



**ORIGINAL**

*An Innovative Outsourcing Partner*

## **InfoSend, Inc. Response to:**

City of Aurora

Request for Proposal 21-19

Utility Invoice Production/Distribution Services for the Water Billing Division

**Cost Proposal**

**Due:** April 7, 2021

**Time:** 2:00 PM CST

**Prepared for:** City Clerk's Office

**Provided by:** Tom Bleers  
Territory Sales Manager  
tom.b@infosend.com  
Office: 714.993.2690

Marty Bielecki  
Sales Executive  
marty.b@infosend.com  
Office: 714.993.2690  
Mobile: 239.247.4419

Table of Contents

Table of Contents.....2

9. Fees/Cost for Services Proposal Form .....3

## 9. Fees/Cost for Services Proposal Form

Submit fees in a separate sealed envelope to be included in the overall RFP Submission with the Respondent's name and address clearly indicated on the envelope along with the project description as indicated below: **Proposer's Name Pricing – RFP 21-19 Utility Invoice Production/Distribution Services**  
The Fees/Cost for Services will not be used to automatically disqualify any Respondent from consideration, rather it will be a consideration in the final selection and negotiation of the contract with the top ranked Respondent.

- a) Pricing for this RFP should include all costs for the utility invoicing and mailing services as listed on the Proposal Form.
- b) All costs are inclusive of any travel expenses
- c) Provide detailed costs and totals based on the form provided

InfoSend has provided pricing on the following pages.

CITY OF AURORA, ILLINOIS  
REQUEST FOR PROPOSAL 21-19

UTILITY INVOICE PRODUCTION/DISTRIBUTION SERVICES FOR THE WATER  
BILLING DIVISION

PROPOSAL FORM

Proposal Due Date & Time: 2:00 p.m. CST, Wednesday, April 1, 2021

To: City of Aurora  
City Clerk's Office  
44 E Downer Place  
Aurora, Illinois 60507

The following offer is hereby made to the City of Aurora, Aurora, Illinois, hereafter called the Owner.

Submitted By: InfoSend, Inc.

- I. The undersigned Vendor proposes and agrees, after having examined the specifications, quantities and other RFP documents, to irrevocably offer to furnish the materials, equipment and services in compliance with all terms, conditions, specifications and amendments (if applicable) contained in the bid solicitation documents. The items in this Request for Proposal, including, but not limited to, all required certificates, are fully incorporated herein as a material and necessary part of the Proposal.
  - A. The Vendor shall also include with their proposal any necessary literature, samples, etc., as required within the Request for Proposal, Proposal Specifications and Statement of Work.
  - B. For purposes of this offer, the terms Offeror, Proposer, Respondent, and Vendor are used interchangeably.
- II. In submitting this Offer, the Vendor acknowledges:
  - A. All proposal documents have been examined: Proposal Specifications, Statement of Work, and the following addenda:

No. 1, No. \_\_\_\_\_, No. \_\_\_\_\_. (Vendor to acknowledge addenda here.)

Proposer's Name: InfoSend, Inc.

Signature & Date:  4/2/21

CITY OF AURORA, ILLINOIS  
REQUEST FOR PROPOSAL 21-19

**UTILITY INVOICE PRODUCTION/DISTRIBUTION SERVICES FOR THE WATER  
BILLING DIVISION**

**PROPOSAL FORM**

The contractor shall provide all labor and other resources necessary to provide the supplies, equipment and/or services in strict accordance with the specifications defined in this RFP for the amounts specified on this Proposal Form, inclusive of overhead, profit and any other costs.

**FEES AND COSTS**

**SERVICE**

**COSTS**

**A. Set-up/Implementation Fee**

Non-recurring engineering and interface development  
(migration of client data)

\$ 0.00 - Current Client one time

**B. Statement Processing Fees**

**1) Statement Processing**

- First page, includes full data processing and laser printing, variable fonts, logos, customized messaging, folding, insertion and mailing
- Laser printed static backer page  
(per cost covers back impression, static or variable)

\$ 0.051 per page

\$ 0.00 - Included per page

**C. Generic Materials Fees**

1) 8.5" X 11", plain white, 24 lb.

\$ 0.015 per each

2) #10 Double window mailing envelope

\$ 0.016 per each

3) #9 BRE Single window remittance envelope

\$ 0.014 per each

**D. Additional Page of Multiple Documents**

\$ 0.066 per page

**E. Custom Materials Fees**

1) 8.5" X 11", 24 lb, with a tear-off stub.

\$ 0.00 - Included per each

Stock contains 2 color front, and 1 color back

Proposer's Name: InfoSend, Inc.

