



Website:
www.beaumontca.gov

Address:
550 E. 6th Street
Beaumont, CA 92223
(951) 769-8520

Request for Proposal: **Printing and Mailing Services**

Published: 2/27/25

Item	Dates
Questions in by:	5:00 P.M. PST March 13, 2025
Answers posted by:	5:00 P.M. PST March 20, 2025
Proposals due by:	11:00 A.M. PST March 27, 2025

Contact:

Raveena Chara – Procurement Specialist
RChara@beaumontca.gov

RFP Available :

<https://www.beaumontca.gov/949/Bids-and-RFPs>

1.Introduction

The City of Beaumont (City) is seeking proposals from qualified firms (Contractors) interested in providing Printing and Mailing Services for utility billing for the City's wastewater department.

All services provided by the Contractor shall be performed by individuals who meet the qualifications, education, and certification requirements for the position. The successful Contractor shall also have the resources to provide cost-effective and timely services to the City.

Qualified firms that submit a proposal will be evaluated in accordance with the requirements defined within this RFP. Upon successful negotiations with the City, the selected firm(s) will provide services as described in this RFP.

Responses must conform to the requirements of this Request for Proposal (RFP). The City reserves the right to waive any irregularity in any proposal, withdraw or amend this RFP or reject any proposal that does not comply with this RFP or City policies.

2. The City of Beaumont

The City of Beaumont was incorporated in November 1912. The City is located in the western portion of Riverside County and is bounded on the west by Calimesa and unincorporated areas, on the north by the unincorporated County areas (Cherry Valley), on the south by unincorporated County areas and the City of San Jacinto, and on the east by the City of Banning. The land area within the City's boundaries is approximately 26 square miles.

Beaumont provides the very best of rustic, rural beauty and charm, combined with the planned growth, abundant recreational opportunities, and rich community life offered by the finest Southern California cities. The progressive city of over 58,000 people, sits at 2,612 feet in elevation between Riverside and Palm Springs in the Inland Empire. The city operates 18 city-owned parks, including a 20-acre sports park as well as an extensive trail system. The Beaumont School District, with 12 schools, has an outstanding reputation, and it ranks highly in the Pass Area. The city is rounded out with various local service clubs, a state-of-the-art community recreation center, a library, two four-star golf courses, and multiple churches.

3. Scope of Services

The selected Contractor will print and mail utility billing statements, currently managed by an external vendor. The billing process involves using Tyler software to transmit billing data electronically to the Contractor for bi-monthly printing and mailing. The current volume exceeds 19,000 billing statements but is subject to change with a growing population and customers opting for electronic copies of paper. The Contractor will also be responsible for printing and mailing delinquent notices, liens, courtesy notices, and occasional inserts such as buck slips, lift notes, and informational flyers.

Key requirements include:

- The selected Contractor will be required to produce the printed bill statement, fold, insert all mailing documents (i.e., bill, return envelope, and insert, as applicable) and insert them into envelopes. This process must be completed within 24 hours of receiving files.
- Confirming receipt, processing, and delivery to USPS to the City of Beaumont.
- Contractor must have the capability to suppress printing for specific customers based on City requirements (one-time or ongoing).
- Contractor must be able to produce the bill in the current format
- Contractor must provide an interface for the City to update bill messages and inserts monthly, with the option to include/exclude based on City needs.
- Contractor must provide detailed invoices, including purchase order numbers, item descriptions, relevant dates, invoice numbers, and itemized product and/ or service descriptions within 30 days of each transaction.

Additionally, the vendor must establish a Data Management Plan within 6 months to handle and destroy files with Personally Identifiable Information. The proposal must include a cost breakdown for services, and the vendor must be able to negotiate price increases with 60 days' notice, including documentation.

4. Additional Responsibilities

Data Files:

- Contractor shall accept bill files electronically using an HTTPS upload or a standard FTP or SFTP transmission with PGP encryption support. Agency must be able to log into the Vendor's server and transmit the files 24/7.
- Contractor shall be able to accept current Tyler database STMT files sent by the City via email in a zip file, as the City may be unable to change the bill data file format without manual intervention and/or a modification to the billing system.
- Contractor must be able to receive and process various data files such as flat files (ASCII), PDF files, CSV files, etc.

Archived Documents:

- Contractor shall archive as PDF files of document images. PDF images must be available on the same day that data files are processed.
- Contractor shall supply an online interface for the City to view archived document images, with the ability to index at least 5 data fields for searching.
- Contractor shall provide details about the interface capabilities including a secure, encrypted API to allow third party integration to access bill images, if necessary.

