

VILLAGE OF DOWNERS GROVE
Report for the Village Council Meeting
5/3/2016

SUBJECT:	SUBMITTED BY:
Utility Bill Printing and Mailing Services	Judy Buttny Finance Director

SYNOPSIS

A motion is requested to approve an agreement between the Village and Infosend of Downers Grove, Illinois for utility bill printing and mailing services for a three-year term, with an option for 2 two-year extensions. Staff estimates that annualized costs under this contract would be \$12,000.

STRATEGIC PLAN ALIGNMENT

The goals for 2011-2018 include *Steward of Financial and Environmental Sustainability*.

FISCAL IMPACT

The FY16 budget includes \$14,000 (\$7,000 in the Water Fund and \$7,000 in the Stormwater Fund) for this contract.

RECOMMENDATION

Approval on the May 3, 2016 consent agenda.

BACKGROUND

Infosend has been the Village's vendor for utility bill printing and mailing services since 2009. The current agreement with Infosend expires in June of 2016. Pursuant to the Village's purchasing policy, staff issued a Request for Proposal (RFP) in March 2016. Staff reviewed the six proposals submitted based on the Village's operational considerations and narrowed down the respondents to two candidates, Infosend of Downers Grove and Sebis of Bedford Park. Based on current printing volumes, the Sebis proposal would be \$900 less per year than the Infosend proposal. However, staff recommends that the Village continue using Infosend for the following reasons:

- Customer service from Infosend has been outstanding, including dealing with their programming department when changes are required to invoices, and their customer service representatives are responsive to requests.
- Infosend is a Downers Grove company.
- Staff time would be required from both the Finance department and Business Technology department to set up with Sebis. There will be no such time requirement from Village resources with Infosend.

ATTACHMENTS

Agreement



BillPrint. eBills. Delivered.

The Village of Downers Grove, IL

REQUEST FOR PROPOSAL

Utility Billing Services

RFP-0-11-2016/TT

Due: 02/25/2016

Time 2:00 P.M.

RESPONSE TO

VILLAGE OF DOWNERS GROVE

THERESA H. TARKA, PURCHASING ASSISTANT

PRESENTED BY

Robert Crawford

Territory Sales Manager

Email robert.c@infosend.com

Office 800.955.9330

Cell 714.795.7974

www.infosend.com

Village of Downers Grove



® REQUEST FOR PROPOSAL (Professional Services)

Name of Proposing Company: _____

Project Name: Utility Billing Services
 Proposal No.: RFP-0-11-2016/TT
 Proposal Due: February 25, 2016, 2:00 p.m.
 Pre-Proposal Conference: N/A

Required of Awarded Contractor:

Certificate of Insurance: Yes
 Legal Advertisement Published: February 8, 2016
 Date Issued: February 8, 2016 This
 document consists of 47 pages.

Return **one original, one duplicate copy** plus an **electronic CD or flash drive** of proposal in a **sealed envelope** marked with the Proposal Number as noted above to:

THERESA H. TARKA
 PURCHASING ASSISTANT
 VILLAGE OF DOWNERS GROVE
 801 BURLINGTON AVENUE
 DOWNERS GROVE, IL 60515
 PHONE: 630/434-5530
 FAX: 630/434-5571 www.downers.us
 The VILLAGE OF DOWNERS
 GROVE will receive proposals
 Monday thru Friday, 8:00 A.M. to 5:00
 P.M. at the Village Hall, 801
 Burlington Avenue, Downers Grove,
 IL 60515.

SPECIFICATIONS MUST BE MET AT THE TIME THE PROPOSAL IS DUE.

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The Village Council reserves the right to accept or reject any and all proposals, to waive technicalities and to accept or reject any item of any proposal.

The documents constituting component parts of this Contract are the following:

- I. REQUEST FOR PROPOSALS
- II. TERMS & CONDITIONS
- III. DETAILED SPECIFICATIONS
- IV. PROPOSER'S RESPONSE TO RFP (Professional Services)
- V. PROPOSAL/CONTRACT FORM

DO NOT DETACH ANY PORTION OF THIS DOCUMENT. INVALIDATION COULD RESULT. Proposers MUST submit an original, and 2 additional paper copies of the total proposal. Upon formal award of the proposal this RFP document shall become the Contract, the successful Proposer will receive a copy of the executed Contract.

I. REQUEST FOR PROPOSALS

1. GENERAL

- 1.1 Notice is hereby given that the Village of Downers Grove will receive sealed Proposals up to **Thursday, February 25, 2016 at 2 P.M. . .**
- 1.2 Proposals must be received at the Village of Downers Grove by the time and date specified. Proposals received after the specified time and date will not be accepted and will be returned unopened to the Proposer.
- 1.3 Proposal forms shall be sent to the Village of Downers Grove, ATTN: **Theresa Tarka**, in a sealed envelope marked "SEALED PROPOSAL". The envelope shall be marked with the name of the project, date, and time set for receipt of Proposals.
- 1.4 All Proposals must be submitted on the forms supplied by the Village and signed by a proper official of the company submitting the Proposal. Telephone, email and fax Proposals will not be accepted.
- 1.5 By submitting this Proposal, the Proposer certifies under penalty of perjury that they have not acted in collusion with any other Proposer or potential Proposer.

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2. PREPARATION OF PROPOSAL

- 2.1 It is the responsibility of the Proposer to carefully examine the specifications and proposal documents and to be familiar with all of the requirements, stipulations, provisions, and conditions surrounding the proposed services. **DO NOT SUBMIT A PROPOSED CONTRACT. UPON ACCEPTANCE BY THE VILLAGE, THIS RFP DOCUMENT SHALL BECOME A BINDING CONTRACT.**
- 2.2 No oral or telephone interpretations of specifications shall be binding upon the Village. All requests for interpretations or clarifications shall be made in writing and received by the Village at least five (5) business days prior to the date set for receipt of Proposals. All changes or interpretations of the specifications shall be made by the Village in a written addendum to the Village's proposers of record.
- 2.3 In case of error in the extension of prices in the Proposal, the hourly rate or unit price will govern. In case of discrepancy in the price between the written and numerical amounts, the written amount will govern.
- 2.4 All costs incurred in the preparation, submission, and/or presentation of any Proposal including any Proposer's travel or personal expenses shall be the sole responsibility of the Proposer and will not be reimbursed by the Village.
- 2.5 The Proposer hereby affirms and states that the prices quoted herein constitute the total cost to the Village for all work involved in the respective items and that this cost also includes all insurance, bonds, royalties, transportation charges, use of all tools and equipment, superintendence, overhead expense, all profits and all other work, services and conditions necessarily involved in the work to be done and materials to be furnished in accordance with the requirements of the Contract Documents considered severally and collectively.

3. MODIFICATION OR WITHDRAWAL OF PROPOSALS

- 3.1 A Proposal that is in the possession of the Village may be altered by a letter bearing the signature or name of the person authorized for submitting a Proposal, provided that it is received prior to the time and date set for the Proposal opening. Telephone, email or verbal alterations of a Proposal will not be accepted.
- 3.2 A Proposal that is in the possession of the Village may be withdrawn by the Proposer, up to the time set for the Proposal opening, by a letter bearing the signature or name of the person authorized for submitting Proposals. Proposals may not be withdrawn after the Proposal opening and shall remain valid for a period of ninety (90) days from the date set for the Proposal opening, unless otherwise specified.

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4. RESERVED RIGHTS

- 4.1 The Village reserves the exclusive right to waive sections, technicalities, irregularities and informalities and to accept or reject any and all Proposals and to disapprove of any and all subcontractors as may be in the best interest of the Village. Time and date requirements for receipt of Proposals will not be waived.

II. TERMS AND CONDITIONS**5. VILLAGE ORDINANCES**

- 5.1 The successful Proposer will strictly comply with all ordinances of the Village of Downers Grove and laws of the State of Illinois.

6. USE OF VILLAGE'S NAME

- 6.1 The Proposer is specifically denied the right of using in any form or medium the name of the Village for public advertising unless express permission is granted by the Village.

7. INDEMNITY AND HOLD HARMLESS AGREEMENT

- 7.1 To the fullest extent permitted by law, the Proposer shall indemnify, keep and save harmless the Village and its agents, officers, and employees, against all injuries, deaths, losses, damages, claims, suits, liabilities, judgments, costs and expenses, which may arise directly or indirectly from any negligence or from the reckless or willful misconduct of the Proposer, its employees, or its subcontractors, and the Proposer shall at its own expense, appear, defend and pay all charges of attorneys and all costs and other expenses arising therefrom or incurred in connection therewith, and, if any judgment shall be rendered against the Village in any such action, the Proposer shall, at its own expense, satisfy and discharge the same. This agreement shall not be construed as requiring the Proposer to indemnify the Village for its own negligence. The Proposer shall indemnify, keep and save harmless the Village only where a loss was caused by the negligent, willful or reckless acts or omissions of the Proposer, its employees, or its subcontractors.

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8. NONDISCRIMINATION

8.1 Proposer shall, as a party to a public contract:

- (a) Refrain from unlawful discrimination in employment and undertake affirmative action to assure equality of employment opportunity and eliminate the effects of past discrimination;
- (b) By submission of this Proposal, the Proposer certifies that it is an "equal opportunity employer" as defined by Section 2000(e) of Chapter 21, Title 42, U.S. Code Annotated and Executive Orders #11136 and #11375, which are incorporated herein by reference. The Equal Opportunity clause, Section 6.1 of the Rules and Regulations of the Department of Human Rights of the State of Illinois, is a material part of any contract awarded on the basis of this Proposal.

8.2 It is unlawful to discriminate on the basis of race, color, religion, sex, marital status, national origin or ancestry, age, physical or mental disability unrelated to ability, military status, order of protection status, sexual orientation, sexual identity, or an unfavorable discharge from military service. Proposer shall comply with standards set forth in Title VII of the Civil Rights Act of 1964, 42 U.S.C. Sec. 2000 et seq., The Human Rights Act of the State of Illinois, 775 ILCS 5/1-101 et. seq., and The Americans With Disabilities Act, 42 U.S.C. Sec. 12101 et. seq.

9. SEXUAL HARASSMENT POLICY

9.1 The Proposer, as a party to a public contract, shall have a written sexual harassment policy that:

- 9.1.1 Notes the illegality of sexual harassment;
- 9.1.2 Sets forth the State law definition of sexual harassment;
- 9.1.3 Describes sexual harassment utilizing examples;
- 9.1.4 Describes the Proposer's internal complaint process including penalties;
- 9.1.5 Describes the legal recourse, investigative and complaint process available through the Illinois Department of Human Rights and the Human Rights Commission and how to contact these entities; and
- 9.1.6 Describes the protection against retaliation afforded under the Illinois Human Rights Act.

10. EQUAL EMPLOYMENT OPPORTUNITY

10.1 In the event of the Proposer's non-compliance with the provisions of this Equal Employment Opportunity Clause, the Illinois Human Rights Act or the Rules and Regulations of the Illinois Department of Human Rights ("Department"), the Proposer may be declared ineligible for future contracts or subcontracts with the State of Illinois or any of its political

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subdivisions or municipal corporations, and the Contract may be canceled or voided in whole or in part, and such other sanctions or penalties may be imposed or remedies invoked as provided by statute or regulation. During the performance of this Contract, the Proposer agrees as follows:

- 10.1.1 That it will not discriminate against any employee or applicant for employment because of race, color, religion, sex, marital status, national origin or ancestry, age, physical or mental disability unrelated to ability, order of protection status, military status, sexual orientation, sexual identity or an unfavorable discharge from military service; and further that it will examine all job classifications to determine if minority persons or women are underutilized and will take appropriate affirmative action to rectify any such underutilization.
- 10.1.2 That, if it hires additional employees in order to perform this Contract or any portion thereof, it will determine the availability (in accordance with the Department's Rules and Regulations) of minorities and women in the area(s) from which it may reasonably recruit and it will hire for each job classification for which employees are hired in such a way that minorities and women are not underutilized.
- 10.1.3 That, in all solicitations or advertisements for employees placed by it or on its behalf, it will state that all applicants will be afforded equal opportunity without discrimination because of race, color, religion, sex, marital status, national origin or ancestry, age, physical or mental disability unrelated to ability, order of protection status, military status, sexual orientation, or an unfavorable discharge from military services.
- 10.1.4 That it will send to each labor organization or representative of workers with which it has or is bound by a collective bargaining or other agreement or understanding, a notice advising such labor organization or representative of the Proposer's obligations under the Illinois Human Rights Act and the Department's Rules and Regulations. If any such labor organization or representative fails or refuses to cooperate with the Proposer in its efforts to comply with such Act and Rules and Regulations, the Proposer will promptly so notify the Department and the contracting agency and will recruit employees from other sources when necessary to fulfill its obligations thereunder.
- 10.1.5 That it will submit reports as required by the Department's Rules and Regulations, furnish all relevant information as may from time to time be requested by the Department or the contracting agency, and in all respects comply with the Illinois Human Rights Act and the Department's Rules and Regulations.
- 10.1.6 That it will permit access to all relevant books, records, accounts and work sites by personnel of the contracting agency and the Department for purpose of investigation

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to ascertain compliance with the Illinois Human Rights Act and the Department's Rules and Regulations.