Signature & Date: \_\_\_\_\_



4/2/21

## F) Additional Service Fees

1) Intelligent Insertion of Statements	\$ <u>0.00 - Included</u>	per statement
2) Machine Insertion of Inserts	\$ <u>0.005</u>	per insert
3) Hand Insertion	\$ <u>0.25 per piece</u>	per hour
4) Statement Consolidating or "Householding"	\$ <u>0.00 - Included</u>	per statement
file	\$ <u>0.00 - Included</u>	per billing
5) Custom Programming (after initial client set-up)	\$ <u>150.00</u>	per hour
6) Modifications only modification	\$ <u>See above</u>	per
7) Flat mailings in 9" X 12" envelopes (includes envelopes and special handling)	\$ <u>0.15</u>	each
8) NCOA	\$ <u>0.35</u>	each
9) Highlight Color	\$ <u>0.00 - Included</u>	per Impression

## G) Miscellaneous Fees

1) Processing time for delivery from BMU to Aurora Post Offices	<u>1 business day or 24 hours</u>
2) Insert turn-around – final draft approval to ready for inserting	<u>Drop shipped is 1-2 days</u> <u>InfoSend produced is 5-7 days</u>
3) Please quote attachment A as an insert, printing costs only. 48,000, full page, black ink only, double-sided	\$ <u>0.031 pp / \$1,488.00</u> total cost
4) Please quote attachment B as an insert, printing costs only. 48,000, 1/3 <sup>rd</sup> cut sheet, full-color ink, single-sided	\$ <u>0.028 pp / \$1,344.00</u> total cost

Proposer's Name: InfoSend, Inc.

Signature & Date:  4/21/21

CITY OF AURORA, ILLINOIS  
REQUEST FOR PROPOSAL 21-19

UTILITY INVOICE PRODUCTION/DISTRIBUTION SERVICES FOR THE WATER  
BILLING DIVISION

PROPOSAL FORM

All prices shall be shown as delivered Aurora Destination, Prepaid and Allowed. Do not add state, federal or local taxes. Municipalities are exempt. Exemption Certification Permit No. Illinois E9996-0842-07. No additional charges over base price will be accepted without written approval of the Purchasing Director.

The City of Aurora reserves the right at any time and for any reason to cancel this Request for Proposal, to accept or reject any or all Proposals or portion thereof, or accept an alternate proposal. The City reserves the right to waive any immaterial defect in any proposal, or technicality, informality or irregularity in the proposals received, and to disregard all nonconforming or conditional proposals or counter-proposals. Unless otherwise specified by the proposer or the City, the City reserves the right to hold the best proposals for ninety (90) days from the opening date set forth above. The City may seek clarification from any proposer at any time and failure to respond promptly is cause for rejection. The City further reserves the right to award the RFP to the lowest responsible proposer whose offer best responds in quality, fitness and capacity to the requirements of the proposed work or usage and therefore is in the best interest of the City.

SUBMITTED BY

COMPANY InfoSend, Inc.

ADDRESS 4240 E La Palma Ave

CITY, STATE, ZIP Anaheim, CA 92807

PREPARER'S NAME Russ Rezai

AUTHORIZED SIGNATURE  <sup>Please Type</sup> President

EMAIL russ.r@infosend.com <sup>Title</sup>

PHONE # ( 714 ) 993-2690 FAX # ( 714 ) 993-1306 DATE 4/2/21

CITY OF AURORA, ILLINOIS  
REQUEST FOR PROPOSAL 21-19

UTILITY INVOICE PRODUCTION/DISTRIBUTION SERVICES FOR THE WATER  
BILLING DIVISION

PROPOSAL FORM

"AFFIDAVIT: I (We) hereby certify and affirm that my (our) proposal was prepared independently on this work, that it contains no fees or amounts other than for the legitimate execution of the work as specified, and that it includes no understandings or agreements in restraint of trade."

(If an Individual)

Signature of Proposer \_\_\_\_\_ (SEAL)

Business Address \_\_\_\_\_  
\_\_\_\_\_

(If a Co-partnership)

Firm name \_\_\_\_\_ (SEAL)

Signed by \_\_\_\_\_ (SEAL)

Business Address \_\_\_\_\_  
\_\_\_\_\_

Insert Names  
and Addresses  
of all Members  
of the Firm \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(If a Corporation)

Corporate Name InfoSend, Inc.  
Signed by Russ Rezai, President  
Business Address 4240 E La Palma Ave  
Anaheim, CA 92807

Insert (President) Russ Rezai

CORPORATE SEAL Names of (Secretary) Roxana Weil

Officers (Treasurer) Russ Rezai

ATTEST:

Roxana Weil  
Secretary

(Note: Proposers should not add any conditions or qualifying statements to this RFP for the proposal may be declared irregular as being not responsive to the Request for Proposals.)