Reporting:

- Contractor shall provide a monthly report of bills received for processing, number of bills printed and mailed, the postage breakdown and actual rates, and the total value of each billing.
- The City should be able to track all files sent to the vendor throughout all stages of processing (before, during, and after processing).

Security

- Contractor must meet all current security protocols to protect the City's data from unauthorized access. Please provide details about the security measures that are in place. Include procedures for ensuring that only authorized people are admitted to the production floor(s).
- Describe in detail how security is handled for information shared between the vendor and the City via e-mail or online.

The Contractor shall be responsible for completing the specified services in accordance with the City's General Services Agreement (Exhibit A).

5. Qualifications

The contractor shall have the following minimum qualifications:

- **Experience:** The contractor must have at least 3 years of experience in providing print and mail services similar to the scope outlined.
- **USPS Requirements:** The contractor must either produce and deliver mail to USPS from a Detached Mail Unit (DMU) or be enrolled in USPS Seamless Acceptance.
- **Pre-sorting:** The contractor must demonstrate experience in pre-sorting mail and obtaining 5-digit ZIP pre-sort pricing for first-class mail.
- **Certifications:** The contractor must be certified as a USPS Presort Bureau, with secure FTP and cloud system capabilities, and hold USPS CASS and MASS certifications.
- **Licensing and Credentials:** The contractor must possess all necessary permits, licenses, and professional credentials to perform the services as outlined in the RFP.

Financial Stability and Insurance: The contractor must demonstrate financial stability and maintain adequate insurance coverage.

6.Term

The term of the agreement shall be determined upon the need for services and consistent with the City's policies. The initial period of the contract is 5 years, with two 1-year extensions as may be approved by the City Council, subject to agreement terms and the City of Beaumont Municipal Code.

7.Proposal Requirements

The proposal shall clearly address all of the information requested herein. To achieve a uniform review process and obtain the maximum degree of comparability, it is required that proposals be organized and contain all information as specified below.

Proposals shall clearly address all the information requested herein. To achieve a uniform review process and obtain the maximum degree of comparability, it is required that proposals be organized and contain all information as specified below. Proposers shall submit one copy of the proposal and one copy of the cost proposal on the planetbids portal, both proposals will need to be submitted separately.

- A. Cover Letter: Maximum of two (2) pages serving as an Executive Summary which shall include an understanding of the scope of services. The RFP shall be transmitted with a cover letter that must be signed by an official authorized to bind the consultant contractually. The letter accompanying the RFP shall also provide the name, title, address, and telephone number of individuals with the authority to negotiate and contractually bind the consultant. The cover letter constitutes certification by the consultant that the consultant complies with nondiscrimination requirements of the State and Federal Government. An unsigned proposal or one signed by an individual unauthorized to bind the consultant may be rejected.
- B. Introduction/Information: Introduction of the service proposal, including a statement of understanding for the types of services contemplated. Any participating firms and proposed sub-consultants shall be identified and included in the proposal (all sub-consultants must be approved by the City prior to signing the agreement with City).
- C. Scope of Services: Provide a description of the tasks, sub-tasks, and deliverables that will be provided. The Scope of Work Program should be presented in logical format that can be easily attached to the Professional Services Agreement.
- D. Approach: The proposal should set forth a detailed work plan, including an explanation of the methodology and process for providing the services required in this RFP. Detailed project schedule, identifying all tasks and deliverables to be performed, durations for each task, and overall time of completion.
- E. Schedule: Firm should present a schedule that details the timing and sequence of project tasks and deliverables leading up to and after the concert.
- F. Communication: Provide a description of the firm's approach to communicating effectively with City staff and officials, other jurisdictional stakeholders, and the public, to facilitate successful delivery of assigned tasks.
- G. Firm Profile: Provide a description of the firm, including number of professional personnel, years in

business, office location(s), organizational structure (e.g., corporation, partnership, sole practitioner, etc.), areas of expertise, etc.

The following information should also be included:

- Name
- Street Address
- City, State, Zip Code
- Corporate Structure
- State/Country of Incorporation
- Website
- Contact Information

In addition, any participating firms and proposed subcontractors shall be identified and included in the proposal (all subcontractors must be approved by the City prior to signing the agreement with the City).

H. Location: Location of the principal office that will be responsible for the implementation of this contract.

I. Key Personnel: Provide a summary description of the key personnel, their roles and responsibilities, and their relevant experience. The proposal must name a project manager. In addition to this summary, full resumes should be provided.

J. References: Three to five references to include: name, address, contact person and phone number of the company, length of time services were provided, and a description of the services provided.

