

## Appendix C - Bill Print, Insert, and Mail Requirements

To be returned as part of the technical proposal. Proposer shall respond to all columns marked with an "\*" at a minimum and is encouraged to respond to all requirements.

If the listed requirement or question is something your organization can provide or answer "Yes" to, please check the "yes" column. **The vendor is expected to describe how they will meet each requirement that is answered "Yes"**. If your organization cannot meet the requirement, check the "No" Column. Proposers are encouraged to provide an alternative solution if they feel it meets the intent of the minimum requirement and should provide supporting information for that specific item in an appendix. The symbol used to identify each appendix (i.e., "A", or "1") should be inserted into the "No" column to indicate that an alternative solution has been proposed. The City of Cleveland reserves the right to either reject or accept the alternative solution at the City's sole discretion.

### General Company Requirements

The vendor shall be an established Bill Print vendor with experience in the Water and Electric Utility industry, and must provide a full range of Bill Print and Mailing services.

	Requirement	Yes	No	Description
*	1. Vendor's main business function is bill/statement printing and mailing			
*	2. Vendor has more than 5 years' experience printing water and electric or sewer bills			
*	3. Vendor has experience with 5 or more water and electric utilities			
*	4. Do you sub-contract any of the following out to other companies or business partners? (if yes, and they are included as part of your proposal, please include the company in your response) Design services Artwork			

	Requirement	Yes	No	Description
	Programming services Printing services (e.g. bill templates, inserts) Storage of forms (if applicable) Bill production Bill stuffing Pre-sorting Bill presentment Bill payment Other (please describe)			
*	5. Describe the facility that will provide services for DPU			
*	6. Are the following functions performed from this facility: <ol style="list-style-type: none"> <li>a. Design Services</li> <li>b. Artwork</li> <li>c. Programming Services</li> <li>d. Printing Services (e.g. bill templates, inserts)</li> <li>e. Storage of forms</li> <li>f. Bill Production</li> <li>g. Bill Stuffing</li> <li>h. Pre-Sorting</li> <li>i. Other (please specify)</li> </ol>			
*	7. Does a back-up facility exist? If yes, please describe			
*	8. Do you provide climate controlled storage of forms, envelopes, remittance envelopes, and inserts?			

## BILL LAYOUT/PRESENTATION

The vendor shall be able to support multiple bill layouts, and be flexible enough to make layout changes as business changes.

	Requirement	Yes	No	Description
*	1. Capability to receive multiple files daily (in multiple formats), and print each in a unique bill format.			
*	2. Vendor should be ability to closely match the current bill layout for CWD, CPP, and NEORS D.			
*	3. Vendor should have the ability to print black & white, single color, or multiple colors			
*	4. Vendor should have the ability to produce charts, graphs, or other graphics commonly used on Utility bills			
*	5. Vendor must be able to exactly meet scan-line requirements on the remittance stub of all bill formats.			
*	6. Vendor must be able to print barcode for use by DPU's cashiering system.			
*	7. Vendor must be able to print selected lines or fields in bold type or different colored fonts.			
*	8. Vendor shall be able to accommodate bill stub specifications that will be required on certain documents (e.g., regular bill, reminder notices, etc.)			
*	9. Vendor must be able to handle bill messaging and marketing content and imagery. Please provide vendor capabilities for requirements in Appendix B (Marketing Content & Imagery) as it related to Bill			

	Requirement	Yes	No	Description
	Layout and presentation.			
*	10. Describe capability to design and configure the receipt of core data extract billing files			
*	11. Describe ability to receive billing or summary files in a flat file formation via a communication vehicle such as Internet FTP			
*	12. Describe ability to establish a series of data validation, balance reconciliation, and quality control applications using secure, automated, redundant and encrypted communication processes			
*	13. Describe capability to analyze billing data structures and build/test definition and extraction rules to load a bill presentment database			
*	14. Describe capability to develop data file parsing and extraction rules and routines from a raw data extract file			
*	15. Describe ability to establish a series of data validation, balance reconciliation and quality control applications using secure, automated, redundant and encrypted communication processes			

### Hardware/Software

The vendor shall possess the necessary hardware and software to meet the printing, inserting, and mailing requirements. The vendor shall have procedures in place for both disaster recovery, and hardware or software replacements or upgrades.

	Requirement	Yes	No	Description
	1. Please list the software products used to currently support the bill print, insert, and mail process			
	2. How long have you been using the software?			

Requirement	Yes	No	Description
3. Have you been through a version update of your software?			
* 4. Do you have procedures in place to minimize interruption for maintenance, upgrades, or replacement of your software? If yes, explain.			
* 5. Is your software PAVE certified?			
* 6. Is your software CASS certified? Please describe the process for address cleansing and specifically address what will be provided to report on addresses that have been corrected.			
7. Does your software support NCOA processing?			
8. Can NCOA address information be provided back to DPU in an automated fashion to assist DPU in maintaining up to date addresses?			
9. Can you determine if a piece of mail will be undeliverable, prior to mailing it? Can these addresses be provided back to DPU? Is there a cost associated with this?			
* 10. What hardware and equipment do you currently use to support bill print, insert, and mail processes?			
* 11. Do you have procedures in place to minimize interruption for hardware maintenance or replacement? If yes, please describe.			
* 12. Is the printing image resolution 600 DPI or better?			

