



City of Aurora, IL

**RFP: UTILITY INVOICE PRODUCTION AND DISTRIBUTION
SERVICES
25-123**

RELEASE DATE: June 23, 2025

DEADLINE FOR QUESTIONS: July 11, 2025

RESPONSE DEADLINE: July 16, 2025, 11:00 am

Please refer to the project timeline in this document for all important deadlines.

RESPONSES MUST BE SUBMITTED ELECTRONICALLY TO:

<https://procurement.opengov.com/portal/aurorail>

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A - Sample Water Bill

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INSTRUCTIONS TO PROPOSERS

1. ACCEPTANCE OF PROPOSALS

a. Proposers intending to respond to this opportunity must create a FREE account with OpenGov by signing up at <https://procurement.opengov.com/signup>. This step is necessary to establish a communication link with the City. The Proposer, not the City, is responsible for obtaining any addenda to the original specification. Addenda and other relevant information will be posted on the City's E Procurement System. Addenda notifications will be emailed to all persons on record as following this Bid Proposal. Failure of any Proposer to receive any such addenda or interpretation shall not relieve such Proposer from any obligation under their bid proposal as submitted. All addenda so issued shall become part of the contract documents. **Paper submissions will not be accepted.**

b. Proposals may be received up to, but **no later than the designated date and time as specified via the City's E Procurement System, OpenGov.** The City's E Procurement System Clock is the official clock for the determination of all deadline dates and times. Without exception, responses will not be accepted after the submission deadline regardless of any technical difficulties such as poor internet connections. The City of Aurora strongly recommends completing your responses well ahead of time. All Proposals shall have provided all requested information, and submitted all appropriate forms, certificates, affidavits and addendum acknowledgements in order to be considered responsive.

- **Pricing shall not be mentioned anywhere in the body of the proposal.**

c. The City reserves the right to reject any and all proposals or parts thereof and to waive any technicalities and irregularities in the proposals and to disregard all nonconforming or conditional proposals or counter-proposals and to hold the proposals for ninety (90) days from the opening date set forth above. Proposer agrees to accept a notice of award, if selected, based on the terms of this Proposal in the event that a notification of award is received on or before expiration of the 90-day time period. The City reserves the right to cancel the Proposal at any time, without liability for any loss, damage, cost or expense incurred or suffered by any Proposer as a result of that cancellation. Each Proposer is solely responsible for the risk and cost of preparing and submitting a Proposal.

d. Although price is a major consideration, product quality, references, service, delivery time and past experience, if applicable, will also be considered. No Proposal will be considered unless the Proposer shall furnish evidence satisfactory to the City that he has the necessary facilities, abilities, experience, equipment, and financial and physical resources available to fulfill the conditions of the contract and execute the Work should the contract be awarded to him. Proposal documents which are not responsive to the requirements herein may not be considered by the City for an award of the contract.

The contract will be awarded to the lowest responsible Proposer. In determining the responsibility of any Proposer, the City may take into account other factors in addition to financial responsibility, such as past records of its or other entities transactions with the Proposer, experience, ability to work cooperatively with the City and its staff, adequacy of equipment, ability to complete performance within necessary time limits, and other pertinent considerations such as, but not limited to, reliability, reputation, competency, skill, efficiency, facilities and resources.

The Proposal will be awarded in the City’s best interests based on these and other legally-allowable considerations. The City and its representatives and agents may make any investigations deemed necessary to determine the ability of the Proposer to perform the Work. The Proposer shall furnish any information and data requested by the City for this purpose.

2. RECEIPT OF PROPOSALS

a. **Proposals must be submitted electronically**, up to, but no later than the designated date and time as specified via the City’s E Procurement System, OpenGov. It is the sole responsibility of the Proposer to see that their Proposal is received in the proper time.

b. **Proposals must be submitted electronically via the City’s E Procurement System. There will be no exceptions!**

3. WITHDRAWAL OF PROPOSALS

Proposals may be withdrawn prior to the deadline for submitting bid proposals through the City’s E Procurement System, the responding Proposer may “un-submit” their proposal in OpenGov.

Proposers are cautioned to verify their bid proposal before submission. Negligence on the part of the Proposer in preparing the bid proposal confers no right for withdrawal or modification of the bid proposal after it has been opened. Proposers may not withdraw their Proposal after the opening without the approval of the Director of Purchasing. Requests to withdraw a Proposal must be in writing and properly signed. No Proposal will be opened or accepted, which is received after the time and date scheduled for the Proposals to be received.

4. QUESTIONS

Proposers shall submit all inquiries, including requests for alternates or substitutions regarding this bid, up to, but **no later than the designated date and time as specified via the City’s E Procurement System, OpenGov**. All answers to inquiries will be posted on the City’s E Procurement System. Proposers may also click “Follow” on this bid to receive an email notification when answers are posted.

No questions will be accepted or answered verbally.

No questions will be accepted or answered after the cut-off date/time. It is the responsibility of the interested Proposer to ensure they have received addenda, if any issued.

5. TIMELINE

Release Project Date:	June 23, 2025
Question Submission Deadline:	July 11, 2025, 4:00pm
Response Submission Deadline:	July 16, 2025, 11:00am

6. INVESTIGATION

It shall be the responsibility of the Proposers to make any and all investigations necessary to become thoroughly informed of what is required and specified in the Proposal. No plea of ignorance by the Proposers of conditions that exist or may hereafter exist as a result of failure or omission on the part of the Proposer to make the

necessary examinations and investigations will be accepted as a basis for varying the requirements of the City of the compensation to the Proposer.

Each Proposer submitting a Proposal is responsible for examining the complete Proposal Package and all Addenda, and is also responsible for informing itself of all conditions that might in any way affect the cost or the performance of any Work. Failure to do so will be at the sole risk of the Proposer, and no relief will be given for errors or omissions by the Proposer. If awarded the contract, the Proposer will not be allowed any extra compensation by reason of any matter or thing concerning which such Proposer should have fully informed himself, because of his failure to have so informed himself prior to the Proposal. The submission of a Proposal shall be construed as conclusive evidence that the Proposer has made such examination as is required in this section and that the Proposer is conversant with local facilities and difficulties, the requirements of the Proposal Package documents, and of pertinent, local, state and federal laws and codes, prevailing local labor and material markets, and has made due allowance in its Proposal for all contingencies. Before any award is made of the contract to the Proposer, the Proposer may be required to, upon request of the City, furnish information concerning his performance record in his capacity to complete the Work in an efficient and timely manner.

7. PROPOSAL QUALIFICATION

The City reserves the right to require of the Proposer proof of his/her capability to perform as required by the specifications. However, prequalification of the Proposer shall not be required. The City may, at its option, disqualify a Proposer and reject his Proposal for cause. Reasons deemed to be sufficient for this action shall include, but not be limited to, the following:

- Evidence of collusion among Proposers.
- Receipt of more than one Proposal on any project from an individual, or from a corporation. This restriction does not apply to subcontractors.
- Default on any previous contract.
- For unreasonable failure to complete a previous contract within the specified time or for being in arrears on an existing contract without reasonable cause for being in arrears.
- Inability to perform as revealed by an investigation of the Proposer's financial statement, experience and/or plant and equipment.
- **Any Proposer who owes the City money may be disqualified at the City's discretion.**

8. ALTERNATE PROPOSALS

The specifications are prepared to describe the goods and/or service which the City deemed to be in the best interest to meet its performance requirements. Proposers desiring to submit a Proposal on items which deviate from the stated specifications, but which they believe to be equal, may do so by submitting all inquiries via the City's E Procurement System, OpenGov, but all specification deviations must be clearly stated. Proposers shall submit all inquiries, including requests for alternates or substitutions regarding this bid via the City's E Procurement System by the designated date and time. All answers to inquiries, including requests for alternates or substitutions, will be posted on the City's E Procurement System. Proposers may also click "Follow" on this

bid proposal to receive an email notification when answers are posted. It is the responsibility of the Proposer to check the website for answers to inquiries. The Purchasing Director reserves the right to rule upon specification deviation in a manner as best befits the needs of the City. The Purchasing Director will reject all deviations that amount to a material nonconformity with the specifications of the Proposal.