**Customers Billed Monthly**

-48,000 bi-monthly

**Number of Batches Monthly**

-4 batches of 6,000 per month – files transmitted weekly

**InfoSend Data Processing, Print and Mail Pricing****Document Production Summary**

<b>Utility Bills – Client Code AUR</b> One 8.5 x 11 Page 2/1 with Return Envelope	<b>\$0.096 per document</b>
<b>Delinquent Notices – Client Code AUL</b> One 8.5 x 11 Page 1/1 with Return Envelope	<b>\$0.094 per document</b>

Finished mail pieces are delivered to the USPS **within one (1) business day**. If samples (proofs) are requested then the mailing will be completed within one day of sample approval. File upload deadline for next-day mailing is 3:00PM local time at the production facility designated for your account. If samples are required then they must be approved by 5:30PM local time for the file to be mailed by the next business day.

*The below provides the components of the summary price given above. All pricing is based on "Client Volume Assumptions" listed below and excludes applicable sales tax.*

**Data Processing**

Setup Fee - Express PDF Input Files	\$0.00 – Current Customer
Setup Fee – Data Only Input Files	\$0.00 – Current Customer
Document Re-Design Fee	\$0.00 – Current Customer
<b>Data Processing Fee (per document)</b>	<b>\$0.00 - Included</b>

**Printing and Mailing Service**

<b>Utility Bill or Delinquent Notice Print Fee per Page with 2/1 Ink</b>	<b>\$0.051</b>
<b>USPS Postage</b>	<b>Pass-through</b> A postage deposit will be required prior to starting service.
Print Color Options (colors per side)	\$0.048 for 1/0 or 1/1 printing \$0.003 for additional highlight color
Inline Insert Print Fee	Same as above
Batch Fee (per mailing batch under 200 mail pieces)	\$5.00
Excess Pages Handwork Surcharge (per mail piece)	\$0.25
Address Updates	\$0.35 NCOA \$0.35 ACS

## Materials

Standard Paper Stock (per sheet)	\$0.015
Standard Outgoing #10 Envelope	\$0.016
Standard Return #9 Envelope	\$0.014
Outgoing Flat Envelope – used for mail pieces with excess pages	\$0.15

## Insert Services

InfoSend Produced Full page, black ink only, double-sided 1/3rd cut sheet, full-color ink, single-sided	\$0.031 \$0.028
Envelope Messaging (Snipes)	Quoted based on specification
Electronic Inserts	\$0.005
Inserting Fee	\$0.005 per insert

## Optional Document Services

Enhanced Print Quality	\$0.01
Print Image Archiving (Per Document Image), with included USPS mail tracking	\$0.01 - For 12 Months of Retention \$0.017 - For 18 Months of Retention \$0.022 - For 24 Months of Retention \$0.027 - For 36 Months of Retention
Print Image Archive API Monthly Support Fee	\$100.00
Final Doc Transfer (FDT)	\$0.009 per image InfoSend Batch File \$0.015 per image Custom File Format
Professional Services Rate (per hour)	\$150
Returned Mail Handling	\$0.35 per reported returned mail piece
Remit Tracking	\$100 monthly support fee

## Fee Explanations

### Data Processing

- **Setup Fee - Express PDF Input:** requires a final composed PDF is uploaded to InfoSend for processing. Clients maintain control of document look and feel, but InfoSend designs a program to parse the necessary data from the PDF.
- **Setup Fee - Data Only Input:** requires the client provide a flat data extract, InfoSend creates, hosts and maintains an application to generate documents. Existing document design is copied.
- **Document Re-Design Fee:** using the "Data Only Input" method, InfoSend's Client Services Team assists in redesigning the format of printed documents to improve communications or to take advantage of new printing capabilities.
- **Data Processing Fee:** per document image that is processed by the InfoSend system for output.