10.1.7 That it will include verbatim or by reference the provisions of this clause in every subcontract it awards under which any portion of the contract obligations are undertaken or assumed, so that such provisions will be binding upon such subcontractor. In the same manner as with other provisions of this Contract, the Proposer will be liable for compliance with applicable provisions of this clause by such subcontractors; and further it will promptly notify the contracting agency and the Department in the event any subcontractor fails or refuses to comply therewith. In addition, the Proposer will not utilize any subcontractor declared by the Illinois Human Rights Commission to be ineligible for contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations.

11. DRUG FREE WORK PLACE

Proposer, as a party to a public contract, certifies and agrees that it will provide a drug free workplace by:

- 11.1 Publishing a statement: (1) Notifying employees that the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance, including cannabis, is prohibited in the Village's or Proposer's workplace. (2) Specifying the actions that will be taken against employees for violations of such prohibition. (3) Notifying the employee that, as a condition of employment on such contract or grant, the employee will: (A) abide by the terms of the statement; and (B) notify the employer of any criminal drug statute conviction for a violation occurring in the workplace no later than five (5) days after such conviction.
- 11.2 Establishing a drug free awareness program to inform employees about: (1) the dangers of drug abuse in the workplace; (2) the Village's or Proposer's policy of maintaining a drug free workplace; (3) any available drug counseling, rehabilitation and employee assistance programs; (4) the penalties that may be imposed upon employees for drug violations.
- 11.3 Providing a copy of the statement required above to each employee engaged in the performance of the contract or grant and to post the statement in a prominent place in the workplace.
- 11.4 Notifying the contracting or granting agency within ten (10) days after receiving notice of any criminal drug statute conviction for a violation occurring in the workplace from an employee or otherwise receiving actual notice of such conviction.

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- 11.5 Imposing a sanction on, or requiring the satisfactory participation in a drug abuse assistance or rehabilitation program by, any employee who is so convicted as required by section 5 of the Drug Free Workplace Act.
- 11.6 Assisting employees in selecting a course of action in the event drug counseling, treatment and rehabilitation is required and indicating that a trained referral team is in place.
- 11.7 Making a good faith effort to continue to maintain a drug free workplace through implementation of the Drug Free Workplace Act.

12. PATRIOT ACT COMPLIANCE

12.1 The Proposer represents and warrants to the Village that neither it nor any of its principals, shareholders, members, partners, or affiliates, as applicable, is a person or entity named as a Specially Designated National and Blocked Person (as defined in Presidential Executive Order 13224) and that it is not acting, directly or indirectly, for or on behalf of a Specially Designated National and Blocked Person. The Proposer further represents and warrants to the Village that the Proposer and its principals, shareholders, members, partners, or affiliates, as applicable are not, directly or indirectly, engaged in, and are not facilitating, the transactions contemplated by this Contract on behalf of any person or entity named as a Specially Designated National and Blocked Person. The Proposer hereby agrees to defend, indemnify and hold harmless the Village, and its elected or appointed officers, employees, agents, representatives, engineers and attorneys, from and against any and all claims, damages, losses, risks, liabilities and expenses (including reasonable attorney's fees and costs) arising from or related to any breach of the foregoing representations and warranties.

13. INSURANCE REQUIREMENTS

13.1 The Proposer shall be required to obtain, from a company or companies lawfully authorized to do business in the jurisdiction in which the project is located, such general liability insurance which, at a minimum, will protect the Proposer from the types of claims set forth below which may arise out of or result from the Proposer's operations under this Contract and for which the Proposer may legally liable:

- 13.1.1 Claims under workers compensation, disability benefit and other similar employee benefit acts which are applicable to the operation to be performed;
- 13.1.2 Claims for damages resulting from bodily injury, occupational sickness or disease, or death of the Proposer's employees;
- 13.1.3 Claims for damages resulting from bodily injury, sickness or disease, or death of any person other than the Proposer's employees;

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- 13.1.4 Claims for damages insured by the usual personal injury liability coverage which are sustained: (1) by a person as a result of an offense directly or indirectly related to employment of such person by the Proposer, or (2) by another person;
 - 13.1.5 Claims for damages, other than to the work itself, because of injury to or destruction of tangible property, including loss of use resulting therefrom;
 - 13.1.6 Claims for damages because of bodily injury, death of a person or property damage arising out of ownership, maintenance or use of a motor vehicle;
 - 13.1.7 Claims for damages as a result of professional or any other type of negligent action by the Proposer or failure to properly perform services under the scope of the agreement between the Proposer and the Village.
- 13.2 The Proposer shall demonstrate having insurance coverage for a minimum of \$2 million for professional liability (errors and omissions).
- 13.3 As evidence of said coverages, Proposer shall provide the Village with certificates of insurance naming the Village of Downers Grove as an additional insured and include a provision for cancellation only upon at least 30 days prior notice to the Village.
- 14. CAMPAIGN DISCLOSURE**
- 14.1 Any contractor, proposer, bidder or vendor who responds by submitting a bid or proposal to the Village shall be required to submit with its submission, an executed Campaign Disclosure Certificate, attached hereto.
- 14.2 The Campaign Disclosure Certificate is required pursuant to the Village of Downers Grove Council Policy on Ethical Standards and is applicable to those campaign contributions made to any member of the Village Council.
- 14.3 Said Campaign Disclosure Certificate requires any individual or entity bidding to disclose campaign contributions, as defined in Section 9-1.4 of the Election Code (10 ILCS 5/9-1.4), made to current members of the Village Council within the five (5) year period preceding the date of the bid or proposal release.
- 14.4 By signing the bid or proposal documents, contractor/proposer/bidder/vendor agrees to refrain from making any campaign contributions as defined in Section 9-1.4 of the Election Code (10 ILCS 5/9-1.4) to any Village Council member and any challengers seeking to serve as a member of the Downers Grove Village Council.

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15. SUBLETTING OF CONTRACT

15.1 No contract awarded by the Village shall be assigned or any part subcontracted without the written consent of the Village Manager. In no case shall such consent relieve the Proposer from its obligation or change the terms of the Contract.

All approved subcontracts shall contain language which incorporates the terms and conditions of this Contract.

16. TERM OF CONTRACT

16.1 The term of this Contract shall be as set forth in the Detail Specifications set forth in Section III below. This Contract is subject to the Village purchasing policy with regard to any extensions hereof.

17. TERMINATION OF CONTRACT

17.1 In the event of the Proposer's nonperformance, breach of the terms of the Contract, or for any other reason, and/or that sufficient funds to complete the Contract are not appropriated by the Village, the Contract may be canceled, in whole or in part, upon the Village's written notice to the Proposer. The Village will pay the Proposer's costs actually incurred as of the date of receipt of notice of default. Upon termination, the Proposer will deliver all documents and products of whatever kind, and their reproducible originals related to the project, which have been produced to the date of the notice of termination.

18. BILLING & PAYMENT PROCEDURES

18.1 Payment will be made upon receipt of an invoice referencing Village purchase order number. Once an invoice and receipt of materials or service have been verified, the invoice will be processed for payment in accordance with the Village payment schedule. The Village will comply with the Local Government Prompt Payment Act, 50 ILCS 505/1 et seq., in that any bill approved for payment must be paid or the payment issued to the Proposer within 60 days of receipt of a proper bill or invoice. If payment is not issued to the Proposer within this 60 day period, an interest penalty of 1.0% of any amount approved and unpaid shall be added for each month or fraction thereof after the end of this 60 day period, until final payment is made.

18.2 The Village shall review in a timely manner each bill or invoice after its receipt. If the Village determines that the bill or invoice contains a defect making it unable to process the payment request, the Village shall notify the Proposer requesting payment as soon as possible after discovering the defect pursuant to rules promulgated under 50 ILCS 505/1 et seq. The notice shall identify the defect and any additional information necessary to correct the defect.

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18.4 Please send all invoices to the attention of Village of Downers Grove, Accounts Payable, 801 Burlington, Downers Grove, IL 60515.

19. RELATIONSHIP BETWEEN THE PROPOSER AND THE VILLAGE

19.1 The relationship between the Village and the Proposer is that of a buyer and seller of professional services and it is understood that the parties have not entered into any joint venture or partnership with the other.

20. STANDARD OF CARE

20.1. Services performed by Proposer under this Contract will be conducted in a manner consistent with that level of care and skill ordinarily exercised by members of the profession currently practicing in the same locality under similar conditions. No other representations express or implied, and no warranty or guarantee is included or intended in this Contract, or in any report, opinions, and documents or otherwise.

20.2 If the Proposer fails to meet the foregoing standard, Proposer will perform at its own cost, and without reimbursement from the Village, the professional services necessary to correct errors and omissions caused by Proposer's failure to comply with the above standard and reported to Proposer within one (1) year from the completion of Proposer's services for the Project.

20.3 For Professional Service Agreements: Project site visits by Proposer during construction or equipment installation or the furnishing of Project representatives shall not make Proposer responsible for: (i) constructions means, methods, techniques, sequences or procedures; (ii) for construction safety precautions or programs; or (iii) for any construction contactor(s') failure to perform its work in accordance with contract documents.

21. GOVERNING LAW

21.1 This Contract will be governed by and construed in accordance with the laws of the State of Illinois without regard for the conflict of laws provisions. Venue is proper only in the County of DuPage and the Northern District of Illinois.

22. SUCCESSORS AND ASSIGNS

22.1 The terms of this Contract will be binding upon and inure to the benefit of the parties and their respective successors and assigns; provided, however, that neither party will assign this Contract in whole or in part without the prior written approval of the other. The Proposer will provide a list of key staff, titles, responsibilities, and contact information to include all expected subcontractors.

23. WAIVER OF CONTRACT BREACH

23.1 The waiver by one party of any breach of this Contract or the failure of one party to enforce at any time, or for any period of time, any of the provisions hereof will be limited to the particular instance and will not operate or be deemed to waive any future breaches of this

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Contract and will not be construed to be a waiver of any provision except for the particular instance.

24. AMENDMENT

24.1 This Contract will not be subject to amendment unless made in writing and signed by all parties.

25. NOT TO EXCEED CONTRACT

25.1 The contract price is a “not-to-exceed” cost. At any time additional work is necessary or requested, and the not-to-exceed price is increased thereby, any change, addition or price increase must be agreed to in writing by all parties who have executed the Contract.

26. SEVERABILITY OF INVALID PROVISIONS

26.1 If any provisions of this Contract are held to contravene or be invalid under the laws of any state, country or jurisdiction, contravention will not invalidate the entire Contract, but it will be construed as if not containing the invalid provision and the rights or obligations of the parties will be construed and enforced accordingly.

27. NOTICE

27.1 Any notice will be in writing and will be deemed to be effectively served when deposited in the mail with sufficient first class postage affixed, and addressed to the party at the party's place of business. Notices shall be addressed to the Village as follows:

**Village Manager Village
of Downers Grove 801
Burlington Ave.
Downers Grove, IL 60515**

And to the Proposer as designated in the Contract Form.