9. EVALUATION PROCESS

Step #1: Initial Screening

Minimum Qualifications and Responsiveness: City will review proposals for initial decisions on responsiveness and responsibility. Those proposals initially determined to be responsive and submitted by responsible proposers will proceed to Step 2.

Step #2: Proposal Evaluation

The Project Evaluation Team, comprised of members of the cooperating City Departments, will evaluate proposals. Proposal responses will be evaluated on, but not limited to, organization, personnel and staffing, company qualifications and experience (including reference checks), project approach, price, and availability and capacity of the company to perform the work.

Step #3: Interviews

The Project Evaluation Team reserves the right to interview top-ranked firms that are considered most competitive. The purpose of the interviews would be to allow for expansion upon the written responses. If interviews are conducted, rankings of firms shall be determined by combining results of interviews and proposal submittals.

Step #4: Selection

The City will select the vendors that are evaluated to be most competitive. When evaluation of the responses produces ratings that are equivalent, the Project Evaluation Team will recommend award of the contract to the vendor(s) whose response is deemed to be in the best interests of the City. The highest ranked firm may be invited to enter into final negotiations with the City of Aurora for the purposes of contract awarding. If an agreement cannot be reached with the highest ranked firm, the City may start negotiations with the next highest ranked firm. Any contract resulting from this RFP will be subject to approval by the Aurora City Council.

10. PROPOSAL AWARD

Except as otherwise may be stated in the Specifications, Proposal award shall be made to the lowest responsible Proposer meeting the requirements and/or intent of the specifications at the net delivered price(s) shown and best responding to the needs of the City, in the City's sole discretion. However, if the Proposer modifies limits, restricts or subjects his Proposal to conditions that would change the requirements of the specifications, this would be considered a conditional or qualified Proposal and will not be accepted. The City reserves the right to delete any item listed in the Proposal Package.

11. PRICES

Unit prices shall not include any local, state or federal taxes. In case of mistake in extension of price, unit price shall govern.

12. INTERPRETATION OR CORRECTION OF PROPOSAL DOCUMENTS

Proposers shall promptly notify the City of any ambiguity, inconsistency of error which they may discover upon examination of the Proposal documents. Interpretations, corrections and changes will be made by addendum. Each Proposer shall ascertain prior to submitting a Proposal that all addenda have been received and acknowledged in the Proposal.

13. SIGNATURES

Each Proposal must be signed by the Proposer with his/her usual signature. Proposals by partnerships must be signed with the partnership name by all members of the partnership, or an authorized representative, followed by the signature and title of the person signing. Proposals by corporations must be signed with the name of the corporation, followed by the signature and title of the person authorized to bind it in the matter.

When a corporation submits a Proposal, its agent must present legal evidence that he has lawful authority to sign said Proposal and that the corporation has a legal existence. In the event that any corporation organized and doing business under the laws of any foreign state is the successful Proposer, such corporation must present evidence before any contract is executed that it is authorized to do business in the State of Illinois. Proposals by corporations must be executed in the corporate name by the President or a Vice President (or other corporate officer accompanied by evidence of authority to sign), and the signature must be attested by the Secretary or an Assistant Secretary, along with the corporate seal. The corporate address and state of incorporation must be shown below the signature. Proposals by partnerships must be executed in the partnership name and signed by a partner whose title must appear under the signature, and the official address of the partnership must be shown below the signature. Any corrections to entries made on the Proposal forms shall be initialed by the person signing the Proposal. When requested by the City, satisfactory evidence of the authority of any signature on behalf of the Proposer shall be furnished.

GENERAL REQUIREMENTS

1. REQUIREMENTS OF PROPOSER

The successful Proposer may be required to (a) enter into a fully signed contract in writing with the City of Aurora covering matters and things as are set forth in the Proposal Package; and (b) carry insurance acceptable to the City covering public liability, property damage and workers compensation.

2. BONDS AND INSURANCE

The requirement of a labor and material payment and performance bond will be waived for purpose of this Request for Proposal.

3. CITY'S AGENT

The Purchasing Director, or delegate, shall represent and act for the City in all matters pertaining to the Proposal and contract in conjunction thereto.

4. PAYMENTS

Payment shall be made for services rendered. The City, after inspection and acceptance, and in consideration of the faithful performance by the Proposer, agrees to pay for the completion of the work embraced in this contract, payment shall be made in accordance with the Illinois Local Government Prompt Payment Act (50 ILCS 505/1, et. seq.)

Time, in connection with any discount offered, will be computed from the date of delivery to the City or from the date a correct invoice is received by the City of Aurora Purchasing Division, if the latter date is later than the date of delivery.

Prices will be considered NET, if no payment discount is shown.

All invoices MUST contain a valid City of Aurora issued purchase order.

The successful Proposer shall submit invoices via e-mail to:

PurchasingDL@aurora.il.us

or Mail to the following address:

**City of Aurora
Attn: Purchasing Division
44 E. Downer Place
Aurora, IL 60507**

The City of Aurora offers electronic funds transfer (EFT) payment to our vendors. EFT is fast, simple, safe and secure and is ***our preferred method of payment!***

5. TAXES

The City of Aurora is exempt, by law, from paying State and City Retailer's Occupation Tax, State Service Occupation Tax, State Use Tax and Federal Excise Tax (per Illinois Revised Statutes, Chapter 120, Paragraph 44) upon City works and purchases. The City of Aurora's Sales Tax Exemption Number is E9996-0842-07.

6. COMPLIANCE WITH LAWS AND REGULATIONS

The Proposer shall at all times observe and comply with all Federal, State, Municipal and other local laws, ordinances, regulations, and requirements which in any manner affect the conduct of the Work, and with all Federal, State and local laws and policies of non-discrimination, sexual harassment, and others applicable thereto; and all such orders or decrees as exist at the present and which may be enacted later, of bodies or tribunals having jurisdiction or authority over the Work, and no plea of misunderstanding or ignorance thereof will be considered. He shall indemnify and save harmless the City and all its officers, agents, employees and servants against any requirement, claim or liability arising from or based on the violation of any such law, ordinance, regulation, order or decree, whether by himself or his employees.

7. DEFAULT

Time is of the essence of this Proposal and if delivery of acceptable items or rendering of services is not completed by the time promised, the City reserves the right, without liability, in addition to its other rights and remedies, to terminate the Proposal by notice effective when received by Proposer, as to stated items not yet shipped or services not yet rendered. The City will procure articles or service from other sources and hold the Proposer responsible for any excess cost incurred as provided for in Article 2 of the Uniform Commercial Code.

8. CANCELLATION

The City reserves the right to cancel the whole or any part of the contract if the Proposer fails to perform any of the provisions in the contract or fails to make delivery within the time stated. The Proposer will not be liable to perform if situations arise by reason of strikes, acts of God or public enemy, acts of the City, fires or floods.

9. INSURANCE AND HOLD HARMLESS PROVISION

At the Proposer's expense, the Proposer shall secure and maintain in effect throughout the duration of this contract, insurance of the following kinds and limits to cover all locations of the Proposer's operations. The Proposer shall furnish Certificates of Insurance to the City before starting or within ten (10) days after the execution of the contract, whichever date is reached first. All insurance policies shall be written with insurance companies approved by the City of Aurora and licensed to do business in the State of Illinois and having a rating of not less than A IX, according to the latest edition of the A.M. Best Company; and shall include a provision preventing cancellation of the insurance policy unless thirty (30) days prior written notice is given to the City. This provision shall also be stated on each Certificate of Insurance as: "Should any of the above-described policies be canceled before the expiration date thereof, the issuing company will endeavor to mail 10 days written notice to the certificate holder named to the left".

