



ERIE COUNTY WATER AUTHORITY

INTEROFFICE MEMORANDUM

November 5, 2020

To: Jerome D. Schad, Chair
Mark S. Carney, Vice Chair
Peggy A. LaGree, Treasurer

From: Karen A. Prendergast, Chief Financial Officer

Subject: Service Contract for Billing, Printing and Mailing Services
PN 202000201

At the meeting of July 30, 2020, the Board authorized the issuance of a request for proposal (RFP) for printing and mailing of Authority water bills, postcards and other customer correspondence. The RFP was sent to twenty vendors – eleven of those vendors responded. Four additional vendors responded after reviewing the RFP on the website. A list of the vendors and respondents is attached.

A committee comprised of the Business Office Manager, Assistant Business Office Manager, and the Comptroller reviewed all responses and provided notes and analysis based on their ability to meet the requirements outlined in the RFP, cost, and experience. An analysis of the lowest three respondents is attached.

A resolution recommending the Authority enter into a professional service agreement with the lowest cost respondent, Level One, LLC was included in the October 27, 2020 meeting. Upon review of the proposed agreement, our ability to control the extensive use of sub-contractors would be limited, and not in the best interest of the Authority. At the October 27th meeting, I requested that the resolution be withdrawn to consider other vendors.

Matrix Imaging Solutions is our current vendor and their response is within \$1,500 of the second lowest respondent. Matrix has been a trusted partner for the past ten years and has provided excellent service. The cost to change vendors, including potential programming time and a four to six-week implementation process for a new vendor, far exceeds the cost difference between Matrix and the second-lowest respondent.

A resolution requesting approval and execution of a service agreement with Matrix Imaging Solutions is on the November 19, 2020 meeting for your consideration.

cc T. McCracken
M. Murphy
R. Stoll

RFP Billing, Printing and Mailing

<u>Vendors Sent Requests for Proposals</u>	<u>Response Rec'd (Y/N)</u>
Applied Business Systems	Y
Arista Information Systems (SEDC)	
BDS (Billing Document Specialists)	
Billing Pros	
Compu-Mail	
ENCO Utility Services	Y
Envelopes and Forms Inc (SureBill)	Y
FiServ	Y
Information Managements Solutions (IMS)	
Infosend	Y
Kubra	Y
Mailpros (PMSI)	
Matrix Imaging	Y
OSG Billing Services	Y
RR Donnelley	Y
Sebis Direct	Y
Smart Bill	
Towne Mailer	
Utilitec (Doxim)	
Zenger Group	Y
 <u>Additional Respondents</u>	
Level One	Y
Moonlight Mailing	Y
Professional Mail Services	Y
South Data	Y

**2020 Bill Presentation, Printing and Mailing Services RFP
Vendor Pricing Analysis**

***** REVISED TO REMOVE PDF PRICING COMPARISON *****

PER RFP Estimates Given		Level One		Sure Bill		Matrix Imaging	
Service	Est. Number of Documents						
Billings - Residential	700,000	\$0.08300	\$58,100.00	\$0.08000	\$56,000.00	\$0.090	\$63,000.00
	(Res & Commercial Total)						
Billings - Commercial							
Collection Notices	44,400	\$0.08300	\$3,685.20	\$0.08000	\$3,552.00	\$0.090	\$3,996.00
Post Cards	200,000	\$0.03900	\$7,800.00	\$0.08000	\$16,000.00	\$0.045	\$9,000.00
Customer Letters	55,000	\$0.06850	\$3,767.50	\$0.07000	\$3,850.00	\$0.090	\$4,950.00
Address Correction		included; no additional charge		included; no additional charge		.10 per change	
Programming Charges		\$125/hr.		\$125/hr. (2+ hrs. only; less than 2 hrs. - Free)		\$125/hr.	
Large Envelope		\$0.09000		\$0.25000		\$0.300	
Certified Mail		\$2.60000					
Inserts		\$0.02200 60,000		01 ea (if not printed by Sure Bill)			
Estimated Total for Base Services		\$73,352.70		\$79,402.00		\$80,946.00	

Pricing Notes:

Nothing noted about potential price increases during the contract period.

No changes to prices as quoted unless unforeseen inflation. If paper costs rise more than 5% SureBill will provide documentation of the increase and adjust prices accordingly.

Vendor may increase prices annually on the anniversary date of each SOW, based on an increase in the Consumer Price Index.

Vendor may revise products for pricing on a quarterly basis from the SOW date based upon the percentage change in the Uncoated Free Sheet Index, published by the Pulp and Paper Association.

NOTE: Removed PDF pricing comparison to opt for utilizing the Document Archiving and Retrieval System (DARS) offered in the proposal submitted by Matrix to eliminate the need for PDF images being sent back to the Authority.