28. COOPERATION WITH FOIA COMPLIANCE

28.1 Contractor acknowledges that the Freedom of Information Act may apply to public records in possession of the Contractor or a subcontractor. Contractor and all of its subcontractors shall cooperate with the Village in its efforts to comply with the Freedom of Information Act. (5 LCS 140/1 et. seq.)

III. DETAILED SPECIFICATIONS

UTILITY BILLING SERVICES FOR PRINTING & MAILING

INTRODUCTION:

Village of Downers Grove

The Village of Downers Grove (Village) is hereby soliciting proposals from qualified vendors for the printing and mailing of customer water bills and reminder notices each month for their Utility Billing services. Water customers receive a bill every other month. The billing for one side of the Village is an estimated amount of 7,100 customers, while the other side is about 10,300 customers. Reminder notices follow the same every other month cycle. One month the Village sends out an estimated amount of 1,250 of reminder notices and 1,750 for the next month. **The Village has two separate mailings each month.**

Annual bill totals are estimated at 103,000 and the reminder notices are 17,500 for a total annual piece count of about 120,500. All bills are currently mailed at a United States Postage Facility. The Village has a permit on file for processing water bills at a reduced postage rate.

SCOPE OF SERVICE:

This Request for Proposal (RFP) identifies the requirements that are considered to be minimal by the Village. This RFP attempts to provide the proposer with sufficient information to fully understand the Village's requirements and the environment in which the proposal must be developed and operated.

The successful proposer will provide the following services:

The Successful proposer will provide to the Village the following:

- Pre-printed stock for the printing and mailing of water bills and reminder notices per Village Specifications.
- Stock will consist of 8 ½ x 11" 20 lb. pre-printed with bottom perforation for remittance portion of bill/reminder.
- Standard Number #10 24 lb. pre-printed window envelope.
- Standard Number #9 24 lb. pre-printed envelope (reply envelope).
- All stock will be warehoused at the proposer's location.
- The proposer will use a flat file bill/reminder information provided by the Village from our utility billing software (Eden Systems) to format and **print** water bills and reminders per Village Specifications (**samples included**).
- Within four (4) hours of receipt of flat file, the proposer will send a confirmation sheet to a designated Village employee through e-mail or other electronic route to include totals for verification. The totals will include bill count, total arrears, dollars, billing date, due date.
- In addition, the proposer will provide a file of all bills to be mailed.
- Once the proposer receives a confirmation sheet from the Village, they will process and mail bills/reminder notices within twenty four (24) hours. The process and mailing will include the following:
 - Printing information on stock that meets Village specifications.
 - Folding, inserting, and sealing appropriate items per bill/reminder.

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- No envelopes will be sent to ACH CUSTOMERS; multiple bills going to one address must be pre-sorted, and sent to one address in one envelope. ● E-billing customers should not receive paper copies of bills.
- Preparing any required postal forms and delivering to United States Postal Service, and provide Village with a mailing statement e-mailed within forty-eight (48) hours of bill sent.
- The proposer and all employees will keep all customer information received from the Village confidential.
- Any changes made to processing or sending and receiving data files or confirmation information shall require a thirty (30) day written notification from the proposer.

Additional Inserts Requested By the Village of Downers Grove

- The Village may request additional 8 ½" x 11" inserts to be mailed along with bills/reminders. ● Proposer shall include cost information per additional piece mailed.

PROPOSAL QUALIFICATIONS:

The ability of the proposer, as a corporate entity, and identified key personnel, as individuals, to accomplish this task shall be described in the proposal. This description shall be in detail as to the adequacy of finances, personnel, facilities, and experience to execute the work proposed. The proposer shall furnish written information that is necessary to determine its responsibility and competency to successfully accomplish this project.

Village staff will perform an evaluation of the proposals. The Village reserves the right to conduct interviews with vendors in person or by telephone. The Village also reserves the right to contact references and establish an interview with references in person or by telephone. After review by Village staff, a recommendation will be made to the Village Manager for consideration by the Mayor and Village Council.

PROPOSAL COSTS AND FEES/COMMISSION:

Proposal shall include all costs and fees to initiate the service for the Village including all set up, ongoing and future operational cost.

REFERENCES:

Proposers shall provide a minimum of five (5) active client references. Describe in detail the type of service provided. Please identify the company or government name, village, state, population (if government entity), and name and telephone number of contact person.

TERMS AND CONDITIONS:

Village of Downers Grove

The proposer is directed to the attachment of this RFP, "VILLAGE OF DOWNERS GROVE GENERAL TERMS AND CONDITIONS AND INSTRUCTIONS TO PROPOSER". Items in this section are in addition to those found in the general scope of services.

PROPOSAL:

Submit one original and one Flash Drive or CD to the Village of Downers Grove, Purchasing Department, 801 Burlington, Downers Grove, IL. 60515, clearly marked "Utility Billing Services".

Term of Contract - The initial term of this contract shall be for a period of three (3) years beginning June 3, 2016 and ending June 2, 2019. This contract may be extended for two (2) two-year options by mutual agreement of the parties. RR

Village of Downers Grove

IV. BID CONTRACT FORM

UTILITY BILLING SERVICES FOR PRINTING & MAILING

InfoSend assumes all current scope of work being performed for the Village of Downers Grove would remain the same. InfoSend agrees to hold the below prices for the entire initial 3-year term. PK

Cost For Mailing \$0.00

Cost For Inserting \$0.01

Cost For Sealing \$0.00 PK

Cost For Printing \$0.038 for Statements, \$0.048 for Reminder Notices PK 35

Additional Permit Fees (If Required) N/A

Cost For Pre-Printed Stock \$0.06 PK

Total Cost \$0.108 for Statements, \$0.118 for Reminder Notices PK

*This is our per piece cost for Downers Grove CURRENT scope of services being used at InfoSend. Custom form, standard InfoSend double window envelope, grayscale print. Any changes to Downers Grove Scope of work with InfoSend is subject to price revisions.

Optional Bid for Additional Inserts When Required \$0.01

This is the cost to insert a drop shipped insert. Cost to produce an insert vary by scope and can be quoted upon request.

Optional Bid 20# 8 1/2" x 11 Color Paper Reminder Notices N/A

We assume Downers Grove would continue to use our standard blank stock for their reminder notices.

Optional Bid Double Window Envelopes N/A

We assume Downers Grove would continue to use our standard double window #10, which is priced above.

Optional Services

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<p>Drop-Shipped Inserts & Inserting of InfoSend-Printed Inserts Clients can print and fold inserts and ship them to InfoSend to be mailed with the statements. If folding is required add \$0.01 to the fee. InfoSend-printed inserts are quoted upon request. No additional service cost to use selective inserting to selectively include inserts with certain bill types as long as at least 3,000 customers are targeted (set-up costs can apply in some situations for advanced selective inserting criteria). Cost includes all inventory costs.</p>	Per Insert	\$0.01
<p>Print Image Archive Each bill is stored as a PDF and indexed in a database. Search by account number or other key fields. You are charged one up-front fee per document to process it, index it, and store it for a set number of months. The PDFs are accessed using a browser-based application that is accessed by logging in to the InfoSend website. Third party applications can also access the PDFs via a lightweight API with no cost increase to the unit fees. Setup fees may apply depending on your configuration needs.</p> <p><i>This service includes outbound mail tracking at no additional cost.</i> You can view USPS-provided mail tracking data from the same interface that you use to view PDFs of the printed bills. <i>Only available with mail sent using 1st Class Postage, and not available in some cases with postcard mailings.</i></p>	Per PDF (No Setup Fee)	\$0.01 - For 12 Months of Retention
<p>Electronic Inserts PDF copies of your physical inserts can be included in the Print Image Archive at an additional cost. This will let your team see exactly which inserts were delivered with each mail piece. This will also allow you to include the inserts in the eBill PDFs that are presented and/or emailed to customers if you use an InfoSend eBusiness service that delivers eBills to your customers or if you use a third party application that pulls the PDFs from InfoSend's Print Image Archive API to present to your customers.</p>	Per Insert (No Setup Fee)	\$0.01
<p>Professional Services Per hour and performed only upon request. For customizations made to document processing program or document format after go-live. Work is only started after receiving your approval of a formal quote.</p>	Per Hour	\$150.00
<p>Electronic Address Updates – NCOALink or ACS Per reported update. InfoSend electronically reports the addresses it received in your data that need to be updated because the customer filed a Change of Address Report with the USPS. Cost is per update.</p>	Per update	\$0.50

InfoSend's Fees – Email eBilling Service

<p>Per Email Fee Per email sent. Includes creation of email bills and bill summaries based off of flagged accounts in the data provided by Client.</p>	Per Email	\$0.08
<p>Monthly Support Fee Per month fee to support the Email eBilling Service.</p>	Per Month	WAIVED

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Set-up Fee	One Time	N/A (ALREADY BEING USED)
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Eden Reminder Export Spec

The pipe delimited file contains the fields in order below.

(NoticeDate)
 (AcctNum)
 (CycleCode)
 (PastDue)
 (Pen)
 (RespParty)
 (CustName)
 (CareOf)
 (ServLoc)
 (LocDesc)
 (MailingAddr)
 (Addr2)
 (City)
 (State)
 (Zip)
 (ShutOffDate)

EDEN Utility Billing Bill Print Export

The city creates a bill print file to send to a third party, which prints the bills. This document describes how to set up the Bill Print Export and export the file. It includes a description of each field in the Bill Print export file.

The bill print export file is a text file. The layout of the export text file is determined by the Bill Print Export Crystal Report that you use (for example, BPexp.rpt). Each time you use the Export button from the EDEN Utility Billing Print Bill form, the program creates a pipe-delimited export text file, laid out according to the Crystal Report, and sends it to the location you have specified using the UB Controls form, Preferences tab (“MeterExpPath” preference).

Setting up EDEN Utility Billing to export a billing file

Before you generate the first export file, set up the path and report for the output. You only need to perform the following setup steps once:

1. Define the path for output. (UB Controls form, Preferences tab)
 - a. Open the UB Controls form (located in EDEN Utility Billing → Setup → UB Controls).

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- b. Choose Record menu → Edit.
 - c. On the Preferences tab, choose Grid menu → Insert Row.
 - d. Enter the preference:

In this field	Enter
Type	Global
Code	MeterExpPath
Value	The path for the export file—for example, C:\billprintexp.txt
 - e. Choose Record menu → Accept and then close the UB Controls form.
2. If you have a custom Bill Print Export Crystal Report (for example, BPexp123.rpt) rather than the general Bill Print Export Crystal Report (for example, BPexp.rpt), use the steps below to direct the system to use the custom Crystal Report rather than the general Crystal Report. (Note: If you do not have a custom Bill Print Export Crystal Report, you can skip the steps below.)
 - a. Open the Reports form (located in EDEN Administration → System Setup).
 - b. Choose Record menu → Find (QBE).
 - c. In the **Report Title** field, enter `bill print export`, and then choose QBE menu → Execute Search.
 - d. Choose Form menu → Copy Record to open the Select Report Group form.
 - e. In the **Report Path** field, type the path to the report or use the Browse button to browse and locate the custom Crystal Report (for example, BPexp123.rpt). Then click OK. f. Close the Reports form.

Generating an export file

Export the bill print using the Print Bill form in EDEN Utility Billing.

1. Open the Print Bill form (located in EDEN Utility Billing → Billing).
2. Select the bills to include in the bill print using Get Cycles or Select menu → By QBE.
3. In the **Form** field, select the “ubBillExp” option.
4. Choose the Export button.
5. After the export completes, you can close the Print Bill form and locate the export file on your system, if you want to review it. The export file is pipe-delimited.

Note that if the export file is not pipe-delimited, you may have accidentally chosen the “ubBillPrint” option instead of the “ubBillExp” option in the **Form** field. You should rerun the export, using the correct option (“ubBillExp”).

Bill Print Export Layout Spec

The pipe-delimited bill print export file contains information used to print a customer’s bill, including the customer’s name, address, amount due, and so on.