If requested, the awardee of this Proposal will give the City a copy of the insurance policies. The policies must be delivered to the City within two weeks of the request.

The limits of liability for the insurance required shall provide coverage for not less than the following amount, or greater where required by law:

(1) Worker's Compensation Insurance - Statutory amount.

(2) General Liability Insurance:

(a) \$1,000,000 per occurrence and \$2,000,000 general aggregate

(b) \$500,000 per occurrence for Property Damage

(c) \$1,000,000 per occurrence for Personal Injury

(3) Auto Liability Insurance:

(a) Bodily injury with limits not less than \$1,000,000

(b) Property damage with limits not less than \$500,000

(4) Umbrella excess liability of \$1,000,000 per occurrence, \$2,000,000 aggregate

The Proposer shall include the City as a primary, non-contributory additional named insured on both General and Auto Liability Insurance policies and indicate said status on any Certificates of Insurance provided to the City pursuant to this project. All insurance premiums shall be paid without cost to the City.

The Proposer agrees to indemnify and save harmless the City of Aurora, their agents and employees from and against all loss and expenses (including costs and attorneys' fees) by reason of liability imposed by law or claims made upon the City of Aurora for damages because of bodily injury, including death at any time resulting therefrom sustained by any person or persons or on account of damage to property, including loss of use thereof, arising out of or in consequence of the performance of this project work, whether such claims or injuries to persons or damage to property be due to the negligence of the Proposer or his Subcontractors. The Proposer shall assume total risk and shall be responsible for any and all damages or losses caused by or in any way resulting from the work and provide all insurance necessary to protect and save harmless the City of Aurora and its employees.

10. SUBLETTING OR ASSIGNMENT OF WORK

If the Proposer sublets the whole or any part of the Work to be done under the contract, with or without the written consent of the City, he shall not, under any circumstances, be relieved of his liabilities and obligations.

A Payment Bond will be required if the Proposer sublets any of the requested services. All transactions of the City shall be with the Proposer; subcontractors shall be recognized only in the capacity of employees or workmen and shall be subject to the same requirements as to character and competence. In case any party or parties, to whom any work under the contract shall have been sublet, shall disregard the directions of the City or his duly authorized representatives, or shall furnish any unsatisfactory Work or shall fail or refuse in any way to conform to any of the provisions or conditions of the contract, then in that case, upon the written order of the City, the Proposer shall require said party or parties in default to discontinue Work under the contract. Said Work shall be corrected or made good and shall be continued and completed by the said Proposer or by such other party or parties as are approved by the City, in the manner and subject to all of the requirements specified in the contract.

11. WORKERS COMPENSATION ACT

The Proposer further agrees to insure his employees and their beneficiaries and to the employees and the beneficiaries of any subcontractor employed from time to time by him on said Work, the necessary first-aid, medical, surgical, and hospital services and any compensation provided for in the Workers Compensation Act of the State of Illinois that is or may be in force in the State.

Such insurance shall be placed by said Proposer in a company or association (to be approved by the City and to be accepted by the Council thereof) authorized under the laws of the State of Illinois to insure the liability above specified.

Said Proposer hereby further agrees to indemnify, keep and save harmless said City from all action, proceedings, claims, judgments, awards, and costs, loss, damages, expenses, and attorney's fees which may in any way come against said City by reason of any accidental injuries or death suffered by any of his employees or the employees of any subcontractor employed by him in and about the performance of the Work provided for in the Proposal, and any and all liability resulting thereupon; and said Proposer, in case of any suit, action, or proceeding on account of any or all of the foregoing shall defend the same for and on behalf of said City and indemnify the City therefore, and pay the amount of any and all awards and final judgments and orders rendered and entered therein, together with all loss, costs, damages, attorney's fees, and expenses incurred therein. Said Proposer shall be the sole employer of its employees and workers, and in no way so shall the City be considered a joint employer of same under any circumstance.

12. MINORITY PARTICIPATION

The City of Aurora encourages minority business firms to submit Proposers and encourages the successful Proposer to utilize minority businesses as sub-contractors for supplies, equipment, services and construction.

13. PROSECUTION OF WORK

The Proposer shall begin the Work to be performed under the Proposal as specified in the specifications after the execution and acceptance of the Proposal, unless otherwise provided. The Work shall be conducted in such a manner and with sufficient materials, equipment and labor as is considered necessary to ensure its completion within the time specified in the Proposal.

14. TIME

Proposer shall schedule its Work to meet the requirement of the City. Proposer shall perform the Work expeditiously in cooperation with the City's agent, employees, contractors and subcontractors. Proposer shall make no claim against the City and no claim shall be allowed for any damages which may arise out of any delay caused by City, its agents, employees, contractor or subcontractors. Proposer's sole remedy for delay shall be an extension in the contract time.

15. ILLINOIS NON-APPROPRIATION CLAUSE

A forfeit clause is provided pursuant to the Illinois Non-Appropriation Clause of funds for government entities that if funds or budgets are not approved, service may be cancelled. No early cancellation penalties will be assessed, but the customer must be given 30-day notice of intent to cancel.

16. TERMINATION FOR CLAUSE

This Proposal may be terminated by the City at any time upon thirty (30) days written notice, or by either party in the event of substantial failure to perform in accordance with the terms hereof by the other party through no fault of the terminating party. This Proposal is also subject to termination by either party if either party is restrained by state or federal law of a court of competent jurisdiction from performing the provisions of this Agreement.

Upon such termination, the liabilities of the parties to this RFP shall cease, but they shall not be relieved of the duty to perform their obligations up to the date of termination. Mailing of such notice, as and when above provided, shall be equivalent to personal notice and shall be deemed to have been given at the time of mailing.

If this RFP is terminated due to the City's substantial failure to perform, the Proposer shall be paid for labor and expenses incurred to date, subject to offset of any damages, losses or claims against the City resulting from or relating to Proposer's performance or failure to perform under this agreement.

In the event of termination by the City upon notice and without cause, upon completion of any phase of the Basic Services, fees due the Proposer for services rendered through such phase shall constitute total payment for services. In the event of such termination by the City during any phase of the Basic Services, the Proposer will be paid for services rendered during the phase on the basis of the proportion of work completed on the phase as of the date of termination to the total work required for that phase.

SCOPE OF WORK

1. PROJECT INTRODUCTION AND PURPOSE

Proposers are required to read and understand all information contained within the entire proposal package. By responding to this RFP, the proposer agrees to have read and understands these documents.

The City is responsible for the bi-monthly invoicing of approximately 50,500 residential and commercial utility accounts. The City cycles through the 50,500 bi-monthly invoices by sending approximately 6,300 weekly. The City invoices for an environmental refuse disposal fee, storm water management fee, long term control plan fee, basic availability charges and water consumption. The majority of invoices and payments are all processed electronically, however a lockbox service is utilized for processing mailed in payments. The City averages approximately 1,850 delinquency notifications weekly. These two files types are produced separately and submitted weekly.

The City's contract with the current provider expires September 30, 2025. The awarded vendor must have the ability to begin implementation after award and be prepared to begin utility invoice production and distribution services by October 1, 2025.

The contract will be for an initial one (1) year term with three (3) one-year extensions based on mutual agreement between the proposer and the City of Aurora. The City reserves the right to award the bids individually or cumulatively to qualified and responsible Proposers.