K. Cost proposal: Provide detailed cost of services. The cost proposal shall be all inclusive, including all overhead, materials, equipment, hourly labor rate, and all other miscellaneous direct and indirect costs. Submit the cost proposal in a separate submission on planetbids labeled as “Cost proposal for Printing and Mailing Utility Bills”. While the cost proposal may have additional details, the cost proposal shall have the following breakdown with at least separate line items for the following assuming a minimum print of 5,000 customers:

1. Prices quoted shall be firm for the first twelve (12) months of any contract that may be awarded pursuant to this RFP.
2. Initial and Ongoing Service Fees
 - i. One-Time Implementation Fee- Includes all phases of the project prior to the production phase: initial programming, testing and implementation

ii. Programming Service Charges- For requested programming changes after initial implementation

iii. Deposit- Postage Deposit

3. Cost of Materials:

i. Unit price to print (per sheet) from data, 20 lb. bond white paper stock, size 8-1/2" x 11"

ii. Unit price for #10 double window outgoing envelope with indicia, 20 lb. white paper stock

iii. Unit price for 1st class postage – Presort

iv. Return envelope cost

v. Total unit cost (excluding inserts)

vi. Unit price to print and envelope a 1-panel insert – B/W

vii. Unit price to print, fold, and envelope a 2-panel insert – B/W

viii. Unit price to print, fold, and envelope a 3-panel flyer insert – Color

4. Service Fee:

i. One Page Billing Service Fee- Include file transmission, data processing, bill printing mail preparation, inserting one page bill and the return envelope into an outgoing envelope and delivery to UPS.

ii. Additional Bill Pages Service Fee- Per-page cost to print and insert additional pages if the bill contains more than 1 page.

L. Additional Information: Any other information which should be considered, such as any special services or customer service philosophy which define your firm's practice.

M. Insurance: A blanket certificate of insurance verifying coverage shall be included in the proposal. Coverages shall include professional liability insurance including liability at a minimum of one million per occurrence, worker's compensation, and vehicle coverage including comprehensive and collision insurance. The selected firm will be required to provide Certificates of insurance, naming the City of Beaumont as additionally insured, with waivers of subrogation prior to contract execution.

8. Submittal

All questions or requests for clarifications regarding this RFP shall be submitted on Planetbids by 5:00 p.m. PST March 13, 2025. Responses to all questions will be posted on the same website to allow all users to review the City's responses to all questions within one (1) week of the question due date.

****DUE DATE FOR QUESTIONS IS MARCH 13, 2025, BY 5:00 P.M.****

Submit one (1) digital color copy of proposal and one (1) digital copy of the cost proposal in PDF format on Planetbids in accordance with the bid submission deadline, which is **11:00 A.M. PST on March 27, 2025**. Proposal must be titled "Proposal for City of Beaumont Printing and Mailing Utility bills", and Cost proposal must be titled "Cost Proposal for City of Beaumont Printing and Mailing Utility bills"

****DUE DATE FOR PROPOSALS IS MARCH 27, 2025, BY 11:00 A.M.****

By proposing on this project, you are indicating that you agree to all terms and conditions of the City's Professional Services Agreement, which is attached to this RFP as Exhibit A.

No RFC or questions will be accepted after 5:00 p.m. on **March 13, 2025**. All RFC responses will be posted on the CITY's Planet Bids Portal a week after due date.

If prior to the date fixed for submission of Proposals, a prospective Company discovers any ambiguity, conflict, discrepancy, omission or other errors in this RFP or any of its appendices, exhibits or attachments, the Company shall immediately notify the City of such error in writing and request modification or clarification of the document. Modifications shall be made by written Addenda to the RFP.

If a Company fails to notify the City, prior to the date fixed for submissions of Proposals, of an error in the RFP known to the Company, or an error that reasonably should have been known to the Company, the Company shall submit its Proposal at its own risk, and if the Company is awarded a Contract, it shall not be entitled to additional compensation or time by reason of the error or its later correction.

All communications regarding technical, scope, and/or project related questions and requests for clarifications, changes, exceptions, and deviations to the terms and conditions set forth in this RFP shall be submitted via "Q&A" through the City's Electronic Bidding System, Planetbids, before the deadline and according to these specifications herein. Any and all other bidding communications shall only be with Raveena Chara, Procurement Contract Specialist, rchara@beaumontca.gov

The Final day for receipt of questions from the Proposer shall be on or before the due date indicated in the RFP event schedule section below. To ensure fairness and avoid misunderstandings, all communications must be in written format and submitted only in the format set forth above. Any verbal communications will not be considered or responded to. All questions received by the due date will be logged and reviewed.

No postmarked proposals will be accepted. Once submitted, proposals cannot be altered without prior written consent of the City. The prospective bidder assumes sole responsibility for submitting a complete bid proposal in response to this RFP. No special consideration will be given after bid proposals are opened due to a bidder's failure to comply with all requirements of the RFP.