	Requirement	Yes	No	Description
*	13. Vendor must have procedures in place in the event that a piece of equipment fails at the production location.			
*	14. Does the production location have equipment redundancy? If yes, please explain.			
*	15. Vendor must have a disaster recovery plan in place (e.g., flood, fire, extended power outage). Please provide details.			
	16. Describe warranties on your software and services.			
	17. Please provide a sample of an invoice DPU would receive from you for bill print, insert, and mailing services.			
*	18. Is your process SAS 70 Type II certified? If yes, please provide a copy of your most recent certification/audit.			

### Security/File Processing

The vendor shall keep DPU data secure.

	Requirement	Yes	No	Description
*	1. The vendor has security procedures in place for processing DPU data. If yes, please explain.			
*	2. The vendor has security precautions and procedures in place for storing DPU forms (if applicable), and hard copies of DPU bills.			

	Requirement	Yes	No	Description
*	3. The vendor has quality control procedures in place for processing DPU data, and producing DPU bills, up through delivery to USPS. If yes, please explain,			
*	4. The vendor has a secure method of transferring data files between DPU and the vendor. If yes, please explain. As part of your answer please specify how file transfer failure will be addressed and the method of choice for notification.			

### Messages and Inserts

The vendor shall provide functionality for selective inserting of up to 2 inserts, not including remittance envelope and bill, and robust messaging.

	Requirement	Yes	No	Description
*	1. The vendor will support selective inserting (specific customers receive a specific insert based on a value in the print stream data).			
	2. Do you provide tools for DPU to use to design inserts?			
	3. If previous answer was 'Yes', do you provide training on that tool?			
	4. Do you have a preference for the approach used to develop inserts (vendor designs, DPU uses vendor			

	Requirement	Yes	No	Description
	tool, DPU supplies inserts, eta)			
*	5. The vendor will support selective messaging (specific conditions in print data trigger specific bill messages)			
	6. Are there limits to sizes, weights, or other paper characteristics for inserts? If yes, please describe.			
	7. What is the lead time required for DPU provided pre-printed inserts			
	8. Do you provide design service for inserts? Please include description of pricing.			

### Letters/Notices

The vendor shall print and mail DPU letters that serve a variety of purposes and contain customer specific data that requires a local postmark.

	Requirement	Yes	No	Description
*	1. The vendor shall have the ability to receive multiple letter extract files daily along with bill print extract files			
*	2. The vendor must be able to print letters that contain variable data (amount due, address, etc.)			
*	3. Letters must be able to be printed either with or without a remittance stub, depending on the letter			

Requirement	Yes	No	Description
type.			
* 4. Letters must be able to go through the same sort, insert, and mail processing as bills.			

### Controls /Reporting/Quality Control

The vendor shall have processes in place to ensure all bills/letters are accounted for, and reconciliation can be done on a daily basis to prove no data and/or physical documents have been lost along the way.

Requirement	Yes	No	Description
* 1. The vendor must provide a process such that DPU can review bills and letters prior to printing			
* 2. The vendor must provide a process that will support DPU 'pulling bills' to prevent printing. If yes, please describe.			
* 3. The vendor must have a process for reporting daily production status with DPU. Please explain.			
* 4. Vendor must provide confirmation of receipt of any files sent by DPU.			
* 5. Please describe how production problems are communicated with DPU.			
* 6. Vendor must supply a daily control report that can be			

Requirement	Yes	No	Description
used to ensure that all records sent by DPU are accounted for. DPU should be able to use this for daily auditing – how many bills (letters) sent to vendor, how many suppressed by vendor, how many suppressed by DPU, how many bills sent to USPS for mailing.			

### Project Management/Client Support

Requirement	Yes	No	Description
* 1. Please describe your approach to managing a project such as this			
* 2. Please provide a sample implementation plan			
* 3. Please provide an organization chart describing the project team you supply. Describe roles and responsibilities for each person and identify if the resource will be full or part time.			
4. What roles do you recommend on the DPU side of the project			
5. Does the implementation project team consist of the same individuals that will be supporting DPU post implementation?			
* 6. What would be the estimated time, after contract signing, to transition to the vendor's services for Printing, Inserting, and Mailing bills?			
7. Please provide a sample of the invoice DPU would receive for project related services			
8. Once in Production, will you dedicate staff members to the DPU account?			

	Requirement	Yes	No	Description
*	9. Do you provide an account manager to the DPU account?			
*	10. Please provide titles, roles, and responsibilities of your staff that would be supporting DPU post go-live.			
*	11. What do you propose as the issue or problem escalation procedure? Please provide documentation.			
*	12. What are your business hours for support?			
*	13. Please discuss how you will provide and which are available on a 24/7 basis: <ul style="list-style-type: none"> <li>• account management</li> <li>• status reporting</li> <li>• contract management</li> <li>• audits</li> <li>• planning</li> <li>• setting priorities</li> <li>• problem reporting, logging, tracking, and resolution</li> <li>• service requests</li> </ul>			