2. MINIMUM QUALIFICATIONS

The following are minimum requirements that the Proposer must meet in order to be eligible to submit a proposal. Responses must clearly show compliance with these minimum qualifications. The City will reject without further consideration those applications that are not clearly responsive to these minimum qualifications. Each specification included in this package describes the services which the City feels is necessary to meet the performance requirements of the City, and shall be considered the minimum standards expected of the Contractor. The specifications are not intended to exclude potential Contractors.

3. Scope of Work

The scope of work includes but is not limited to, serving as a Partner with the City of Aurora to provide recommendations, quality products and superior customer service related to designing, producing and distributing utility invoices.

The selected contractor will provide all bill rendering services but not limited to:

Implementation Services

- The awarded vendor must have the ability to begin implementation after award and be prepared to begin utility invoice production and distribution services by October 1, 2025.
- Provide all the necessary training (i.e., file transfers, navigating website, etc.)
- Provide the follow-up support

Utility Bills and Invoices

- The proposer shall have the ability to receive billing data files created from Central Square NaviLine Utility.
 - The City generates several text files from Central Square NaviLine Utility software which are then uploaded to the current vendor's website as a zip file.
 - After processing, the current vendor will then produce a pdf file containing of all the invoices that were created.
- The proposer will bill the City for the postage. The City will not use a CAPS account.
- Obtain all necessary stock and inventory
- Produce formatting of the bill files
- Print the utility invoices
- Distribute the utility invoices
 - 6,000 weekly invoices process together
- The proposer will provide invoices for testing by the lockbox service
- Support utility bill modifications
- Print inserts and bill messages when requested
 - Any bill messages that may be necessary can be attached to the bill files sent.
- Bills are single page and doubled sided. 32,000 monthly average.
 - Please see Attachment A for an example of a Water Bill

Delinquency Notices

- Format delinquency notifications
 - Please see Attachment B for an example of Delinquent Notice.
- Print delinquency notifications
- Distribute delinquency notifications
- Any late notices are sent to the vendor in a separate file for mailing.

4. Technical Proposal Content

Proposals shall be organized using the following submission requirements. The City of Aurora reserves the right to request additional information during the RFP review period.

The following items must be included in your proposal:

Cover Transmittal Letter – On company letterhead, provide a narrative which introduces the firm and team highlighting the special strengths of the firm to perform the work requested in this RFP. The letter should be signed by an authorized principal of the proposing consulting firm. Provide anything you would like to include about your firm or capabilities that the City should consider in its evaluation process

Organization, Personnel and Staffing – Provide a brief description of all key personnel to be involved and their relationship to the services to be provided.

- Identify the Project Manager for the proposed services.
- Is a dedicated account specialist assigned to each of your customers?
- How would your firm handle project management to ensure that:
 - o Deadlines are met
 - o Budgets are kept
 - o Regular updates are provided and effective communication is maintained throughout the project
 - o Excellent customer service is provided
- Is there a contact available for any issues that arise during non-business hours?

Firm Qualifications, Experience and References – Provide a narrative describing the firm's qualifications to perform the project work. Provide information on past relevant experience, including:

- What depth of experience and strengths does your firm have in bill rendering services?
- How much of your work has been government based?
- Municipal/Government Agency References (minimum of three) – Please provide at least three references from clients for whom you provide utility invoicing and distribution services of similar size and scope, preferably governmental entities that operate utilities. References should include:
 - o Customer Name, Project Name, Award Amount, Award Date, Completion Date, Reference Contact and Project Description

Project Approach – Provide a narrative which shows your firm's understanding of the project's requirements and documents a logical technical approach to the project scope of work. Include a general work plan as well as the proposed approach to undertaking the scope of work described earlier in this RFP. Provide a detailed project schedule that illustrates the duration of each task.

Capabilities

- o Does your firm have the ability to interface with bill files created by Central Square NaviLine Utility application?
 - The City of Aurora uses the Central Square NaviLine Utility application software for Utility Billing Software.

- Proposers will indicate whether the ability to interface with bill files created by Central Square exists.
 - If not, indicate whether there will be any fees associated with any necessary programming.
 - The ability to interface with bill files created by Central Square Public NaviLine Utility must be proven before bid is awarded.
- What is the name and location of the Bulk Mailing unit used for mailings?
- How will bill modifications that the City will request be handled?
- How are billing errors, last minute change requests and/or any other potential issues escalated?
- Is your firm capable of producing inserts? Bill messages?
- How is the message field is handled and what are the parameters for content?
- Explain internal control processes to be used to ensure billing accuracy and record keeping.
- Provide any additional information on capabilities that your firm can provide including but not limited to electronic bill presentment and payment.

Resource Requirements

- The selected vendor must work effectively with the City of Aurora.
- Address the amount of time and resources you will require of various City of Aurora personnel to implement the system.
- Approximately how long does your firm project it would take to complete the implementation?
- What is the time frame for your resources to be available?
- List any terms and conditions within the proposed contract that would change the requirements of the Proposal.

5. Cost Proposal

Pricing Tables – Submit fees in the pricing tables provided in OpenGov.

The Fees and 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.

- Pricing for this RFP should include all costs for the utility invoicing and mailing services as listed.
- Provide detailed costs and totals based on the tables provided
- All costs are inclusive of any travel expenses

Fee will be a contributing, not deciding factor in the rankings. Cost savings to the City will also be a contributing factor. The City will enter into negotiations based on their submitted Fee Proposal with the highest ranked Proposer to finalize a contract for the project. If a contract cannot be successfully negotiated with the highest ranked Proposer, then negotiations will be terminated with that Proposer and the City will enter negotiations with the next highest ranked Proposer until an agreement is reached or an impasse is declared

SELECTION CRITERIA

1. TECHNICAL PROPOSAL

Submitted proposals shall be organized in the following order which allows for clarity and ease of review of the proposals. Where indicated, City forms must be completed and submitted. Proposals should not exceed 25 single sided, not including covers, table of contents and section dividers.

1. Cover Transmittal Letter (1 page max.) – On company letterhead, provide a narrative which introduces the firm and team highlighting the special strengths of the firm to perform the work requested in this RFP. The letter should be signed by an authorized principal of the proposing consulting firm.

2. Organization, Personnel and Staffing (8 pages max., 20 points max.) – Provide a brief description of all key personnel to be involved and their relationship to the services to be provided.

- Include names, titles, licenses, certificates, fields of expertise, and relevant state and local area experience for all proposed personnel and staff.
- Identify the Project Manager for the proposed services.
 - Ability to provide individualized account specialist
- Customer service quality, time and support team knowledge

3. Firm Qualifications, Experience and References (10 pages max., 30 points max.) – Provide a narrative describing the firm's qualifications to perform the project work. Provide information on past relevant experience, including:

- Quality and depth of references
- Vendor experience in assisting organizations similar to City of Aurora, with similar projects, similar in size (population)

4. Project Approach (5 pages max., 30 points max.) – Provide a narrative which shows your firm's understanding of the project's requirements and documents a logical technical approach to the project scope of work. Include a general work plan as well as the proposed approach to undertaking the scope of work described earlier in this RFP. Provide a detailed project schedule that illustrates the duration of each task.

- Ease of file transfer process – may require vendor demonstration
- Ability to interface with current utility billing software provider
- Ability to work with our lockbox provider to ensure proper handling of invoice upon receipt of payments
- Attention to internal controls which will ensure invoice accuracy
- Ability to comply with all USPS rules, regulations, and NCOA programs

2. COST PROPOSAL

Pricing Tables (20 points max.)– The pricing component shall be uploaded electronically in the Pricing Table Section. This section will be reviewed last. **Pricing shall not be mentioned anywhere in the body of the proposal.** *Please note that pricing is only a portion of the evaluation criteria for award*

- Total project cost, which includes all materials
- Professional fees and expenses

Fee will be a contributing, not deciding factor in the rankings. Cost savings to the City will also be a contributing factor. The City will enter into negotiations based on their submitted Fee Proposal with the highest ranked Proposer to finalize a contract for the project. If a contract cannot be successfully negotiated with the highest ranked Proposer, then negotiations will be terminated with that Proposer and the City will enter negotiations with the next highest ranked Proposer until an agreement is reached or an impasse is declared.