For example, the following sample export file contains two customer records (Sally Jones and Justin Johnson):

```
30|1|1||billheader|000477|7/7/2004|7/7/2004||81.90|356,200.51|59.00|N
```

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```

30|1|2||customer|000477|JONES, SALLY|922 181 AVE E||LAKE CITY|WA|98125|477|||477
30|1|3||summary|BP|6/3/2004|81.90|0.00|Previous Balance|N
30|1|3||summary|B|6/30/2004|59.00|0.00|Billing|Y
30|1|4||account|2-01-060000-00
30|1|5||serviceloc|922 181 AVE E|0|7000790010||
30|1|6||svcdetail|water|Water|6/1/2004 - 6/30/2004|||001|5/8" Mtr-Inside City-
Base Fee|260.00|29.00|||0.00|0.00|wat|0.00||9.80|1.00|N|N
30|1|7||svcdetail||Storm Utilitiy|6/1/2004 - 6/30/2004|||001|Residential Storm
Water Fee|260.00|29.00|||0.00|0.00|stm|0.00||3.90|1.00|N|N
30|1|8||svcdetail||Sewer|6/1/2004 - 6/30/2004|||001|Single Family
Resdl|260.00|29.00|||0.00|0.00|sew|0.00||45.30|1.00|N|N
30|1|9||summary|R|6/11/2004|81.90|0.00|Payment - thank you|N
30|1|10||grandtotal|59.00|
30|1|11||aging|30 Days|60 Days|90 Days|120+ Days|0.00|0.00|0.00|0.00
30|1|12||conshist|J|A|S|O|N|D|J|F|M|A|M|J|J|65|0|96|0|22|0|17|0|15|0|25|0|0
30|1|13||meterreads|90248338|12/2/2004|15,818.00|0|0|130.00|15,688.00|0.00|0.00
30|2|1||billheader|000478|7/7/2004|7/7/2004||81.90|356,200.51|59.00|N
30|2|2||customer|000478|JOHNSON, JUSTIN|923 181 AVE E||LAKE
CITY|WA|98125|478|||478
30|2|3||summary|BP|6/3/2004|81.90|0.00|Previous Balance|N
30|2|3||summary|B|6/30/2004|59.00|0.00|Billing|Y
30|2|4||account|2-01-060001-00
30|2|5||serviceloc|923 181 AVE E|0|7000790010||
30|2|6||svcdetail|water|Water|6/1/2004 - 6/30/2004|||001|5/8" Mtr-Inside City-
Base Fee|260.00|29.00|||0.00|0.00|wat|0.00||9.80|1.00|N|N
30|2|7||svcdetail||Storm Utilitiy|6/1/2004 - 6/30/2004|||001|Residential Storm
Water Fee|260.00|29.00|||0.00|0.00|stm|0.00||3.90|1.00|N|N
30|2|8||svcdetail||Sewer|6/1/2004 - 6/30/2004|||001|Single Family
Resdl|260.00|29.00|||0.00|0.00|sew|0.00||45.30|1.00|N|N
30|2|9||summary|R|6/11/2004|81.90|0.00|Payment - thank you|N
30|2|10||grandtotal|59.00|
30|2|11||aging|30 Days|60 Days|90 Days|120+ Days|0.00|0.00|0.00|0.00
30|2|12||conshist|J|A|S|O|N|D|J|F|M|A|M|J|J|65|0|96|0|22|0|17|0|15|0|25|0|0
30|2|13||meterreads|90248332|12/2/2004|15,818.00|0|0|130.00|15,688.00|0.00|0.00

```

Each line begins with a “header” that consists of five fields. The first field identifies the bill print export—in this case, file 30. Use the second field to distinguish between records. For example, notice that Justin Johnson’s record starts with the ‘30|2|1||billheader’ data—there is a ‘2’ in the second field to denote that the line belongs to the second record. This is distinguished from

Sally’s record, which has a ‘1’ in the second field. If there were a third record, a ‘30|3|1||billheader’ would have started the third record.

The third field indicates the line number. In this example, there are 13 lines in each record; however, the number of lines can vary. For example, some records have 20 or more lines to reflect multiple services (additional ‘svcdetail’ lines), multiple accounts (additional ‘account’ lines), or additional summary information (additional ‘summary’ lines).

The fourth field is an intentional blank field, and the fifth field contains the name of the section. There are 10 possible section names.

Sections of the billing file

Each section contains the same number of fields in its line, and the fields are always in the same location.

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Section Name in Export File	Full Name	Description	# of Fields
billheader	Billing Header	Information that you can include at-a-glance for a customer on their bill: their customer number, bill due date, previous balance, current charges, and balance due, and whether they use automatic payment.	13
customer	Customer Information	The customer's name and address.	16
summary	Summary	Recent transaction history, with a friendly message 'Payment - Thank you' if the customer recently paid.	11
account	Account Information	The UB account number.	6
serviceloc	Service Location	The service location information—for example, the address where water service is provided. Includes the address, dwelling units, location description, and parcel number.	10
svcdetail	Service Detail	Describes the service that is being billed and the fee code associated with that service.	26
grandtotal	Grand Total	The balance due.	7
aging	Billing Aging	The aging categories and the total due, if the balance falls into the corresponding aging category. Aging categories are userdefined.	13
conshist	Consumption History	The account's consumption history, including the first letter of each month and the corresponding number of units consumed in that month.	31
meterreads	Meter Reads	The meter read data, including the meter number, read date, current read, and previous read.	14

The following tables describe each field in each section's line. For more information about data types, see the table at the end of this document.

Section: Billheader (14 fields)

Location	Crystal field	EDEN field	Datatype	Description
1	ESUBLPTV.BK_REPORT_ID	NA	integer	Unique ID that identifies the bill print export.
2	ESUBLPTV.BK_BILL_ID	NA	integer	Unique ID that identifies the record within the export file.

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3	BillLineNo	NA	integer	Identifies the line in the record.
4	' '	NA		Intentional blank field.
5	'billheader'	NA	static	Section name, corresponds with the section in the Crystal Report.
6	ESUBLPTV.PC_CUST_NO	Customer # (Customer form)	string	Customer number.
7	@BillingDate	Cutoff (Print Bill form)	date	Cutoff date specified on Print Bill form.
8	@DueDate	NA	date	Date this bill is due.
9	' '	NA		Intentional blank field.
10	ESUBLPTV.TD_RUN_BAL	Running Balance (UB Account form, History tab)	decimal	Previous balance.

Location	Crystal field	EDEN field	Datatype	Description
11	ESUBLPTV.TD_TRAN_AMT	Amount (UB Account form, History tab)	decimal	Current charges/activity. The amount shown is the sum of all transaction amounts for transaction types of 'B-Billing,' 'CB-Closing Bill,' or 'BA-Billing Adjustment' for the date range seen in the 'svcdetail' lines. (This number is also the sum of the 23rd field in each 'svcdetail' line.)

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12	ESUBLPTV.BK_BALANCE_DUE	Balance Due (UB Account form, Main tab)	decimal	Customer's balance due for all of their UB accounts.
13	AutoPayFlag	Use Autopay (UB Account form, Customer tab)	string	Indicates whether the account uses automatic payments (Y/N). Is 'Y' (Yes) if UB Account form, Customers tab, Use Autopay=Y or UB Account form, Customers tab, Use Autopay=C (Customer Default). If using the customer default, a prenote date and bank information must be included (Customer form, Supplemental tab).
Location	Crystal field	EDEN field	Datatype	Description
14	BPOnAcct		decimal	The beginning credit/on_acct balance since the previous BP record

Section: Customer (17 fields)

Location	Crystal field	EDEN field	Datatype	Description
1	ESUBLPTV.BK_REPORT_ID	NA	integer	Unique ID that identifies the bill print export batch.
2	ESUBLPTV.BK_BILL_ID	NA	integer	Unique ID that identifies the record.

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3	BillLineNo	NA	integer	Identifies the line within the record.
4	' '	NA		Intentional blank field.
5	'customer'	NA	static	Section name, corresponds with the section in the Crystal Report.
6	ESUBLPTV.PC_CUST_NO	Customer # (Customer form)	string	Customer number.
7	ESUBLPTV.PC_LAST_NAME, ESUBLPTV.PC_FIRST_NAME	Last Name, First Name (Customer form)	string	Last name and first name.
8	MailingAddress	Address (Customer form, Addresses tab)	string	Street address.
9	MailingSuite	Apt/Suite (Customer form, Addresses tab)	string	Apartment or suite number or letter.
10	MailingCity	City (Customer form, Addresses tab)	string	City.
Location	Crystal field	EDEN field	Datatype	Description
11	MailingState	State (Customer form, Addresses tab)	string	Two-letter initial.
12	MailingZip	Zip (Customer form, Addresses tab)	string	Zip or Zip+4 possible.
13	ESUBLPTV.BK_CUST_ID	NA	integer	Customer # in a different format than the sixth field.

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14	MailingCareOf	Care of (Customer form, Addresses tab)	string	Care of notation in the address, if any.
15	CopyCustomerName	NA	string	NA
16	ChildCustID	NA	string	Customer #, typically the same as field 13.
17	PC_On_Acct	UB Acct, main tab	Demical	The remaining credit/on_acct balance.

Section: Summary (11 fields)

Location	Crystal field	EDEN field	Datatype	Description
1	ESUBLPTV.BK_REPORT_ID	NA	integer	Unique ID that identifies the bill print export batch.
2	ESUBLPTV.BK_BILL_ID	NA	integer	Unique ID that identifies the record.
3	BillLineNo	NA	integer	Identifies the line within the record.
4	' '	NA		Intentional blank field.
5	'summary'	NA	static	Section name, corresponds with the section in the Crystal Report.

Location	Crystal field	EDEN field	Datatype	Description
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6	ESUBLPTV.TD_TRAN_TYPE	Transaction Type (UB Account form, History tab)	string	The type of transaction: 'B-Bill,' 'CB-Closing Bill,' 'BA-Billing Adjustment,' 'R-Receipt,' 'M-Memo,' 'RA-Receipt Adjustment,' 'BC-Billing Credit,' 'L-Lien,' 'LR-Lien Receipt,' 'BP-Bill Print,' 'PA-Payment Arrangement,' or 'CC-Conversion Cutoff.'
7	ESUBLPTV.TD_DOC_DATE	Doc Date (UB Account form, History tab)	date	The date of the transaction.
8	ESUBLPTV.TD_DOC_AMT	Amount (UB Account form, History tab)	decimal	The amount of the transaction, if the transaction involved payment.
9	ESUBLPTV.TD_ON_ACCT	On Account (UB Account form, History tab)	decimal	If the customer overpaid, the amount that they overpaid for the transaction.
10	RowLabel	NA	string	Message that appears based on the transaction type. For a 'R-Receipt,' displays 'Payment-Thank you.' For 'BP-Bill Print' and 'Conversion Cutoff,' displays 'Previous Balance.' For all other transaction types, displays the transaction name (Billing, Closing Bill, and so on).
Location	Crystal field	EDEN field	Datatype	Description

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11	IsBill	NA	string	Indicates whether the bill is a 'B-Billing,' 'CB-Closing Bill,' or 'BA-Billing Adjustment' transaction type: 'Y-Yes,' or 'N-No.'
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Section: Account (6 fields)

Location	Crystal field	EDEN field	Datatype	Description
1	ESUBLPTV.BK_REPORT_ID	NA	integer	Unique ID that identifies the bill print export batch.
2	ESUBLPTV.BK_BILL_ID	NA	integer	Unique ID that identifies the record.
3	BillLineNo	NA	integer	Identifies the line within the record.
4	' '	NA		Intentional blank field.
5	'account'	NA	static	Section name, corresponds with the section in the Crystal Report.
6	ESUBLPTV.AD_ACCT_NO	UB Acct # (UB Account form, Main tab)	string	UB account number.

Section: Serviceloc (9 fields)

Location	Crystal field	EDEN field	Datatype	Description
1	ESUBLPTV.BK_REPORT_ID	NA	integer	Unique ID that identifies the bill print export batch.
2	ESUBLPTV.BK_BILL_ID	NA	integer	Unique ID that identifies the record.
3	BillLineNo	NA	integer	Identifies the line within the record.
4	' '	NA		Intentional blank field.
Location	Crystal field	EDEN field	Datatype	Description

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5	'serviceloc'	NA	static	Section name, corresponds with the section in the Crystal Report. This section contains service location information—for example, the address where water service is provided.
6	ESUBLPTV.AD_MAIN_ADD R_DISP	Address (Service Locations form, Main tab)	string	Address of the service location.
7	ESUBLPTV.AD_DWELLING _UNITS	Dwelling Units (Service Locations form, Main tab)	integer	If the service location has multiple units, indicates the number of units within the building. This value is '0' if the building is a single-family house or if the dwelling units have not been entered.
8	ESUBLPTV.AD_LOC_DESC	Description (Service Locations form, Main tab)	string	Description of the service location.
9	ESUBLPTV.AD_APN	Parcel # (Service Locations form, Main tab)	string	Parcel #.
10	' '			Intentional blank field.

Section: Svcdetail (26 fields)

Location	Crystal field	EDEN field	Datatype	Description
1	ESUBLPTV.BK_REPORT_ID	NA	integer	Unique ID that identifies the bill print export batch.
2	ESUBLPTV.BK_BILL_ID	NA	integer	Unique ID that identifies the record.

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Location	Crystal field	EDEN field	Datatype	Description
3	BillLineNo	NA	integer	Identifies the line within the record.
4	' '	NA		Intentional blank field
5	'svcdetail'	NA	static	Section name, corresponds with the section in the Crystal Report. Describes service details, such as water service and the meter size. A 'svcdetail' line appears for every itemized charge that contributes to a transaction. For example, if three services contribute to one 'B-Billing' transaction, three 'svcdetail' lines appear.
