

CITY OF PEORIA
NOTICE OF REQUEST FOR PROPOSALS:

UTILITY COLLECTION OF FEES SERVICES

3505 N. DRIES LANE

PEORIA, ILLINOIS

STATEMENTS DUE: 10:00 AM FRIDAY APRIL 20, 2018

The City of Peoria is requesting Proposals from Professional Service Vendors to assist the City in providing collection of fees services (lockbox services) for quarterly utility billing associated with approximately 46,800 City customer accounts. The utility billing will use three billing cycles, with approximately one-third of the 46,800 City customer accounts billed each month. The City of Peoria's Environmental Division will accept sealed proposals submitted to the Office of the City Stormwater Engineer, 3505 N Dries Lane, Peoria, Illinois, until 10:00 AM FRIDAY APRIL 20, 2018 for establishing a Contract with a qualified Vendor. A mandatory pre-submittal meeting will be held on FRIDAY APRIL 13, 2018 at 10:00 AM CENTRAL TIME at 3505 N Dries Lane, Peoria, Illinois.

Time is of the essence and any Statement of Interest and Qualifications received after the announced time and date for submittal, whether by mail or otherwise, will be rejected. Vendors are responsible for ensuring that the Engineering Administrative Assistant receives their Statements before the deadline indicated. Statements received after the announced time and date of receipt, by mail or otherwise, will be returned unopened. Vendors should submit **five (5) hard copies and one (1) additional electronic copy** of a Statement of Interest and Qualifications.

UTILITY COLLECTION OF FEES SERVICES

1.0 INTRODUCTION

The City's intention is to award a Contract for these services to the best-qualified Vendor. Each Vendor will be considered and ranked by a Selection Committee based upon the criteria listed herein. The City will then enter into negotiations with the top-ranked Vendor. The negotiations will be to establish a detailed scope of services and total cost for services. Should the top-ranked Vendor and the City of Peoria not be able to reach an agreement, the City will terminate negotiations with that Vendor and open negotiations with the second ranked Vendor.

This process does not obligate the City to award a Contract, or pay any cost incurred in the preparation of the Vendors responding to this request. The City reserves the right to accept or reject any or all Statements received as a result of this request. All information submitted in response to this request will become the property of the City.

Please be aware that it is the City's policy to not compensate a Vendor for any time or expenses incurred during the selection and negotiation processes.

Vendors may withdraw their proposals prior to the RFP closing by submitting a written request. No Vendor may withdraw their proposal for sixty (60) days after the RFP due date.

2.0 PROJECT DESCRIPTION

2.1 NEED, PURPOSE, AND OBJECTIVE

The City of Peoria is requesting Proposals from Professional Service Vendors to assist the City with fee collection services (lockbox services) for quarterly utility billing with approximately 46,800 customer accounts. The utility billing will use three billing cycles, with approximately one-third of the 46,800 City customer accounts billed each month.

The City will manage its customer account information using Tyler Technologies Munis software solution, which is hosted offsite and used to generate bills and receive payments. Late payment notices will be sent out with the quantity being determined by customer response. The envisioned schedule is subject to change and the Vendor must be able to adapt to such changes.

2.2 PROJECT COMPONENTS

2.2.1 GENERAL SCOPE OF SERVICES

The scope of services sought by the City of Peoria shall include the provision of all required labor, materials, equipment, and expertise related to receiving various forms of utility bill payments including cash, check, credit card, debit card, automated clearing house (ACH) and others as determined by the City. The City would like lockbox services at local stores. The Vendor should propose which stores and the cost for this service. The Vendor must provide software that will interface with, or a file that can be uploaded into, the City's Tyler Munis software daily, not including weekends and holidays. The information must include at a minimum: the customer number, account number, amount collected, type of payment and method of payment. The exact process and information required will be determined by the City once the Tyler software requirements are determined. Approximately 46,800 routine utility bills and an estimated 9,360 late payment notices will be mailed each quarter. The Vendor is also required to provide monthly reconciliation of the amounts collected and received and provide a report to the City. The Vendor is required to have a process to detect payment irregularities and provide a report to the City with the information.

Vendors' proposals must include unit costs for the estimated quantities indicated below.

2.2.2 MEETINGS AND REPORTS

An initial kick-off meeting and various Project meetings are required with City, Tyler, and consultant staff. Periodic reports to City staff on the progress of the Project are required

2.2.3 DELIVERABLE PRODUCTS

1. Daily, not including weekends and holidays, uploads or file sharing with the City's Tyler Munis software. The information in the file or to be uploaded includes at a minimum: the customer number, account number, amount collected, type of payment and method of payment.
2. The Vendor is also required to provide monthly reconciliation of the amounts collected and received and provide a report to the City.