PRICING TABLE**IMPLEMENTATION SERVICE COST**

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

Line Item	Description	Unit of Measure	Unit Cost
1	Set Up and Implementation Fee	Lump Sum	

STATEMENT PROCESSING FEES

Line Item	Description	Unit of Measure	Unit Cost
2	First Page: includes full data processing and laser printing, variable fonts, logos, customized messaging, folding, insertion and mailing	Per Page	
3	Laser Printed Static Backer Page (per cost covers back impression, static or variable)	Per Page	
4	Additional Page of Multiple Documents	Per Page	

GENERIC MATERIALS FEES

Line Item	Description	Unit of Measure	Unit Cost
5	8.5" x 11", plain white, 24 lb	Each	
6	#10 Double Window Mailing Envelope	Each	
7	#9 BRE Single Window Remittance Envelope	Each	

CUSTOM MATERIALS FEES

Line Item	Description	Unit of Measure	Unit Cost
8	8.5" X 11", 24lb with a tear off stub. Stock contains 2 color front, and 1 color back	Each	

SERVICE FEES

Line Item	Description	Unit of Measure	Unit Cost
9	Intelligent Insertion of Statements	Per Statement	
10	Machine Insertion of Inserts	Per Insert	
11	Hand Insertion	Per Hour	
12	Statement Consolidating or “Householding” file	Per Billing	
13	Custom Programming (after initial client set-up)	Per Hour	
14	Modifications only	Per Modification	
15	Flat mailings in 9” X 12” envelopes (includes envelopes and special handling)	Each	
16	NCOA	Each	
17	Highlight Color	Per Impression	

MISCELLANEOUS FEES

Line Item	Description	Unit of Measure	Unit Cost
18	Processing time for delivery from BMU to Aurora Post Offices	Per Hour	
19	Insert turn-around – final draft approval to ready for inserting	Per Day	

EXAMPLE PRICING

See Attachment A & B

Line Item	Description	Unit of Measure	Unit Cost
A	Attachment A as an insert. Printing costs only. 48,000, full page, black ink only, double-sided	Lump Sum	
B	Attachment B as an insert. Printing costs only. 48,000, 1/3rd cut sheet, full-color ink, single-sided	Lump Sum	

YEAR 2 COST

First Optional Year

Line Item	Description	Unit of Measure	Percentage
20	Maximum Percentage Cost Increase Year 2	Total	

YEAR 3 COST

Second Optional Year

Line Item	Description	Unit of Measure	Percentage
21	Maximum Percentage Cost Increase Year 3	Total	

YEAR 4 COST

Third Optional Year

Line Item	Description	Unit of Measure	Percentage
22	Maximum Percentage Cost Increase Year 4	Total	

EVALUATION CRITERIA

No.	Evaluation Criteria	Scoring Method	Weight (Points)
1.	Organization, Personnel, and Staffing Brief description of all key personnel to be involved and their relationship to the services to be provided. ● Include names, titles, licenses, certificates, fields of expertise, and relevant state and local area experience for all proposed personnel and staff. ● Identify the Project Manager for the proposed services. ○ Ability to provide individualized account specialist ● Customer service quality, time and support team knowledge	Points Based	25 <i>(25% of Total)</i>
2.	Firm Qualifications, Experience, and References The firm's qualifications to perform the project work. Based on past relevant experience, including: ● Quality and depth of references ● Vendor experience in assisting organizations similar to City of Aurora, with similar projects, similar in size (population) ● Municipal/Government Agency References (minimum of three) ●	Points Based	30 <i>(30% of Total)</i>

3.	Project Approach The firm's understanding of the project's requirements and documents a logical technical approach to the project scope of work. Included a general work plan as well as the proposed approach to undertaking the scope of work described earlier in this RFP. Provided a detailed project schedule that illustrates the duration of each task. • Ease of file transfer process – may require vendor demonstration • Ability to interface with current utility billing software provider • Ability to work with lockbox provider to ensure proper handling of invoice upon receipt of payments • Attention to internal controls which will ensure invoice accuracy • Ability to comply with all USPS rules, regulations, and NCOA programs	Points Based	25 (25% of Total)
4.	Cost Proposal The pricing component shall be uploaded electronically in the Pricing Table Section. This section will be reviewed last. Pricing shall not be mentioned anywhere in the body of the proposal. <i>Please note that pricing is only a portion of the evaluation criteria for award</i> • Total project cost, which includes all materials • Professional fees and expenses Fee will be a contributing, not deciding factor in the rankings. Cost savings to the City will also be a contributing factor. The City will enter into negotiations based on their submitted Fee Proposal with the highest ranked Proposer to finalize a contract for the project. If a contract cannot be successfully negotiated with the highest ranked Proposer, then negotiations will be terminated with that Proposer and the City will enter negotiations with the next highest ranked Proposer until an agreement is reached or an impasse is declared.	Points Based	20 (20% of Total)

VENDOR SUBMISSIONS

1. Technical Proposal*

See Submittal Content Section for more information.

Pricing shall not be mentioned anywhere in the body of the Technical Proposal.

*Response required

2. Contact Information*

Please download the below documents, complete, and upload.

- [COA Contact Information.docx](#)

*Response required

3. References*

Sufficient references of all like public and/or private agencies must be presented below. Listing must include company name, contact person, telephone number and date purchased. All Proposers, as a condition of and prior to entry into a contract, agree that a complete background investigation of the principals of the Proposer and all employees who will work on the project may be made. Proposers agree to cooperate with the appropriate City of Aurora personnel to supply all information necessary to complete these investigations. The City of Aurora in its complete discretion may disqualify any Proposer, including low Proposer, and may void any contract previously entered into based on its background investigation.

*Response required

4. Sub-Contractor List

Please provide the following information for each subcontractor:

Company:

Address:

City, State, Zip:

Phone Number:

Contact Person:

5. Eligibility*

By signing this Proposal, the Proposer hereby certifies that they are not barred from bidding on this Proposal as a result of a violation of Article 33E, Public Bids of the Illinois Criminal Code of 1961, as amended (Illinois Compiled Statutes, 720 ILCS 5/33E-1).

☐ Please confirm

*Response required

6. Proposer's Certification*

I/We hereby certify that:

- A. A complete set of proposal papers, as intended, has been received, and that I/We will abide by the contents and/or information received and/or contained herein.
- B. I/We have not entered into any collusion or other unethical practices with any person, firm, or employee of the City which would in any way be construed as unethical business practice.
- C. I/We have adopted a written sexual harassment policy which is in accordance with the requirements of Federal, State and local laws, regulations and policies and further certify that I/We are also in compliance with all equal employment practice requirements contained in Public Act 87-1257 (effective July 1, 1993) and 775 ILCS 5/2-105 (A).
- D. I/We operate a drug free environment and drugs are not allowed in the workplace or satellite locations as well as City of Aurora sites in accordance with the Drug Free Workplace Act of January, 1992.
- E. The Proposer is not barred from bidding on the Project, or entering into this contract as a result of a violation of either Section 33E-3 or 33E-4 of the Illinois Criminal Code, or any similar offense of "bid rigging" or "bid rotating" of any state or the United States.
- F. I/We will abide by all other Federal, State and local codes, rules, regulations, ordinances and statutes.