6	ESUBLPTV.AD_USE_TYPE	Use Type (Service Type Definitions form)	string	The utility inventory use code associated with the service type. Use codes identify the intended use of a utility inventory asset, such as a meter: gas, water, and so on.
7	ESUBLPTV.AD_SERV_TYPE_DESC	Description (Service Type Definitions form)	string	Description of the service type, such as Water.
8	CycleRange,	Start Date, End Date (UB Account form, Fees tab)	string	The date range of the cycle that the transaction was in.
9	ESUBLPTV.DOC_DATE	Trans Date		The date a transaction is generated

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10	ESUBLPTV.AD_FEE_CODE	Fee (UB Account form, History tab)	string	The fee code for the fee charged for the service provided.
Location	Crystal field	EDEN field	Datatype	Description
11	ESUBLPTV.AD_FEE_DESC	Fee (UB Account form, History tab)	string	The description of the fee code.
12	ESUBLPTV.AD_ACCT_ID	NA	integer	The EDEN-defined system ID for the UB account.
13	CycleDays,	NA	integer	Number of days in cycle for the transaction. (This number is the difference between the start date and end date seen in the 8th field of this 'svcdetail' line.)
14	' '			Intentional blank field.
15	' '			Intentional blank field.
16	' '			Intentional blank field.
17	ESUBLPTV.AD_UNITS1	Winter Avg (UB Account form, Fees tab)	decimal	If winter averaging is used, this field contains the consumption average.
18	ESUBLPTV.AD_UNITS2	NA	decimal	NA
29	ESUBLPTV.AD_SERV_TYPE_CODE	Svc Type (UB Account form, Fees tab)	string	The type of service billed for this location, such as water, sewer, or garbage.
20	ESUBLPTV.AD_UNITS3	NA	decimal	NA
21	' '			Intentional blank field.
22	ESUBLPTV.TD_TRAN_AMT	Amount (UB Account form, History tab)	decimal	The amount of the transaction—for example, the amount for the water service.

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Location	Crystal field	EDEN field	Datatype	Description
23	ESUBLPTV.AD_SERV_UNITS	Units (UB Account form, Fees tab)	decimal	Number of units associated with the fee. Fees based on units use a fee step table and unit allowance to calculate the amount the customer is billed.
24	'N',	NA	NA	NA
25	'N'	NA	NA	NA
26	ESUBLPTV.AD_APN	Parcel # (Service Locations form, Main tab)	string	Parcel #.

Section: Grandtotal (7 fields)

Location	Crystal field	EDEN field	Datatype	Description
1	ESUBLPTV.BK_REPORT_ID	NA	integer	Unique ID that identifies the bill print export batch.
2	ESUBLPTV.BK_BILL_ID	NA	integer	Unique ID that identifies the record.
3	BillLineNo	NA	integer	Identifies the line within the record.
4	' '	NA		Intentional blank field.
5	'grandtotal'	NA	static	Section name, corresponds with the section in the Crystal Report.
6	ESUBLPTV.BK_BALANCE_DUE	Balance Due (UB Account form, Main tab)	decimal	The customer's balance due for all UB accounts.
7	' '			Intentional blank field.

Section: Aging (13 fields)

Location	Crystal field	EDEN field	Datatype	Description
1	ESUBLPTV.BK_REPORT_ID	NA	integer	Unique ID that identifies the bill print export batch.

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2	ESUBLPTV.BK_BILL_ID	NA	integer	Unique ID that identifies the record.
3	BillLineNo	NA	integer	Identifies the line within the record.
Location	Crystal field	EDEN field	Datatype	Description
4	' '	NA		Intentional blank field.
5	'aging'	NA	static	Section name, corresponds with the section in the Crystal Report.
6	@AgingTitle1	Age Title 1 (UB Controls form, Main tab)	string	The title of the first aging group—for example, 30-59 days.
7	@AgingTitle2	Age Title 2 (UB Controls form, Main tab)	string	The title of the second aging group—for example, 60-89 days.
8	@AgingTitle3	Age Title 3 (UB Controls form, Main tab)	string	The title of the third aging group—for example, 90-119 days.
9	@AgingTitle4	Age Title 4 (UB Controls form, Main tab)	string	The title of the fourth aging group—for example, 120+ days.
10	AgingAmt1	Totals (UB Account form, Aging)	decimal	The total amount due for the first aging group.
11	AgingAmt2	Totals (UB Account form, Aging)	decimal	The total amount due for the second aging group.
12	AgingAmt3	Totals (UB Account form, Aging)	decimal	The total amount due for the third aging group.
13	AgingAmt4	Totals (UB Account form, Aging)	decimal	The total amount due for the fourth aging group.

Section: Conshist (31 fields)

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Location	Crystal field	EDEN field	Datatype	Description
1	ESUBLPTV.BK_REPORT_ID	NA	integer	Unique ID that identifies the bill print export batch.
2	ESUBLPTV.BK_BILL_ID	NA	integer	Unique ID that identifies the record.
3	BillLineNo	NA	integer	Identifies the line within the record.
4	' '	NA		Intentional blank field.
5	'conshist'	NA	static	Section name, corresponds with the section in the Crystal Report. Describes the account's consumption history.
6	Month 1	UB Account form, Consumption tab	string	If the account had consumption, displays the first letter of the month—for example, 'J' for July.
7	Month 2	UB Account form, Consumption tab	string	If the account had consumption, displays the first letter of the month—for example, 'A' for August.
8	Month 3	UB Account form, Consumption tab	string	If the account had consumption, displays the first letter of the month—for example, 'S' for September.
9	Month 4	UB Account form, Consumption tab	string	If the account had consumption, displays the first letter of the month—for example, 'O' for October.

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10	Month 5	UB Account form, Consumption tab	string	If the account had consumption, displays the first letter of the month—for example, 'N' for November.
Location	Crystal field	EDEN field	Datatype	Description
11	Month 6	UB Account form, Consumption tab	string	If the account had consumption, displays the first letter of the month—for example, 'D' for December.
12	Month 7	UB Account form, Consumption tab	string	If the account had consumption, displays the first letter of the month—for example, 'J' for January.
13	Month 8	UB Account form, Consumption tab	string	If the account had consumption, displays the first letter of the month—for example, 'F' for February.
14	Month 9	UB Account form, Consumption tab	string	If the account had consumption, displays the first letter of the month—for example, 'M' for March.
15	Month 10	UB Account form, Consumption tab	string	If the account had consumption, displays the first letter of the month—for example, 'A' for April.
16	Month 11	UB Account form, Consumption tab	string	If the account had consumption, displays the first letter of the month—for example, 'M' for May.

Village of Downers Grove

17	Month 12	UB Account form, Consumption tab	string	If the account had consumption, displays the first letter of the month—for example, 'J' for June.
Location	Crystal field	EDEN field	Datatype	Description
18	Month 13	UB Account form, Consumption tab	string	If the account had consumption, displays the first letter of the month—for example, 'J' for July.
19	Month Data 1	UB Account form, Consumption tab	integer	If consumption occurred for the corresponding month (Month 1), displays the number of units consumed.
20	Month Data 2	UB Account form, Consumption tab	integer	If consumption occurred for the corresponding month (Month 2), displays the number of units consumed.
21	Month Data 3	UB Account form, Consumption tab	integer	If consumption occurred for the corresponding month (Month 3), displays the number of units consumed.
22	Month Data 4	UB Account form, Consumption tab	integer	If consumption occurred for the corresponding month (Month 4), displays the number of units consumed.
23	Month Data 5	UB Account form, Consumption tab	integer	If consumption occurred for the corresponding month (Month 5), displays the number of units consumed.

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24	Month Data 6	UB Account form, Consumption tab	integer	If consumption occurred for the corresponding month (Month 6), displays the number of units consumed.
25	Month Data 7	UB Account form, Consumption tab	integer	If consumption occurred for the corresponding month (Month 7), displays the number of units consumed.
Location	Crystal field	EDEN field	Datatype	Description
26	Month Data 8	UB Account form, Consumption tab	integer	If consumption occurred for the corresponding month (Month 8), displays the number of units consumed.
27	Month Data 9	UB Account form, Consumption tab	integer	If consumption occurred for the corresponding month (Month 9), displays the number of units consumed.
28	Month Data 10	UB Account form, Consumption tab	integer	If consumption occurred for the corresponding month (Month 10), displays the number of units consumed.
29	Month Data 11	UB Account form, Consumption tab	integer	If consumption occurred for the corresponding month (Month 11), displays the number of units consumed.
30	Month Data 12	UB Account form, Consumption tab	integer	If consumption occurred for the corresponding month (Month 12), displays the number of units consumed.
31	Month Data 13	UB Account form, Consumption tab	integer	If consumption occurred for the corresponding month (Month 13), displays the number of units consumed.

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Section: Meterreads (15 fields)

Location	Crystal field	EDEN field	Datatype	Description
1	ESUBLPTV.BK_REPORT_ID	NA	integer	Unique ID that identifies the bill print export batch.
2	ESUBLPTV.BK_BILL_ID	NA	integer	Unique ID that identifies the record.
3	BillLineNo	NA	integer	Identifies the line within the record.
Location	Crystal field	EDEN field	Datatype	Description
4	' '	NA		Intentional blank field.
5	'meterreads'	NA	static	Section name, corresponds with the section in the Crystal Report.
6	ESUMETRR.METER_NUMBER	Serial # (UB Account form, Utility Inventory & Routes tab)	string	Meter number.
7	ESUBLPMV.C_DOC_DATE	Date (Utility Inventory form, Read Data tab)	date	The date of the meter read.
8	ESUBLPMV.C_READ1	Read 1 (Utility Inventory form, Read Data tab)	integer	Current read 1. The reading on dial 1 of the meter. If the meter is not compound, this field contains the full meter reading.
9	ESUBLPMV.C_READ2	Read 2 (Utility Inventory form, Read Data tab)	integer	Current read 2. If the meter is a compound meter, this field displays the reading on dial 2.

Village of Downers Grove

10	ESUBLPMV.C_READ3	Read 3 (Utility Inventory form, Read Data tab)	integer	Current read 3. If the meter is a compound meter, this field displays the reading on dial 3.
11	ESUBLPMV.C_TOTAL_CONS	Total Cons (Utility Inventory form, Read Data tab)	integer	Total consumption. (Difference between the current read and the previous read.)
Location	Crystal field	EDEN field	Datatype	Description
12	ESUBLPMV.P_READ1	Read 1 (Utility Inventory form, Read Data tab)	integer	Previous read 1. If the meter is a compound meter, this field contains only dial 1. If the meter is not compound, this field contains the full previous meter read. On the Utility Inventory form, the previous read is lower in the grid area.
13	ESUBLPMV.P_READ2	Read 2 (Utility Inventory form, Read Data tab)	integer	Previous read 2. If the meter is a compound meter, this field contains the reading for dial 2.
14	ESUBLPMV.P_READ3	Read 3 (Utility Inventory form, Read Data tab)	integer	Previous read 3. If the meter is a compound meter, this field contains the reading for dial 3.
15	ESUBLPMV.C_ESTIMATED_FLAG	EST? (Utility Inventory form, Read Data tab)	Boolean	Indicates whether or not the current read is estimated,

Village of Downers Grove

Data Types

Data Type	Description
string	Alphanumeric printable characters.
integer	Numeric characters (for example, 0-9).
decimal	Decimal number, typically for money (for example, 22.50).
date	Date in mm/dd/yyyy format. Note: If the month or day is a single number, no leading 0 is inserted. For example, both of the following dates may appear: 12/31/2004 and 1/1/2005.
static	Hard-coded section name, such as billheader, customer, summary, and so on.



Village of Downers Grove
801 Burlington Ave.
Downers Grove, IL 60515
www.downers.us

TEL: (630) 434-5510 | FAX: (630) 434-5571
Pay online at <https://mydg.downers.us>

UTILITY BILL PAST DUE NOTICE

Account Number:	A.5731.1233.06
Customer Name:	[REDACTED]
Service Address:	[REDACTED]
Past Due Notice Date:	12/22/2015
Shut Off Due Date:	1/18/2016

Message:

This notice is a courteous reminder that your payment did not reach us by the due date and your account is now past due. If you have recently mailed in your payment, please disregard this notice.

If you have not made payment as of this notice, please arrange for payment on or before the stated due date to avoid further charges. Thank you.

Avoid future penalties, sign up for direct debit.
See our website for details at
www.downers.us

Please send remittance to:
VILLAGE OF DOWNERS GROVE
801 BURLINGTON AVE.
DOWNERS GROVE, IL 60515

Account Summary	
Previous Balance:	91.09
Penalty:	0.00
Total Amount Due:	91.09

Please detach and return this bottom portion with your payment. See reverse side for additional information.

Make Checks Payable To:



Village of Downers Grove
801 Burlington Ave.
Downers Grove, IL 60515