### Printing and Mailing Service

- **Print Fee:** price includes baseline number of colors printed on the front and back of the document. All variable and static images are dynamically imaged onto white form with a perforation.
- **Postage:** clients are invoiced for the exact postage used. Leveraging InfoSend's USPS compliance and expertise, clients are provided the lowest possible USPS automated rates when client batches qualify.
- **Optional Color Upgrades:** Different options are available at different prices. Numbers fewer than 4 equal individual colors, 4 equals full color. The number 1 means black or grey. All sheets are billed at the same rate; the price for the sheet with the highest number of colors is the applicable fee. 4 equals CM + K (full color).
- **Batch Fee:** assessed to cover InfoSend costs when batches transferred to InfoSend fall below threshold.
- **Inline Insert Print Fee:** price for inserts printed on demand as additional pages. Allows for more dynamic customer messaging without the extra pre-production lead time and overhead.
- **Excess Pages Handwork Surcharge:** surcharge is assessed per mail piece (not per page). This surcharge only applies to multiple page bills that have too many pages to be inserted into a #10 envelope by machine. This surcharge covers the necessary manual labor required to process these mail pieces.
- **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.
- **Postcard Printing:** price includes duplex printing of variable data and static elements on the front and back of the postcard stock. The paper stock price is listed separately below.
- **Postcard Color Upgrades:** same as above, all sheets are billed at the same rate; the price for the sheet with the highest number of colors is the applicable fee. 4 equals CM + K (full color).

### Materials

- **Paper Stock:** white paper stock with or without perforation. Paper is 8.5x11" and 24lb. Price includes all inventory costs. A larger 8.5x14" format is available at a higher material cost and higher printing cost.
- **Outgoing #10 Envelope:** #10 InfoSend Standard Double Window Outgoing Envelope. Includes security tint printed on the inside of the paper stock and clear film that prevent the contents of the envelope from being viewed. Sourced with sustainably logged paper (SFI).
- **Return #9 Envelope:** #9 InfoSend Standard Single Window Return Envelope. Includes the same security tint and SFI paper as the #10.
- **Outgoing Flat Envelope:** single window envelope, only used for multiple page statements that do not fit in the #10 envelope.
- **Postcard Stock and Upgrade Options:** InfoSend standard white postcard stock. Exact thickness is subject to change based on compatibility with equipment, however approximate range is 9-10 point. We can UV coat one side of the postcard to protect it during USPS mail processing.

### Insert Services

- **InfoSend Produced Inserts:** utilizing InfoSend printing and/or design services, inserts can be produced by InfoSend. Price quoted on request.
- **Envelope Messaging (Snipes):** custom messages and images can be printed onto the standard InfoSend #10 double window envelope as a more cost-effective alternative to pre-manufactured custom envelopes. The price depends on the artwork – number of colors and whether it prints on one or both sides of the envelope, as well as order quantity. Price is quoted upon request.
- **Electronic Inserts:** fee per digital image of a physically produced insert included in the PDF copy of a document. Ensures that client representatives and client customers can get the same information in the electronic bill as would go out physically.
- **Inserting Fee:** client provided or InfoSend produced inserts to be included with InfoSend produced mail. Additional fee applies if insert arrives at InfoSend but requires folding prior to insertion. Setup fees may apply for programming selective inserting. InfoSend-printed inserts are quoted upon request.

### Optional Document Services

- **Enhanced Print Quality:** the baseline print image quality for transactional documents such as statements and invoices is 600 x 600 DPI. Work produced from InfoSend's Anaheim facility can be printed at an enhanced image quality at an additional cost. This option uses high definition pigment ink & variable drop sizes to achieve a perceived 1200 x 1200 DPI image quality.
- **Print Image Archiving:** fee per document to process, index, and store a document as a PDF for a set number of months. PDFs are securely accessed using an InfoSend website application, and includes USPS mail tracking for all outbound First Class mailed documents. Setup fees may apply depending on configuration needs.
- **Print Image Archive API Monthly Support Fee:** a flat monthly support fee to provide API access to documents in the InfoSend Print Image Archive. InfoSend will work with the designated third parties that a Client chooses, and provide support and open access to API calls on a monthly basis.
- **Final Doc Transfer FTP:** each completed InfoSend batch is indexed and transferred to you via FTP or SFTP to store on your own network. InfoSend's standard Batch File format is one PDF per batch with an XML companion file providing meta data and page numbers. If the client requires a custom scheme, including individual PDFs per each image in a batch, the Custom fee applies. Note: setup fees may also apply for some custom setups.
- **Professional Services Fee:** per hour and performed only upon request for customizations made to processing program or document format after go-live. Work is only started after receiving client approval of a formal quote.
- **Returned Mail Handling:** InfoSend will provide electronic reporting of mail that is returned by USPS, saving clients the hassle of receiving and opening returned mail to update records. All records which are not delivered will be securely destroyed and recycled after reporting.
- **Remit Tracking:** for clients utilizing the Print Image Archiving service, InfoSend can also track inbound mail from customers utilizing an included remittance stub in the outbound mail. With Remit Tracking clients will be able to see when a customer responded to the original mail piece, as well as get a daily report of inbound mail with an estimated value of payment remittances based on the outbound mail.