☐ Please confirm

*Response required

7. Proposer's Tax Certification*

The Proposer's Executing Officer, being first duly sworn on oath, deposes and states that all statements made herein are made on behalf of the Proposer, that this despondent is authorized to make them and that the statements contained herein are true and correct.

Proposer deposes, states and certifies that Proposer is not barred from contracting with any unit of local government in the State of Illinois as result of a delinquency in payment of any tax administered by the Illinois Department of Revenue unless Proposer is contesting, in accordance with the procedures established by the appropriate statute, its liability for the tax or the amount of the tax, all as provided for in accordance with 65 ILCS 5/11-42.1-1.

☐ Please confirm

*Response required

8. Additional Information

undefined #25-123

Title: RFP: Utility Invoice Production and Distribution Services

UTILITY INVOICE

Account #: 31-26-
Name: 826 TERRACE LAKE LLC
Service At: 1112 PIN- CT
Bill Date: 06/10/2025

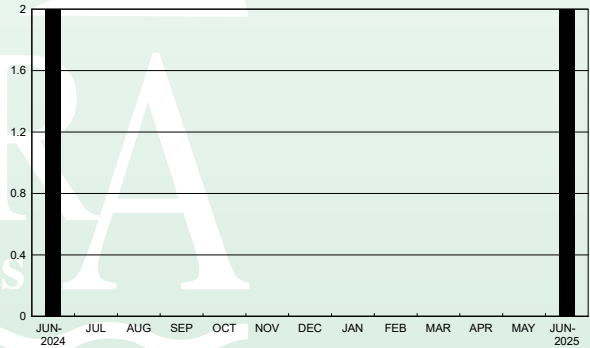
Rate Class: Residential
Bill Type: CYCLE BILL
Cycle/Route: 75-01
Due Date: 07/01/2025

Meter #	Service Period	No. of Days	Previous Read	Current Read	Usage
0080415136	05/10/25 to 05/30/25	20	628	630	2 CCF

Previous Balance	\$27.90
Last Payment Amount	\$0.00
Adjustment	(\$27.90)
Balance Forward	\$0.00

1 CCF = 748 Gallons

EPA-MANDATED LONG-TERM CONTROL PLAN 05/10/25 - 06/30/25	\$4.97
WATER AVAILABILITY	\$7.02
STORMWATER MGMT FEE	\$2.30
WATER CONSUMPTION	\$13.20
TOTAL CURRENT CHARGES	\$27.49



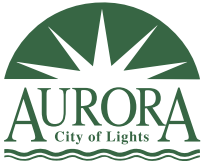
Balance Forward	\$0.00
Total Current Charges	\$27.49
Due Date for Current Charges only	07/01/2025
TOTAL AMOUNT DUE	\$27.49

AMOUNT DUE AFTER 07/01/2025 \$30.24

Now Available: The 2024 Water Quality Report is available electronically at
<https://www.aurora.il.us/2024WaterQualityEnglish> Una version en Espanol tambien esta disponible en
<https://www.aurora.il.us/2024WaterQualitySpanish> If you would like to receive a paper copy of the report mailed to your home, please call 630-256-3250.

Please See Reverse For Additional Billing Information

Return This Remittance Stub With Your Check Made Payable To The City Of Aurora



City of Aurora
 44 East Downer Place
 Aurora, IL 60507

630-256-3600 • 630-256-3609 FAX

Office Hours: Monday - Friday 8 a.m. to 5 p.m.

ACCOUNT NUMBER:

31-26-

TOTAL AMOUNT DUE:**\$27.49**

AMOUNT DUE AFTER 07/01/2025

\$30.24

PAYMENT ENCLOSED:**SERVICE AT:** 1112 PIN- CT

AUR0610A
 2000000002 1/2

826 TERRACE LAKE LLC
 C/O CONSERVICE
 PO BOX 4697
 LOGAN, UT 84323



CITY OF AURORA
 PO BOX 2697
 AURORA, IL 60507-2697

00031-000026-000000027496

UTILITY INVOICE

[3/5]

Account #: 26-26
Name: LEASING & MANAGEMENT COMPANY
Service At: 511 PARKER AV
Bill Date: 06/06/25

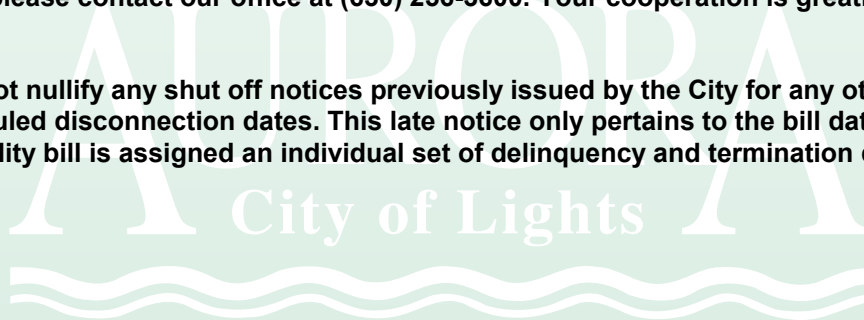
Cycle/Route:

40-01

PAST DUE

Our records indicate that your utility account is now past due. If you have sent your payment, you should disregard this notice. If not, please make your payment now. Should you have any questions regarding your utility bill, please contact our office at (630) 256-3600. Your cooperation is greatly appreciated.

This notice does not nullify any shut off notices previously issued by the City for any other past due amounts or already scheduled disconnection dates. This late notice only pertains to the bill date listed below. Each utility bill is assigned an individual set of delinquency and termination dates.



LAST BILL DATE

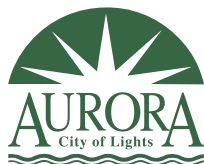
05/06/25

TOTAL AMOUNT DUE

\$90.45

Please See Reverse For Additional Billing Information

Return This Remittance Stub With Your Check Made Payable To The City Of Aurora



City of Aurora
 44 East Downer Place
 Aurora, IL 60507

630-256-3600 • 630-256-3609 FAX
Office Hours: Monday - Friday 8 a.m. to 5 p.m.

ACCOUNT NUMBER:

26-26

TOTAL AMOUNT PAST DUE:

\$90.45

PAYMENT ENCLOSED:

SERVICE AT: 511 PARKER AV

AUL0606A
 2000000003 1/3

LEASING & MANAGEMENT COMPANY
 LANDLORD NOTIFICATION
 5618 N MILWAUKEE AV
 CHICAGO, IL 60646



CITY OF AURORA
 PO BOX 2697
 AURORA, IL 60507-2697

00026-26000026-2600000090452

Account #: 31-35
Name: C.H.A.D.
Service At: 1658 BLACKWELL LN
Bill Date: 06/06/25

Cycle/Route: 85-01

SHUT OFF NOTICE

Our records indicate that your utility account is delinquent. Your water service is scheduled for shut off on or after the date listed below. If your payment has been sent, you should disregard this notice. If not, please make arrangements for payment to be made now. If full payment is not received in our office prior to the scheduled disconnection date, your water service will be terminated. You must then pay the full balance of your utility account and a reconnection fee before your water service can be restored. Your cooperation in this matter is greatly appreciated.

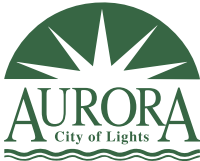
This notice does not nullify any shut off notices previously issued by the City for any other past due amounts or already scheduled disconnection dates. If you have other past due utility bills, your water service may be terminated before the disconnection date listed on this notice. Each utility bill is assigned an individual set of delinquency and termination dates. If you have any questions regarding your utility account, please contact our office at (630) 256-3600.

