firm Name – (Typed or Printed)

Authorized Agent Name and Title –
(Typed or Printed)

Authorized Agent Signature

Telephone Number

Address of Proposer

E-mail Address of Agent

City, State, and Zip Code

Date

The undersigned Proposer proposes to subcontract the following portion of Services:

<u>Name, address, city, and state of Subcontractor</u>	<u>Description of Service(s) to be performed</u>	<u>Est. Value & % of Service(s)</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

The undersigned Proposer acknowledges the right of the City to reject any Offers submitted and to waive informalities and irregularities therein in the City's sole discretion.

By submission of the Proposal, each Proposer certifies, and in the case of a joint Proposal each party thereto certifies as to its own organization, that this Offer has been arrived at independently, without collusion, consultation, communication, or agreement as to any matter relating to this Proposal with any other Proposer or with any competitor.