2.2.4 PROVISIONS BY THE CITY OF PEORIA

The City of Peoria will provide the following information to the selected Vendor:

1. Account, customer, and other needed information from the Tyler Munis System.

2. Designation of a person from the City staff to act as the City’s representative with respect to the two-way flow of information and for the purposes of having direct access to staff’s knowledge base. Such person shall have the authority to transmit instructions, receive information, interpret and define existing City policy and decisions with respect to materials, equipment, and systems pertinent to the consultant services. However, the concurrence and authorization to begin any and all phases of this Project shall reside with the Director of Finance, the City Treasurer, the Director of Public Works, or other designated City staff.

2.3 EXPECTED PROBLEMS

Potential delays getting the Tyler system up and running could cause a delay in the start of the Project.

3.0 PROJECT SCHEDULE

Selection will be made according to the following table:

RFQs advertised	April 3- April 4, 2018
Mandatory Pre-submittal meeting at Public Works at 10:00 AM.....	April 13, 2018
Due date for Statement of Interest and Qualifications at 10:00 AM.....	April 20, 2018
Selection Committee meets and begins selection process.....	April 30, 2018
Committee informs highest ranked Vendor and begins negotiations.....	May 1, 2018
Contract submitted to Council Agenda process	May 8, 2018
City Council Meeting at which Contract is Recommended for Approval	May 22, 2018

It is anticipated that, after a Vendor is selected, the Contract will be active through July 1, 2019. If mutually agreed upon, the contract can be renewed on an annual basis for up to three renewals.

4.0 CONFLICT OF INTEREST

The City of Peoria procedures require Vendors to submit a disclosure statement with their Proposal. **Modified Form BDE DISC 2 Template shall be returned with the proposal.** The template is attached at the end of this document.

5.0 SUSPENSION AND DEBARMENT

Peoria will use System for Award Management (SAM) Exclusions, the CPO for the Department of Transportation, the CPO for Capital Development, the CPO for General Services, and the CPO for Institutions of higher learning website to verify suspensions and debarments actions to ensure the eligibility of Vendors short listed and selected for projects. The SAM exclusion website can be accessed at www.sam.gov. The CPO websites can be accessed through the Chief Procurement Office’s Illinois Procurement Gateway at <https://ipg.vendorreg.com>.

6.0 MANDATORY PRE-SUBMITTAL CONFERENCE

A questions and answers session will be held at a pre-submittal conference on Friday April 13, 2018 at 10:00 AM, in the Peoria Public Works Conference Room at 3505 N Dries Lane, Peoria. If you would like to call in, please contact Public Works Administrative Specialist Michelle Mahoney at 309-494-8800 or mmahoney@peoriagov.org forty-eight (48) hours in advance of the meeting to get call-in information. Please leave your name, company, email address and phone number.

7.0 CRITERIA FOR EVALUATION

Respondents are to submit a written Statement of Interest and Qualification which presents the Vendor’s qualifications and understanding of the work to be performed. Vendors interested in submitting should have recent specific experience with this type of work.

The submission should include a cover letter summarizing the Vendor's interest, commitment, unique qualifications and identifying key individuals that would be assigned to the Project. Also include the name, address, and phone number of a contact person responsible for and knowledgeable of the Submittal.

The Submittal should be as concise as possible. Additional, promotional information should be avoided. **Five (5) hard copies and one (1) additional electronic copy of the submittal will be required.** Proposals must be submitted in a sealed envelope marked **"Utility Collection of Fees Services"** in the lower left-hand corner. It is the sole responsibility of respondents to the Request for Proposals to deliver the Proposal by the stated deadline. Each Proposal must be submitted with all required documentation. In the event the Vendor recommends items different than what is listed in this Proposal, the Vendor shall address all items in the Proposal and shall provide alternate services descriptions and prices that are clearly labeled as alternate services.

Vendors should address the following criteria in their response:

A) Project Approach

- a. Describe your understanding of the Project, the element(s), and goals of the Project
- b. Describe your documentation and procedures as they apply to this Project
- c. Describe how you will meet the Project deadlines
- d. Describe what local stores the Vendor will partner with to provide lockbox services and the cost for those services
- e. Describe the process to detect payment irregularities and provide information to the City
- f. Describe your identity theft protection procedures to safeguard City customer information

B) Technical Qualifications:

- a. Detail the quality of the Vendor's:
 - i. Experience
 - ii. Facilities
 - iii. Staffing
 - iv. Equipment
 - v. Use of technology
 - vi. Ability to meet deadlines
 - vii. Other pertinent information
- b. Qualifications of individuals to be assigned to the Project
- c. Propose an indemnification plan for the City in the event of identity theft

C) Past performance:

- a. Quality of a recent Project of similar size and scope, preferably a municipal or utility Project
- b. Identify at least five (5) references (municipal and/or utility references preferred) for whom the Vendor has provided a similar scope of services as those identified in this RFP. Include agency name and address, scope of services, and contact information.