SCHEDULED SHUT OFF DATE 06/20/25

TOTAL AMOUNT DUE \$228.39

Please See Reverse For Additional Billing Information

Return This Remittance Stub With Your Check Made Payable To The City Of Aurora



City of Aurora
44 East Downer Place
Aurora, IL 60507

630-256-3600 • 630-256-3609 FAX
Office Hours: Monday - Friday 8 a.m. to 5 p.m.

ACCOUNT NUMBER: 31-35
TOTAL AMOUNT PAST DUE: \$228.39
SCHEDULED SHUT OFF DATE: 06/20/25
PAYMENT ENCLOSED:

SERVICE AT: 1658 BLACKWELL LN

AUL0606A
2000000012 3/3

C.H.A.D.
LANDLORD NOTIFICATION
531 E ROOSEVELT RD STE 200
WHEATON, IL 60187

CITY OF AURORA
PO BOX 2697
AURORA, IL 60507-2697

00031-000035-000000228395



QUESTION & ANSWER REPORT
RFP No. 25-123
RFP: Utility Invoice Production and Distribution Services

RESPONSE DEADLINE: July 9, 2025 at 11:00 am

Wednesday, July 2, 2025

Approved, Unanswered Questions

37. Incumbent Vendor

Jul 1, 2025 6:31 AM

Question: 11. Is there an incumbent for this contract? If there is, can you tell us who the incumbent is? Can you share the rates you are currently being charged?

Jul 1, 2025 6:31 AM

Approved, Answers Provided

1. No subject

Jun 30, 2025 3:43 AM

Question: Will the vendor be required to integrate with any other City systems beyond NaviLine?

Jun 30, 2025 3:43 AM

Answered: No

Jul 1, 2025 11:36 AM

2. No subject

Jun 30, 2025 3:44 AM

Question: Are there any milestones or phases for implementation before full production begins?

Jun 30, 2025 3:44 AM

QUESTION & ANSWER REPORT

RFP No. 25-123

RFP: Utility Invoice Production and Distribution Services

Answered : As with any project, there is an implementation timeframe established immediately. Vendor will have to be fully operational before the end of our contract which is 9/30/2025.

Jul 1, 2025 11:36 AM

3. Clarification on RFP Eligibility Based on Relevant Experience

Jun 30, 2025 3:52 AM

Question: We have similar experience in utility (electricity bill) invoice production and distribution for a state government in India. Please confirm whether this experience makes us eligible to submit a proposal for this opportunity.

Jun 30, 2025 3:52 AM

Answered: You are not disqualified from submitting a proposal. In your proposal, please provide a narrative describing your qualifications.

Jul 1, 2025 11:36 AM

4. No subject

Jun 27, 2025 10:24 AM

Question: There is a section in the RFP document that requests we download the "COA_Contact_Information.docx" by downloading the document, completing it and including it with our submission. When I follow the link though, it is broken. Can the document be uploaded directly to Bonfire so it is more accessible?

Jun 27, 2025 10:24 AM

Answered : When submitting the response through OpenGov in the Vendor Questionnaire Section, the contact information doc is available for download.

Jul 1, 2025 11:36 AM

5. Delivery Centre

Jun 30, 2025 11:27 PM

Question: Our delivery centre is based in India, and our company is incorporated in Texas. Kindly confirm whether delivery of services from an offshore location would be acceptable.

Jun 30, 2025 11:27 PM

Answered: It is critical that timely delivery is performed for all mailings.

Jul 2, 2025 12:57 PM

QUESTION & ANSWER REPORT

RFP No. 25-123

RFP: Utility Invoice Production and Distribution Services

6. No subject

Jun 30, 2025 11:43 PM

Question: 1. Lockbox Services: Could the City elaborate on the scope of the lockbox service currently used for processing mailed-in payments? Specifically, what role does the invoice production vendor play in coordination with the lockbox provider?

Jun 30, 2025 11:43 PM

Answered: Please see sample invoice. The remittance is scanned by lockbox provider to be able to recognize the account number to apply the payment to.

Jul 2, 2025 12:57 PM

7. No subject

Jun 30, 2025 11:43 PM

Question: 2. Current Vendor: Who is the City's current service provider for utility invoice production and distribution?

Jun 30, 2025 11:43 PM

Answered : Infosend

Jul 2, 2025 12:57 PM

8. No subject

Jun 30, 2025 11:43 PM

Question: 3. Existing Pricing: Is the City able to share the current pricing or rate structure provided by the existing vendor?

Jun 30, 2025 11:43 PM

Answered : US postal rates Data process/print/mail prep \$0.065 8.5 x 11 form \$0.018 #10 double window envelope \$0.026 9x12 flat envelope \$0.25 #9 return envelope \$0.023 Highlight color \$0.002 Multipage mail piece \$0.25 Address update (NCOA updates) \$0.35

Jul 2, 2025 12:57 PM

9. No subject

Jun 30, 2025 11:44 PM

Question: 4. Billing Volume Variability: Does the City anticipate any significant fluctuations in utility bill volumes over the contract term, such as seasonal spikes or projected growth in the customer base?

Jun 30, 2025 11:44 PM

QUESTION & ANSWER REPORT

RFP No. 25-123

RFP: Utility Invoice Production and Distribution Services

Answered : No significant fluctuations anticipated. Average annual customer base growth since 2015 is 195.

Jul 2, 2025 12:57 PM

10. No subject

Jun 30, 2025 11:44 PM

Question: 5. Data File Format: Can the City provide details on the format and structure of the data files received from Central Square NaviLine? A sample file—including key data fields used for printed bills—would be greatly appreciated.

Jun 30, 2025 11:44 PM

Answered : No sample data file is currently available. Please see sample invoice for standard fields that would be populated.

Jul 2, 2025 12:57 PM

11. No subject

Jun 30, 2025 11:44 PM

Question: 6. Bill Design Approval Process: What is the City's process for reviewing and approving bill designs? How many rounds of revision are typically expected during initial setup?

Jun 30, 2025 11:44 PM

Answered : There is no specific process or expected number of rounds of revision.

Jul 2, 2025 12:57 PM

12. No subject

Jun 30, 2025 11:44 PM

Question: 7. Sample Materials Request: Could the City provide samples of the following materials to help vendors align with existing branding and print expectations? a. #10 mailing envelope b. #9 return envelope c. Common inserts (e.g., buck slips, lift notes, informational flyers)

Jun 30, 2025 11:44 PM

Answered : No samples available at this time.

Jul 2, 2025 12:57 PM

13. No subject

Jun 30, 2025 11:44 PM

QUESTION & ANSWER REPORT

RFP No. 25-123

RFP: Utility Invoice Production and Distribution Services

Question: 8. Performance Metrics: What key performance indicators (KPIs) will be used to evaluate the vendor's performance (e.g., timeliness, accuracy, customer satisfaction metrics)?

Jun 30, 2025 11:44 PM

Answered : Please see selection criteria and evaluation criteria.

Jul 2, 2025 12:57 PM

14. No subject

Jun 30, 2025 11:45 PM

Question: 9. Additional Services or Costs: Are there any additional services the City anticipates that should be factored into the pricing—such as rush orders, special mailings, or ad hoc print requests?

Jun 30, 2025 11:45 PM

Answered : No. No rush orders. Need ability to add bill messages at no additional cost. Bill inserts, special mailings, ad hoc print requests need to be available by submitting a request for quote for that job.

Jul 2, 2025 12:57 PM

15. No subject

Jun 30, 2025 11:45 PM

Question: 10. Special Billing Needs: Are there unique billing requirements to consider—such as bilingual bill formats, large-print options, or specialized messaging for delinquent accounts?

Jun 30, 2025 11:45 PM

Answered : Please see sample delinquent notices. At this time we do not have a bilingual requirements

Jul 2, 2025 12:57 PM

16. No subject

Jun 30, 2025 11:45 PM

Question: 11. Billing Cycle Details: How many billing cycles does the City operate, and what are the start/end dates for each?