Account Number:	A.5731.1233.06
Past Due Notice Date:	12/22/2015
Shut Off Due Date:	1/18/2016
Total Amount Due:	91.09
Amount Enclosed:	

Remit To:

VILLAGE OF DOWNERS GROVE
801 BURLINGTON AVE
DOWNERS GROVE IL 60515-4776

DO21222A AUTO MIXED AADC 604
7000001072 00.0005.0038 1072/1



OWNER'S COPY OF 1 [REDACTED]
[REDACTED]
LOMBARD IL 60148-3703

Sample Past Due

A57311233066000009109

Village of Downers Grove



Village of Downers Grove
 801 Burlington Ave.
 Downers Grove, IL 60515
 www.downers.us

UTILITY BILL

TEL: (630) 434-5510 | FAX: (630) 434-5571
 Pay online at <https://mydg.downers.us>

Account Number:	C.5883.2118.08
Customer Name:	OCCUPANT
Service Address:	[REDACTED]
Billing Date:	10/30/2015
Due Date:	11/23/2015

Service Period	Read Date	No. of Days	Meter Reading		Consumption History	
			Previous	Current	Current	Last Year
8/26/2015 to 10/26/2015	10/26/2015	62	1199	1216 estimate	17	0

ACCOUNT SUMMARY

Previous Balance 187.11

WATER

Bi-monthly Water Fixed Charge: Meter Size: 5/8" 12.59
 Current Water Usage Charges: 101.32

Subtotal Water Charges: 113.91

STORMWATER

Bi-Monthly Stormwater Utility Fee: Parcel 0824210014 ERU 1.50 29.16

Subtotal Stormwater Charges: 29.16

OTHER

Penalty 13.72
 Discon 134.00

Subtotal Other Charges: 147.72

TOTAL AMOUNT DUE: 477.90

Payments Received After November 23, 2015 Will Be Subject to a 10% Penalty.

Please detach and return this bottom portion with your payment. See reverse side for additional information.

1/1



Village of Downers Grove
 801 Burlington Ave.
 Downers Grove, IL 60515

Please indicate Amount Enclosed, and
 Make check payable to: **Village of Downers Grove**



DOW1102A 5-DIGIT 60516
 7000005301 00.0015.0194 5301/1

Account Number:	C.5883.2118.08
Service Address:	[REDACTED]
Billing Date:	10/30/2015
Due Date:	11/23/2015
Total Amount Due:	477.90
Amount Enclosed:	

Village of Downers Grove

IV. PROPOSER'S RESPONSE TO RFP

(Proposer must insert response to RFP here. DO NOT insert a form contract, the RFP document including detail specs and Proposer's response will become the contract with the Village.)



BillPrint. eBills. Delivered.

The Village of Downers Grove, IL

REQUEST FOR PROPOSAL

Utility Billing Services

RFP-0-11-2016/TT

Due: 02/25/2016

Time 2:00 P.M.

RESPONSE TO

VILLAGE OF DOWNERS GROVE

THERESA H. TARKA, PURCHASING ASSISTANT

PRESENTED BY

Robert Crawford

Territory Sales Manager

Email robert.c@infosend.com

Office 800.955.9330

Cell 714.795.7974

www.infosend.com

Cover Letter

InfoSend Incorporated is pleased to present this response to the Village of Downers Grove based on its Request for Proposals for Utility Billing Services RFP-0-11-2016/TT. The InfoSend team is confident that our offering and benefits presented herein will continue to provide the Village and its customers with the greatest value in the market today. This RFP response is valid for 90 days from receipt of the proposal. InfoSend is a privately held California corporation, incorporated in 1997, with 104 current employees and annual sales of approximately 58 million dollars that delivers more than 115 million print/electronic documents per year. InfoSend's core competencies are information technology, data processing, document formatting, and document production/delivery. The Software as a Service (SaaS) approach allows InfoSend to continually refine its services and equipment without requiring software installation and maintenance at your site. **Corporate Owned Facilities**

Corporate Headquarters & Western US Production Facility	4240 E. La Palma Ave □ Anaheim CA 92807
---	---

InfoSend currently owns and operates its 77,000 sq. ft. headquarters and Western US production facility. This facility sits on a 4.3-acre lot and is one of the premier bill processing centers in California. *This facility has a 600KW backup generator that can power the entire facility if the electricity goes out.* It provides disaster recovery to the other facilities. InfoSend's Anaheim facility is designated as a USPS Detached Mail Unit (DMU) with USPS representatives on-site.

Midwest & Northeastern US Production Facility	1406 Centre Circle □ Downers Grove IL 60515
---	---

InfoSend's 25,000 sq. ft. Midwest production and disaster recovery facility is located just west of Chicago, Illinois. This facility is used to process mail for clients located in the Midwest or Northeast. The facility also serves as an out of state disaster recovery facility for the other facilities. InfoSend Midwest is also a USPS DMU with USPS representatives on-site.

Texas & Southeastern US Production Facility	1624 W Crosby Road #128 □ Carrollton TX 75006
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InfoSend's 10,000 sq. ft. Texas Production facility is located near Dallas and is the main production center for clients in the South and the Southeast. This facility also provides out-of-state disaster recovery for InfoSend's other locations.

InfoSend Advantages and Differentiators

- Completely integrated electronic and printed output options.
- Highest quality processing with secure and auditable processes.
- Online job tracking, customer service, and SLA & production details. ▪ Hosted document archive and web presentment options.
- Sophisticated front-end processing system (featuring InfoSend's own software)
- Close proximity to major USPS airport hub for each of our facilities
- InfoSend's web-based reporting portal provides Downers Grove the ability to manage its print operations remotely
 - InfoSend is **PCI Compliant**.
- InfoSend offers a fully redundant processing solution, with mirrored facilities (not simply multiple locations).
- Specializes in supporting the multiple departments of municipalities and has the tools and experience necessary to streamline the processing of a variety of receivables.

Summary

The InfoSend solution is a complete, proven technology practice that includes print/finish/mail services, an enhanced print and delivery process. InfoSend provides unequalled technical support, based on our proven experience and largest investment in our R&D roadmap. We believe that efficiencies can be improved by introducing new thoughts and ideas.

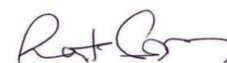
We are proud to say that in 20 years we have never had a Municipal customer discontinue services with InfoSend due to programming, production, quality, customer service, or operational issues. We think that makes us pretty unique in our industry.

We firmly believe that continuing our partnership with the Village will continue to result in an efficient and cost effective back office operation. We at InfoSend look forward to continue working with the Village of Downers Grove. Thank you for the opportunity to present our services.



Russ Rezai,
Chief Operating Officer

russ.r@infosend.com robert.c@infosend.com
Anaheim, CA 92807



Robert Crawford - **POINT OF CONTACT**
Territory Sales Manager

4240 E. La Palma Ave 4240 E. La Palma Ave
Anaheim, CA 92807

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Phone: 1-800-955-9330
Fax: 1-714-993-1306

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Fax: 1-714-993-1306

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Firm Qualifications

InfoSend has provided business process outsourcing services since 1996. Since that time InfoSend has provided the processing and handling of critical documents for industries, including utility billing, throughout the United States. Utilizing the most current technology, InfoSend offers an innovative approach with flexible and secure solutions for organizations seeking outsourced data processing, printing and mailing (DPPM), and electronic presentment and or payment capabilities (EBPP). Keeping InfoSend as your outsourcing partner will continue to significantly reduce total overhead costs. Together, we can reach your customers more effectively.

DPPM: Data Processing, Print, and Mail Service

- Cloud-based data processing of raw data and print files.
- Print statements, invoices, letters, postcards, notices, or other various documents.
- USPS Postal presorting to the lowest available rates
- Fully implemented Full-service Intelligent Mail Barcode ▪ Printing of data in grayscale, spot color, or **full color**.
- Inserts and special flyers can be used to target specific customers. Submit your printed materials or artwork to be printed by InfoSend in grayscale or color.
- Quick turn-around of document folding, inserting, presorting, and delivery to the USPS.

eBusiness Products

- Electronic billing and payment related products hosted in the cloud.
- All Payment-Related eBusiness Products are Level 1 PCI Compliant
- Online BillPay (EBPP) and/or QuickPay (No Enrollment)
- Email eBilling
- CSRPay

Shared Platform Benefits

- One data processing platform manages the import and handling of your data files. This core system can then output the information to all delivery channels.
- Upload data via our secure website, FTP with optional PGP encryption, or SFTP.
- Bill redesign consulting – we create your new document look and feel and then our document composition creates bill images for both printed and paperless bills.
- Web-based system to track and view samples of print or eBills before they are sent.
- A variety of standard reports can be accessed via web portal or emailed to you.
- Create and schedule document messages by customer type or account number.
- Bill design, mailing options, and EBPP business rules are tailored to suit your organization's needs.
- Simplify your process by partnering with a provider to consult and manage your entire bill formatting and delivery needs.

Partnered Solutions

- InfoSend has partnered with PayNearMe to provide a unique cash payment solution. Your bills can be redesigned to contain a barcode that is scanned by the POS system at participating retailers.
- FedEx Shutoff Notification – replace manual door hangers with notifications sent via FedEx with tracking-verified delivery

InfoSend Solutions

We recognize our clients' unique needs by personalizing the way we build solutions for each account. InfoSend configures each service to work together, providing custom solutions for your organization. InfoSend does not simply mail out bills and present them online to enable payments. We tailor our products and services to suit client needs in a way that makes us an extension of both your finance and customer service departments. Our clients often rely on us to build solutions that their own systems may not support. By using our platform you can create a unified look and feel for both your print and electronic

Response to Scope of Service

bills. By using InfoSend's platform you can manage all data using online account management tools and use our bill design expertise to accomplish a unified look and feel for all your billing documents and customer communications.

The Successful proposer will provide to the Village the following:

- Pre-printed stock for the printing and mailing of water bills and reminder notices per Village Specifications.

InfoSend currently meets and will continue to meet this requirement.

- Stock will consist of 8 ½ x 11" 20 lb. pre-printed with bottom perforation for remittance portion of bill/reminder.

InfoSend currently meets and will continue to meet this requirement for statements. Reminder notices currently use our standard stock.

- Standard Number #10 24 lb. pre-printed window envelope.

InfoSend currently uses standard #10 blank double window envelopes and would continue to do so.

- Standard Number #9 24 lb. pre-printed envelope (reply envelope).

InfoSend currently uses standard #9 blank single window envelopes and would continue to do so.

- All stock will be warehoused at the proposer's location.

InfoSend currently meets and will continue to meet this requirement.

- The proposer will use a flat file bill/reminder information provided by the Village from our utility billing software (Eden Systems) to format and **print** water bills and reminders per Village Specifications (**samples included**).

InfoSend currently meets and will continue to meet this requirement.

- Within four (4) hours of receipt of flat file, the proposer will send a confirmation sheet to a designated Village employee through e-mail or other electronic route to include totals for verification. The totals will include bill count, total arrears, dollars, billing date, due date.

InfoSend currently meets and will continue to meet this requirement.

- In addition, the proposer will provide a file of all bills to be mailed.

InfoSend currently meets and will continue to meet this requirement.

-
- Once the proposer receives a confirmation sheet from the Village, they will process and mail bills/reminder notices within twenty four (24) hours. The process and mailing will include the following:
 - Printing information on stock that meets Village specifications.
 - Folding, inserting, and sealing appropriate items per bill/reminder.