All costs associated with preparation of any proposal shall be the sole responsibility of the proposer. Each proposal shall be limited to a maximum of 30 pages, using a minimum 12- point font size.

9. Confidentiality

Prior to the proposal submittal deadline, all proposals will be designated confidential to the extent permitted by the California Public Records Act. After the proposal submittal deadline, all responses, materials, documents and data submitted will be regarded as public records and will be subject to review by the public and posting on the City's website. Consultants shall not include any information in their proposal that they contend is confidential or a trade secret. Any language purported to render confidential all or portions of the proposals will be regarded as non-effective and will be disregarded.

10. Amendments to Request for Proposals

The City reserves the right to amend the RFP by addendum prior to the final proposal submittal date.

11. City of Beaumont Rights and Options

This RFP does not commit the City of Beaumont to award a contract or to pay any cost incurred with the preparation of a proposal or contract for services described herein.

The City may, in its sole discretion and without any obligation to act reasonably, reject any and all proposals, waive informalities and minor irregularities in any proposal reviewed, negotiate with any qualified source submitting a proposal, extend deadlines, and/or request additional information. Subsequent to negotiations, prospective consultants may be required to submit revisions to their proposals. The City may reject any proposal that does not conform to the instructions provided in this RFP. Additionally, the City reserves the right to negotiate all final terms and conditions of any proposal received before entering into final contract.

The City reserves the right to postpone selection for its own convenience, to withdraw this RFP at any time, and to reject any and all proposals without indicating any reason for such rejection. As a function of the RFP process, the City of Beaumont reserves the right to remedy technical errors in response to the RFP and to modify the published scope of services and scope of work. Proposals submitted in response to the RFP will not be returned.

The City of Beaumont reserves the right to reject any or all responses, to waive any informality in any responses, and to select the vendor that best meets the City's needs.

There is no expressed or implied obligation for the City to reimburse responding firms for any expenses incurred in preparing proposals in response to this request. Materials submitted by respondents are subject to public inspection under the California Public Records Act (Government Code Sec. 6250 et seq.) unless exempt. Any language purporting to render the entire proposal confidential or proprietary will be ineffective and will be disregarded.

All property rights, including publication rights of all reports produced by respondents in connection with services performed under this agreement will be vested in the City. In addition, respondents will not publish or release any of the results of its examination without the express written permission of the City.

Responses must be submitted no later than the date and time stated on this RFP. Responses shall be reviewed and rated as set forth in the Selection Process section of this RFP. The City will then determine which firm best meets the City's requirements.

During the evaluation process, the City reserves the right (where it may serve the City's best interest) to request additional information or clarification from respondents. At the discretion of the City, firms submitting proposals may be requested to make oral presentations as part of the evaluation process.

The City reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether the proposal was selected. Submission of a proposal indicates acceptance by the firm of the conditions contained in this Request for Proposals, unless clearly and specifically noted in the proposal as submitted and confirmed in the contract between the City and the firm selected.

The City reserves the right to negotiate final pricing with the most qualified firm.

The City's standard Professional Services Agreement is included as Exhibit A. Upon award of the contract, it is expected that the successful proposer will accept the Agreement terms and conditions "as is" without modification. Any contract modifications are to be stated upfront, at the time of submittal.

Any costs incurred in the preparation of the response, presentation to the City, travel in conjunction with such presentations, or samples of items shall be the responsibility of the respondent. The City assumes no responsibility and no liability for costs incurred by respondents prior to issuance of a contract.

The proposer shall furnish the City with such additional information as the City may reasonably require.

12. Conflict of Interest

The Contractor shall disclose any personal or professional financial, business, or other relationships with the City that may have an impact on the outcome of this contract or any resulting project. The contractor shall also list current clients who may have a financial interest in the outcome of this contract.

13. Proposal Evaluation/Selection

The City intends to engage the most qualified contractor available that demonstrates a thorough understanding of the City's needs and can provide all the required SCADA support services. Nevertheless, the City reserves the right to make awards to multiple contractors in response to this RFP depending on services offered by each qualified contractor and to make an award to any qualified contractor for a particular service based on evaluation of each of the proposals. City staff will use the following criteria to evaluate the proposals:

Criteria	Points
Understanding of the Scope of Services	15
Demonstrated Professional Skill and Credentials	15
Implementation Plan and Schedule	10
Cost Proposal	60
Total	100

The City may request a qualification interview with the highest-ranked contractor(s) prior to determining the final ranking. This selection will be conducted according to the City's adopted procedures.

14. Exhibits

A. Sample Professional Services Agreement

---END OF REQUEST FOR PROPOSAL----

- EXHIBITS TO FOLLOW