D) Services Cost Proposal:

- a. The Vendor must provide a comprehensive cost proposal that covers all costs associated with the printing and mailing services identified in this RFP, using the following schedule of estimated quantities:

Quantity	Unit	Description	Unit Price	Extended Price
1	Lump sum	Implementation	\$	\$
12	Monthly	Fee for utility bill collection services complete	\$	\$
12	Monthly	Estimate fee for supplies	\$	\$

E) Other:

- a. Ability to staff project locally
- a. Commitment to EEO goals
- b. Quality of the proposal

8.0 SELECTION PROCEDURE

The selection will be on the basis of the following:

- 1. Scored Statement of Interest and Qualification.
- 2. The City reserves the right to interview, if necessary, after reviewing the written submittals.

Each criterion in the evaluation will be ranked on a scale of 1 to 10, where 10 equals the highest ranking of submittals received. A rank of 10 for any criterion indicates the most qualified Vendor for that criterion. Each numerical ranking will be multiplied by the weighted value below. A total point value for each submittal will be determined by the composite evaluation of the Selection Committee. The Vendor with the highest overall point total will be ranked first.

<u>Criteria</u>	<u>Weight</u>	<u>Rank</u>	<u>Total</u>
Project Approach	20	10	200
Technical Qualifications	25	10	250
Past Performance	20	10	200
Services Cost Proposal	25	10	250
Other	10	10	100
Total Maximum Points			1,000

NOTE: Total Maximum Points Possible assumes that a Vendor receives a best rank of 10 on all criteria.

The City of Peoria intends to interview up to three Vendors for this Project if deemed necessary by the selection committee. The same criteria above will be used to evaluate the interviews.

The Selection Committee will determine the best qualified Vendor by consensus. The City reserves the right to waive all technicalities and to reject any or all Statements of Interest and Qualifications.

The City shall institute negotiations with the best-qualified Vendor per committee consensus. The City shall submit the proposed Contract, with negotiated rates, to the Peoria City Council for the Contract Award.

9.0 INVOICES AND PAYMENT

The Vendor shall submit invoices at the end of each calendar month; such statements shall be inclusive of a detailed breakdown of all charges incurred. The details shall indicate work item(s) completed, the unit price and the amount completed, total cost for each item and total cost per invoice. Any additional services shall have an agreed upon unit price.

Invoices shall be accompanied by progress reports. Invoices submitted without a progress report will be considered incomplete and deemed unpayable.

10.0 INSURANCE REQUIREMENTS

The successful Vendor shall obtain, at its own expense, all necessary insurance with regard to its fiduciary responsibility to the City of Peoria. Said Proposer shall indemnify and hold harmless the City of Peoria, its officials, officers, directors, employees, heirs and assigns from any and all actions, claims, demands or suits at law or equity for damages, costs, loss or other injury as a result of the Contract.

The City does not assume any liability for acts or omissions of Vendor and such liability rests solely with Vendor.

Vendor/Contractor's Insurance – The Vendor and all subcontractors shall secure and maintain such insurance policies as will protect the Vendor or subcontractors from claims for bodily injuries, death or property damage which may arise from operations under this Contract whether such operations be by Vendor or anyone employed by Vendor directly or indirectly. The following insurance policies are **required**:

Statutory Worker's Compensation

Comprehensive General Liability	
Combined Single Limit	\$1,000,000.00
Property Damage	\$1,000,000.00
Automobile Public Liability and Property Damage	
Combined Single Limit	\$1,000,000.00
Property Damage	\$1,000,000.00

Insurance Inclusions – The comprehensive general liability insurance shall include independent Vendors' protective liability, products and completed operations broad form property damage coverage. The completed operations and products liability shall be maintained for two years after final payment.

Contractual Liability – The insurance required above shall include contractual liability insurance coverage for the Vendor's obligations under the section below entitled, "Hold Harmless and Indemnification Agreement".

Certificates of Insurance – Certificates of insurance acceptable to the City indicating insurance required by the Contract is in force shall be filed with the City prior to Contract approval by the City. These certificates shall contain a provision that coverage afforded under the policies will not be canceled until at least thirty (30) days prior written notice has been given to the City.

11.0 PERMITS AND LICENSES

The selected Vendor shall be required to obtain all necessary permits and licenses to provide the services described herein and as required by the City.

12.0 TAXES

The City is exempt, by law, from paying state and city retailers occupation tax, state service occupation tax, state use tax and federal excise tax. The City will execute tax exemption certificates when required. The unit prices shall not include taxes.

13.0 DEFAULT

In case of default by the Vendor, the City will procure services from another source and hold the Vendor responsible for any excess cost incurred.