Jun 30, 2025 11:45 PM

Answered : Bi-monthly, bills are released on Tuesdays.

Jul 2, 2025 12:57 PM

17. No subject

QUESTION & ANSWER REPORT

RFP No. 25-123

RFP: Utility Invoice Production and Distribution Services

Jun 30, 2025 11:45 PM

Question: 12. Annual or Semiannual Billing: Does the City issue any annual or semiannual bills in addition to the bi-monthly invoices?

Jun 30, 2025 11:45 PM

Answered : Yes. We have less than 10 that are billed at the beginning of the year. There is not a separate file for these bills, they are submitted in the same file as our bi-monthly bills.

Jul 2, 2025 12:57 PM

18. No subject

Jun 30, 2025 11:45 PM

Question: 13. Data Modifications Timeline: If City staff need to make last-minute changes to billing data or formatting, how much lead time will the vendor be given to implement these changes?

Jun 30, 2025 11:45 PM

Answered : There will be no changes to billing data once the file has been submitted for printing. No formatting changes, only bill messages that may be need to be implemented with same day notice.

Jul 2, 2025 12:57 PM

19. No subject

Jun 30, 2025 11:46 PM

Question: 14. Multiple Meters per Account: Are there customer accounts that contain multiple meters? If so, how is this data reflected in the billing file?

Jun 30, 2025 11:46 PM

Answered : Yes. One bill is produced with the consumption data for each meter.

Jul 2, 2025 12:57 PM

20. No subject

Jun 30, 2025 11:46 PM

Question: 15. Budget Guidance: Does the City have a defined budget range for this project? Are there any cost-saving strategies or efficiencies the City would like vendors to prioritize?

Jun 30, 2025 11:46 PM

Answered : The budget for this project is not available.

Jul 2, 2025 12:57 PM

21. No subject

Jun 30, 2025 11:46 PM

Question: 16. Holiday and Peak Period Scheduling: Is there a defined timeline or production schedule around holidays or peak billing periods that vendors should account for?

Jun 30, 2025 11:46 PM

Answered : To accommodate a holiday, the bills may fluctuate the day before or the day after. Bills are typically generated on Tuesdays.

Jul 2, 2025 12:57 PM

22. No subject

Jun 30, 2025 11:46 PM

Question: 17. Service Level Enforcement: Are there any penalties, deductions, or service credits in place for missed deadlines or failure to meet agreed timelines?

Jun 30, 2025 11:46 PM

Answered : Not currently.

Jul 2, 2025 12:57 PM

23. No subject

Jun 30, 2025 11:46 PM

Question: 18. Address Management: Does the City require the vendor to conduct address validation and National Change of Address (NCOA) processing?

Jun 30, 2025 11:46 PM

Answered : Yes

Jul 2, 2025 12:57 PM

24. No subject

Jun 30, 2025 11:47 PM

Question: 19. Pricing Benchmarking: How does the City assess or benchmark vendor pricing to ensure alignment with industry standards for similar services?

Jun 30, 2025 11:47 PM

Answered : The City has an evaluation team that will review all aspects of the proposals with the pricing being a factor.

Jul 2, 2025 12:57 PM

25. No subject

Jun 30, 2025 11:47 PM

Question: 20. MBE/WBE Participation: Has the City historically engaged MBE/WBE subcontractors for similar printing or mailing services?

Jun 30, 2025 11:47 PM

Answered : MBE/WBE contractors are encouraged to participate in City of Aurora opportunities.

Jul 2, 2025 12:57 PM

26. No subject

Jun 30, 2025 11:47 PM

Question: 21. Postage Reconciliation: What is the City's process for prepayment and reconciliation of postage expenses?

Jun 30, 2025 11:47 PM

Answered : The proposer will bill the City for the postage. The City will not use a CAPS account. The Vendor pays the postage expense and provides cost at time of file processing. Vendor bills the City monthly for printing and postage for the files submitted for the month.

Jul 2, 2025 12:57 PM

27. No subject

Jun 30, 2025 11:47 PM

Question: 22. Consolidated Billing: Does the City issue one bill per service address, or are consolidated bills for multiple addresses ever required?

Jun 30, 2025 11:47 PM

Answered : The City issues one bill per service address. Customers with multiple service addresses but one billing address are mailed together.

Jul 2, 2025 12:57 PM

28. No subject

Jun 30, 2025 11:47 PM

Question: 23. Branding Requirements: Are there specific templates, fonts, logos, or branding guidelines that vendors must follow when producing bills and notices?

Jun 30, 2025 11:47 PM

QUESTION & ANSWER REPORT

RFP No. 25-123

RFP: Utility Invoice Production and Distribution Services

Answered : See sample invoice and delinquent notices.

Jul 2, 2025 12:57 PM

29. No subject

Jun 30, 2025 11:48 PM

Question: 24. Known Challenges: Are there specific challenges, inefficiencies, or pain points in the current billing process that the City would like the new vendor to address?

Jun 30, 2025 11:48 PM

Answered : No

Jul 2, 2025 12:57 PM

31. No subject

Jun 30, 2025 11:48 PM

Question: 26. E-Billing Customers: How many customers currently receive e-bills? The RFP states that the City flags e-billing customers in the data file—should vendors omit printing/mailing for these accounts based on that flag?

Jun 30, 2025 11:48 PM

Answered : There are approximately 4,500 customers who receive e-bills only. Yes, vendors should omit printing/mailing these accounts. However, a pdf of the bill should be generated.

Jul 2, 2025 12:57 PM

32. No subject

Jun 30, 2025 11:48 PM

Question: 27. Autopay Customers: How many utility customers are currently enrolled in automatic payments (Autopay), and are their statements treated any differently?

Jun 30, 2025 11:48 PM

Answered : Approximately 10,000 customers on Autopay. There is a flag in the file that indicates those customers and remittance portion of the bill should be presented as: TOTAL AUTO PAY AMOUNT: \$xxx.xx PAYMENT ENCLOSED: DO NOT PAY

Jul 2, 2025 12:57 PM

33. No subject

Jun 30, 2025 11:48 PM

QUESTION & ANSWER REPORT

RFP No. 25-123

RFP: Utility Invoice Production and Distribution Services

Question: 28. Statement Archival: What is the required retention or archival period for printed or digital copies of utility statements?

Jun 30, 2025 11:48 PM

Answered : Retention should be 2 years minimum, preferably 5 years

Jul 2, 2025 12:57 PM

34. No subject

Jun 30, 2025 11:49 PM

Question: 29. Customization & Programming: Could the City elaborate on the expected scope of "custom programming"? Does this include recurring format updates, scripting for insert logic, or portal integrations?

Jun 30, 2025 11:49 PM

Answered : If during the term of the contract the City's current utility billing software (Central Square NaviLine) changes the output of the data and a custom program is needed to accommodate the changes so that the bill file can be read and processed by the vendor. May include format updates, scripting for insert logic, portal integrations and/or other programming.

Jul 2, 2025 12:57 PM

35. No subject

Jun 30, 2025 11:49 PM

Question: 30. Training Requirements: How many City staff members will require training during implementation, and what training topics should be covered?

Jun 30, 2025 11:49 PM

Answered : 5-6 staff members. All topics should be covered in the training. For example: how to upload file, how to approve file, how to enter bill messages, how to request a quote for bill inserts, etc.

Jul 2, 2025 12:57 PM

36. No subject

Jun 30, 2025 11:55 PM

Question: Is the current vendor using Snap Pack printing for bill production?

Jun 30, 2025 11:55 PM

Answered : This is unknown

Jul 2, 2025 12:57 PM