 - No envelopes will be sent to ACH CUSTOMERS; multiple bills going to one address must be pre-sorted, and sent to one address in one envelope.
 - E-billing customers should not receive paper copies of bills.
 - Preparing any required postal forms and delivering to United States Postal Service, and provide Village with a mailing statement e-mailed within forty-eight (48) hours of bill sent.
 - The proposer and all employees will keep all customer information received from the Village confidential.

- Any changes made to processing or sending and receiving data files or confirmation information shall require a thirty (30) day written notification from the proposer.

InfoSend currently meets and will continue to meet these requirements.

Additional Inserts Requested By the Village of Downers Grove • The Village may request additional 8 ½" x 11" inserts to be mailed along with bills/reminders. • Proposer shall include cost information per additional piece mailed.

InfoSend can price out additional inserts on spec. Please see pricing section for insertion cost.

Print and Mail Solution

Print & Mail Service

Overview:

- Your data is processed, address validated, presorted, printed, put through Quality Control prior to being released to the mailing department.
- Documents are folded, inserted, and mailed per the turnaround time listed in the pricing section.
- Print & Mail – printing and mailing of statements, invoices, and other bills and notices.
- Direct Communications – one-time print only or print and mail projects, marketing mailings
- Online job tracking and detailed reports make it easy to monitor and audit the process.

Standard Features:

Paper Stock

Documents are printed onto white 24lb paper stock. Any bill or letter that requires a tear-off remittance stub will include a micro perforation for a clean and smooth edge (lockbox compatible).

Envelopes

You will receive the lowest possible envelope price by using one of InfoSend's standard #10 outgoing envelopes (both 1 and 2 window versions available) and standard #9 single window return. We order millions of these each month and pass the savings on to you. Envelopes contain security film and tint. They are compatible with the bulk letter opening machines used by your remittance processing department or lockbox vendor. Custom envelopes are available but highly discouraged as they increase cost and complicate disaster recovery efforts since custom envelopes are only stored at one of the three production facilities.

Your name and logo will appear through one of the standard #10 outgoing envelopes. Should you utilize the double window standard envelope then your return address will show in the upper window and the customer address in the lower window. With the single window standard envelope your addresses are on the same location on your printed document but there is space in between the addresses and to the right of them to show information that you want customers to see before they open the envelope. You can print messages such as "FINAL BILL ENCLOSED" to encourage the customer to open the envelope. Envelopes use sustainably sourced paper stock.

Printing

Documents are either printed using high-speed production laser printers or production **full color** inkjet printing. Options include black, grayscale, black plus one or more spot colors, and full color printing.

Documents printed at the Anaheim facility are printed using roll fed full color production inkjet technology. Black, spot color, and full color (CMYK) printing are all supported. Inserts can be printed inline as additional pages, therefore eliminating the waste associated with preprinted materials.



Quality Control

InfoSend's Quality Control (QC) is one of the company's most unique internal programs. Printed documents are always put through a QC process before being released to the mailing department.

High Speed Mail Inserting

Printed documents are inserted using high-speed production inserters. Inserters are computerized and networked in order to provide automated quality control functionality and monitoring. Mailpiece integrity software ensures document sequencing is correct and that inserting errors do not occur with a defect rate of less than 1 in 1 million. Production mailing equipment is extremely expensive and challenging for most organizations to operate. Leverage InfoSend's economies of scale by outsourcing your mailing.

Induction to the USPS

InfoSend's Anaheim and Downers Grove facilities are designated as a USPS Detached Mail Unit (DMU). Having DMU status means that outbound first class mail is inspected by USPS employees directly at our production facility, removing the need for our mail to be inspected after delivery to the USPS. Mail that is presorted at InfoSend's facility is able to directly enter the postal distribution system, ensuring you receive the fastest possible delivery times.

Print & Mail Service: Optional Services

Address Updates

Both NCOA (National Change of Address) and ACS (Address Change Service) are available. By selecting one of these optional services you will receive an electronic report of address updates from the USPS's change of address update if your customer files and address change and does not give you the updated address. When NCOA is utilized the new address is printed on your document before mailing. With ACS the original address is printed and the USPS applies the new address to the envelope before delivering to that new address.

Exception Processing

Exception Processing, or EP, is an optional service that allows you to approve, cancel, or hold individual bills based on predetermined criteria. You may choose to flag exception bills within the data, or InfoSend can build the custom exception rules on your behalf. Example: All bills with dollar amounts over \$500,000, or less than \$5.00, can be posted to the InfoSend website for individual approval. *Please inform us if you would like a price for this service.*

Print Image Archive

The Print Image Archive is an optional service. This is a document archiving tool used by your customer service representatives to download PDF copies of any document that InfoSend mails. You can also choose to have InfoSend store paperless documents in the archive to give you one central location to view all paper and electronic bills. Your support representatives can use this service to research customer inquiries by viewing an exact copy of the printed bill.

This service can be used to reproduce exact copies of your printed bills. A screenshot of the application's search form is included below. You can pick up to 3 custom fields to index. For example the "Bill Date", "Due Date", and "Service Address" fields in the image below were added to the search form and mapped to the custom data file format for a utility client of ours.

415493 Total Record(s)
PLEASE ENTER SEARCH CRITERIA BELOW TO DISPLAY RECORDS

Name:

Account Number:

Job Code: All Jobs

Bill Date:

Due Date:

Service Address:

Received Date (MM-DD-YY): To

SPCL Status:

If you purchase the Print Image Archive service then you will automatically get mail tracking at no additional cost! Mail tracking data will be accessible via the Print Image Archive interface. InfoSend stores the Intelligent Mail Barcode tracing information supplied by the USPS. The USPS scans the barcode as the mail moves through their system. You can use the tracking information to verify that individual bills were mailed and see the timestamps provided by the USPS. *Only available with mail sent using 1st Class Postage, and not available in some cases with postcard mailings.*

Should you purchase the Print Image Archive service then there is no additional service charge from InfoSend to give third party applications access to the archive. You only pay one per PDF archive fee and can access it from the search screen on the InfoSend management portal and let other applications access the documents by integrating with InfoSend's secure API (application program interface). Setup fees may apply depending on your configuration needs.

Direct Communications - Inserts

Selective Inserting is available, which allows you to selectively target insert, flyers, or newsletters to specific mail pieces. Selective Inserting will also allow you to exclude a #9 return envelope for all customers participating in an automatic payment program (ACH). Individual documents can be grouped together ("householding"), if desired. InfoSend gives you multiple insert handling and production options, along with fully featured tools to manage the process:

Insert Requests & Management - InfoSend's online Insert Request Form is an innovative account management tool that streamlines insert management. Request a quote for printing and schedule all of your inserts online. Submit the form through our website and a summary of the request will be returned to the user via email. **eInserts:** InfoSend can also optionally include PDF images of your inserts in the Print Image Archive and/or in the eBills created by InfoSend's eBusiness products.

Insert Handling – Client Provided - Any special inserts/flyers/stuffers prepared by the client can be inserted with the bills. You can drop your inserts off or have them shipped to InfoSend where they will be kept in inventory until the end of the run date.

Insert Printing - InfoSend offers a complete range of insert printing services, from black to full color printing.

- **Inline Inserts** - if your organization often includes static inserts with its bills, InfoSend can convert them to Inline Inserts. An automated process is set up to selectively print the inserts immediately after each bill is printed. This increases your ability to target specific customer types and provide one-to-one messaging. Inline inserts can be printed in black or **full color**.

***This is our per piece cost for Downers Grove CURRENT scope of services being used at InfoSend. Custom form, standard InfoSend double window envelope, grayscale print. Any changes to Downers Grove Scope of work with InfoSend is subject to price revisions.**

Optional Bid for Additional Inserts When Required \$0.01

This is the cost to insert a drop shipped insert. Cost to produce an insert vary by scope and can be quoted upon request.

Optional Bid 20# 8 1/2" x 11 Color Paper Reminder Notices N/A

We assume Downers Grove would continue to use our standard blank stock for their reminder notices.

Optional Bid Double Window Envelopes N/A

We assume Downers Grove would continue to use our standard double window #10, which is priced above.

Optional Services

<p>Drop-Shipped Inserts & Inserting of InfoSend-Printed Inserts Clients can print and fold inserts and ship them to InfoSend to be mailed with the statements. If folding is required add \$0.01 to the fee. InfoSend-printed inserts are quoted upon request. No additional service cost to use selective inserting to selectively include inserts with certain bill types as long as at least 3,000 customers are targeted (set-up costs can apply in some situations for advanced selective inserting criteria). Cost includes all inventory costs.</p>	<p>Per Insert</p>	<p>\$0.01</p>
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<p>Print Image Archive Each bill is stored as a PDF and indexed in a database. Search by account number or other key fields. You are charged one up-front fee per document to process it, index it, and store it for a set number of months. The PDFs are accessed using a browser-based application that is accessed by logging in to the InfoSend website. Third party applications can also access the PDFs via a lightweight API with no cost increase to the unit fees. Setup fees may apply depending on your configuration needs.</p> <p><i>This service includes outbound mail tracking at no additional cost.</i> You can view USPS-provided mail tracking data from the same interface that you use to view PDFs of the printed bills. <i>Only available with mail sent using 1st Class Postage, and not available in some cases with postcard mailings.</i></p>	Per PDF (No Setup Fee)	\$0.01 - For 12 Months of Retention
<p>Electronic Inserts PDF copies of your physical inserts can be included in the Print Image Archive at an additional cost. This will let your team see exactly which inserts were delivered with each mail piece. This will also allow you to include the inserts in the eBill PDFs that are presented and/or emailed to customers if you use an InfoSend eBusiness service that delivers eBills to your customers or if you use a third party application that pulls the PDFs from InfoSend's Print Image Archive API to present to your customers.</p>	Per Insert (No Setup Fee)	\$0.01
<p>Professional Services Per hour and performed only upon request. For customizations made to document processing program or document format after go-live. Work is only started after receiving your approval of a formal quote.</p>	Per Hour	\$150.00