14.0 CANCELLATION

The City reserves the right to cancel the whole or any part of the Contract, if the Vendor fails to perform any of the provisions in the Contract or fails to complete the work on schedule. The cancellation notice will be delivered by certified mail. The City Manager may declare the Vendor an irresponsible Vendor which would disqualify the Vendor from doing business with the City for one year in accordance with City Ordinances Section 10-102.

15.0 AFFIRMATIVE ACTION REQUIREMENTS

"The Contractor/Vendor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual harassment, ancestry, national origin, place of birth, age or a physical or mental handicap which would not interfere with the efficient performance of the job in question. The Contractor/Vendor will take affirmative action to comply with the provision of this division and will require any subcontractor to submit to the City written commitment to comply with this division. The Contractor/Vendor will distribute copies of this commitment to all persons who participate in recruitment, screening, referral and selection of job applicants, prospective job applicants, member or prospective subcontractors."

"The Contractor/Vendor agrees that the provision of Division 4 of Article III of Chapter 17 of the Code of the City of Peoria is hereby incorporated by reference, as if set out verbatim."

16.0 EEO

To be awarded a Contract, all Suppliers, Vendors, and Contactors to the City of Peoria must be registered in the City of Peoria's Contract Compliance Program and have a current EEO Certification number. This program is unrelated to any State and Federal program.

The number is secured by completing and submitting, under notary seal, an Employer report form CC-1 (with required sexual harassment policy attached) to the City's Equal Opportunity Office. Please note that the Certificate of Compliance is valid for one year and must be renewed annually. The form may be request on-line from the City's website (www.peoriagov.org). Click on Department Focus, Equal Opportunity Office, Forms, then select "Employer Report" or "Renewal". The forms can also be obtained by writing or calling:

City of Peoria
Equal Opportunity Office
419 Fulton Street
Peoria, IL 61602
(309) 494-8530 Voice
(309) 494-8532 TTY

In accordance with Chapter 17 of the Peoria Municipal Code, a fifty-dollar (**\$50.00**) processing fee will be charged with each original submission of the Employer Report Form CC-1 that results in an approved certificate as well as the Annual Renewal Application. The only exception to payment of the processing fee is neighborhood associations.

Although all Vendors are encouraged to obtain Equal Employment Opportunity Certification, Vendors do not need an Equal Opportunity Certification to respond to a submittal. The EEO Certification Number is only required prior to the award of the contract.

EEO CERTIFICATION* (Check one):

_____ We are presently applying for the EEO Certification. Employer Report Form (Form CC-1) is completed and enclosed.

_____ Presently, we have the Employer Report Form (Form CC-1) on file with the City of Peoria, Office of Equal Opportunity and have a current Certificate of Compliance Number.

Certificate of Compliance Number: _____

**Please note there is a \$50.00 processing fee for new and renewal certification requests.*

17.0 EMPLOYEE/EMPLOYMENT RESTRICTIONS- THE CONSULTANT:

THE CONSULTANT, (hereinafter referred to as "SERVICE PROVIDER") agrees, as a condition of accepting this contract with the City of Peoria, that, for a period of one (1) year following completion of this contract, it shall be prohibited from hiring, directly or indirectly, any City employee or official who was involved, directly or indirectly in: (1) the selection and/or recommendation to select the SERVICE PROVIDER for performance of this contract; (2) coordinating the efforts of the SERVICE PROVIDER in the consummation or completion of this contract; or (3) monitoring or determining the performance of the SERVICE PROVIDER. The SERVICE PROVIDER further acknowledges and agrees that, upon the City's determination that a violation of this provision has occurred, the penalty imposed, at the sole discretion of the City, may include one or more of the following: (1) cancellation of any other contract(s) between the City of Peoria and the SERVICE PROVIDER; (2) disqualification of the SERVICE PROVIDER from bidding or being awarded future contracts with the City of Peoria for a period of two [2] years; and/or (3) payment of liquidated damages to the City of Peoria in the amount of TWENTY FIVE THOUSAND DOLLARS (\$25,000.00). *This does not apply to any City Employee involved in the 2011-12 reduction in force; nor does it apply to parties taking the Early Retirement Incentive offered by the City from November 1, 2011 through November 1, 2012.*

18.0 OMISSION OF SCOPE

Please indicate if you believe a major item(s) is (are) missing from scope of services outlined in RFP.

19.0 QUESTIONS

All information with regard to the Project is contained within the contents of this request. Questions or comments regarding the request or the process related to the request should be submitted via email to:

Andrea Klopfenstein, P.E.
Stormwater Engineer
City of Peoria
3505 N. Dries Lane
Peoria, IL 61604
Email: aklopfenstein@peoriagov.org