<p>Electronic Address Updates – NCOALink or ACS Per reported update. InfoSend electronically reports the addresses it received in your data that need to be updated because the customer filed a Change of Address Report with the USPS. Cost is per update.</p>	Per update	\$0.50

InfoSend's Fees – Email eBilling Service

<p>Per Email Fee Per email sent. Includes creation of email bills and bill summaries based off of flagged accounts in the data provided by Client.</p>	Per Email	\$0.08
<p>Monthly Support Fee Per month fee to support the Email eBilling Service.</p>	Per Month	WAIVED
<p>Set-up Fee</p>	One Time	N/A (ALREADY BEING USED)

References

Village of Orland Park, IL	708.403.6192
14700 S. Ravinia Avenue	Sarah Schueler, Assistant Finance Director
Orland Park, IL 60462	sschueler@orland-park.il.us
<p>InfoSend has provided the Village of Orland Park with Data Processing Print and Mail and eBilling services since 2009 after submitting a competitive RFP bid. The Village has a SunGard Naviline utility billing system, and exports files to InfoSend on a monthly basis for processing. Orland Park also makes extensive use of InfoSend's Message Management tool, creating custom messages on a per-month basis.</p> <p>Billing System: SunGard Naviline Volume: 12,000 monthly InfoSend Products Used: Data Processing Print and Mail, Email eBilling</p>	

Downers Grove Sanitary District	630.969.0664
2710 Curtiss Street	Adrienne Kasper – Billing Coordinator
Downers Grove, IL 60515	akasper@dgsd.org
<p>DGSD is one of InfoSend's newest clients, having gone live in mid 2015. The District was referred to us by an existing client after experiencing in house printing issues. The District mails Postcard Statements printed duplex in grayscale, and Reminder Notices printed duplex in Highlight color. The District also utilizes custom envelopes in order to 'Household' the postcards going to a single address.</p> <p>Billing System: Home Grown Volume: Approximately 12,000 statements/notices, bi-monthly InfoSend Products Used: Data Processing Print and Mail</p>	

City of Elgin	847.931.5631
10 Dexter Court	Pamela Camacho, Citizen Services Supervisor
Elgin, IL 60120	CAMACHO_P@cityofelgin.org
<p>InfoSend currently produces approximately 30,000 bills per month on average for the City of Elgin, and is currently going through a conversion to their new CIS Monexa. Elgin was on-boarded in 2011 after an RFP win, and retained InfoSend as a vendor following another RFP with in 2015. InfoSend has Produces the City's Statements and Shut off Notices.</p> <p>Billing System: Monexa Volume: Approximately 30,000 Mail Pieces Monthly InfoSend Products Used: Data Processing Print and Mail, Premium E-Billing</p>	

City of Plymouth Utilities	920.893.1471
900 Country Road Pp	Laurie Klemme, Billing
Plymouth, WI 53073	lklemme@plymouthutilities.com

InfoSend currently produces approximately 8,000 bills per month for the City of Plymouth, transmitted from its Caselle billing system. Plymouth was onboarded in 2014 with a smooth implementation that InfoSend prides itself on providing. Plymouth transmits its files weekly.

Billing System: Caselle-Clarity

Volume: Approximately 8,000 Mail Pieces Monthly

InfoSend Products Used: Data Processing Print and Mail, Print Image Archiving

City of Jefferson Utilities	920.674.7711
425 Collins Road, P.O. Box 396	Sarah Copsey
Jefferson, WI 53549	scopsey@wppienergy.org

InfoSend currently produces approximately 8,000 bills per month for the City of Jefferson, transmitted from its Harris Northstar billing system. Jefferson was on-boarded in 2014. InfoSend prints their statements on standard material using highlight color.

Billing System: Harris-Northstar

Volume: Approximately 8,000 Mail Pieces Monthly

InfoSend Products Used: Data Processing Print and Mail, Print Image Archiving

Proposal Contract Form

V. PROPOSAL/CONTRACT FORM

***THIS PROPOSAL, WHEN ACCEPTED AND SIGNED BY AN AUTHORIZED SIGNATORY OF THE VILLAGE OF DOWNERS GROVE, SHALL BECOME A CONTRACT BINDING UPON BOTH PARTIES.

Entire Block Must Be Completed When A Submitted Proposal Is To Be Considered For Award

PROPOSER:

InfoSend, Inc. _____
Company Name

Date: 02/17/2016

robert.c@infosend.com
Email Address

4240 E. La Palma Ave. _____
Street Address of Company

Robert Crawford
Contact Name (Print)

Anaheim, CA 92807 _____
City, State, Zip

800-955-9330
24-Hour Telephone

800-955-9330 _____
Business Phone


Signature of Officer, Partner or
Sole Proprietor

714-993-1306 _____
Fax

Russ Rezai, COO
Print Name & Title

ATTEST: If a Corporation


Signature of Corporation Secretary

VILLAGE OF DOWNERS GROVE:

Authorized Signature

ATTEST:

Title

Signature of Village Clerk

Date

Date

In compliance with the specifications, the above-signed offers and agrees, if this Proposal is accepted within 90 calendar days from the date of opening, to furnish any or all of the services upon which prices are quoted, at the price set opposite each item, delivered at the designated point within the time specified above.

Vendor W-9 Request Form



VENDOR W-9 REQUEST FORM

The law requires that we maintain accurate taxpayer identification numbers for all individuals and partnerships to whom we make payments, because we are required to report to the I.R.S all payments of \$600 or more annually. We also follow the I.R.S. recommendation that this information be maintained for all payees including corporations.

Please complete the following substitute W-9 letter to assist us in meeting our I.R.S. reporting requirements. The information below will be used to determine whether we are required to send you a Form 1099. Please respond as soon as possible, as failure to do so will delay our payments.

BUSINESS (PLEASE PRINT OR TYPE):

NAME: INFOSEND, INC.

ADDRESS: 4240 E. LA PALMA AVE.

CITY: ANAHEIM

STATE: CA

ZIP: 92807

PHONE: 800-955-9330 **FAX:** 714-993-1306

TAX ID #(TIN): 33-0748516

(If you are supplying a social security number, please give your full name)

REMIT TO ADDRESS (IF DIFFERENT FROM ABOVE):

NAME: _____

ADDRESS: _____

CITY: _____

STATE: _____ **ZIP:** _____

TYPE OF ENTITY (CIRCLE ONE):

- | | |
|----------------------|---|
| Individual | Limited Liability Company –Individual/Sole Proprietor |
| Sole Proprietor | Limited Liability Company-Partnership |
| Partnership | Limited Liability Company-Corporation |
| Medical | <u>Corporation</u> |
| Charitable/Nonprofit | Government Agency |

SIGNATURE: [Signature]

DATE: 2/19/16

Proposers Certification

PROPOSER'S CERTIFICATION (page 1 of 3)

With regard to Utility Billing Services, Proposer InfoSend, Inc. hereby certifies
(Name of Project) (Name of Proposer)
the following:

1. Proposer is not barred from bidding this contract as a result of violations of Section 720 ILCS 5/33E-3 (Bid Rigging) or 720 ILCS 5/33E-4 (Bid-Rotating);
2. Proposer certifies that it has a written sexual harassment policy in place and is in full compliance with 775 ILCS 5/2-105(A)(4);
3. Proposer certifies that it is in full compliance with the Federal Highway Administrative Rules on Controlled Substances and Alcohol Use and Testing, 49 C. F.R. Parts 40 and 382 and that all employee drivers are currently participating in a drug and alcohol testing program pursuant to the Rules.
4. Proposer further certifies that it is not delinquent in the payment of any tax administered by the Department of Revenue, or that Proposer is contesting its liability for the tax delinquency or the amount of a tax delinquency in accordance with the procedures established by the appropriate Revenue Act. Proposer further certifies that if it owes any tax payment(s) to the Department of Revenue, Proposer has entered into an agreement with the Department of Revenue for the payment

3 3 - 0 7 4 8 5 1 6

FEDERAL TAXPAYER IDENTIFICATION NUMBER

or _____
Social Security Number

See page 16 LVH
 Subscribed and sworn to before me *2/19/16*
 this _____ day of _____, 20__.

 Notary Public

(Fill Out Applicable Paragraph Below)

(a) Corporation

The Proposer is a corporation organized and existing under the laws of the State of CA, which operates under the Legal name of InfoSend, Inc., and the full names of its Officers are as follows:

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California
County of Orange

Subscribed and sworn to (or affirmed) before me on this 19th
day of February, 2016, by Russ Rezia

proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

(Seal) Signature 



President: Mahmood Rezai

Secretary: Russ Rezai

Treasurer: Russ Rezai

and it does have a corporate seal. (In the event that this Proposal is executed by other than the President, attach hereto a certified copy of that section of Corporate By-Laws or other authorization by the Corporation which permits the person to execute the offer for the corporation.)

(b) Partnership

Signatures and Addresses of All Members of Partnership:

The partnership does business under the legal name of: _____
which name is registered with the office of _____ in the state of _____.

(c) Sole Proprietor

The Proposer is a Sole Proprietor whose full name is: _____
and if operating under a trade name, said trade name is: _____
which name is registered with the office of _____ in the state of _____.

5. Are you willing to comply with the Village's preceding insurance requirements within 13 days of the award of the contract? YES

Insurer's Name Friedmann & Friedmann Insurance Services Inc.

Agent Kevin O'Connor

Street Address 3990 Westerly Pl, #100

City, State, Zip Code Newport Beach, CA 92660

Telephone Number 949-253-8000

I/We affirm that the above certifications are true and accurate and that I/we have read and understand them.

Print Name of Company: InfoSend, Inc.

Print Name and Title of Authorizing Signature: Russ Rezai, COO

Signature:  _____

Date: 2/19/16

Suspension or Debarment Certificate

Suspension or Debarment Certificate

Non-Federal entities are prohibited from contracting with or making sub-awards under covered transactions to parties that are suspended or debarred or whose principals are suspended or debarred. Covered transactions include procurement for goods or services equal to or in excess of \$100,000.00. Contractors receiving individual awards for \$100,000.00 or more and all sub-recipients must certify that the organization and its principals are not suspended or debarred.

By submitting this offer and signing this certificate, the Proposer certifies to the best of its knowledge and belief, that the company and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any federal, state or local governmental entity, department or agency;
2. Have not within a three-year period preceding this Proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction, or convicted of or had a civil judgment against them for a violation of Federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
3. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (2) of this certification; and
4. Have not within a three-year period preceding this application/proposal/contract had one or more public transactions (Federal, State or local) terminated for cause or default.

If the Proposer is unable to certify to any of the statements in this certification, Proposer shall attach an explanation to this certification.

Company Name: InfoSend, Inc.

Address: 4240 E. La Palma Ave

City: Anaheim Zip Code: 92807

Telephone: (800) 955-9330 Fax Number: (714) 993-1306

E-mail Address: robert.c@infosend.com

Authorized Company Signature: 

Print Signature Name: Russ Rezai Title of Official: C.O.O.

Date: 2/19/16

Campaign Disclosure Certificate

Any contractor, proposer, bidder or vendor who responds by submitting a bid or proposal to the Village of Downers Grove shall be required to submit with its bid submission, an executed Campaign Disclosure Certificate.

The Campaign Disclosure Certificate is required pursuant to the Village of Downers Grove Council Policy on Ethical Standards and is applicable to those campaign contributions made to any member of the Village Council.

Said Campaign Disclosure Certificate requires any individual or entity bidding to disclose campaign contributions, as defined in Section 9-1.4 of the Election Code (10 ILCS 5/9-1.4), made to current members of the Village Council within the five (5) year period preceding the date of the bid or proposal release.

By signing the bid or proposal documents, contractor/proposer/bidder/vendor agrees to refrain from making any campaign contributions as defined in Section 9-1.4 of the Election Code (10 ILCS 5/9-1.4) to any Village Council member and any challengers seeking to serve as a member of the Downers Grove Village Council.

Under penalty of perjury, I declare:

Proposer/vendor has not contributed to any elected Village position within the last five (5) years.


Signature

Russ Rezai
Print Name

Proposer/vendor has contributed a campaign contribution to a current member of the Village Council within the last five (5) years.

Print the following information:

Name of Contributor: _____
(company or individual)

To whom contribution was made: _____

Year contribution made: _____ Amount: \$ _____

Signature

Print Name