

VIRGIN ISLANDS WATER & POWER AUTHORITY



REQUEST FOR PROPOSAL

UTILITY BILL PRINT AND MAIL SERVICES

PR-05-21

Date: September 15, 2020

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1 Introduction

- a. The Virgin Islands Water and Power Authority (“VIWAPA” or “Owner”) is seeking proposals from qualified Offerors for the provision of Utility Bill Printing, Inserting and Mailing, Electronic Bill Presentment, Consumables and related Professional Services. The Offeror provides staffing support to VIWAPA in performance of its responsibilities described in this Request for Proposal (“RFP”).
- b. This Request for Proposal (RFP) sets forth the requirements for the requested services and solicits a detailed, comprehensive response from Offerors to meet or exceed the requirements further described later in this RFP.
- c. The Offeror submitting the response to this RFP must accept full responsibility as the prime Offeror and disclose all subcontractors that Offeror will be relying on to assist in fulfilling its responsibilities under this project. If Offeror chooses to partner in order to offer a complete solution, the partners must explain their partnering business relationship and experience on similar projects.
- d. VIWAPA is seeking to outsource its current utility bill printing and mailing processes by contracting with an Offeror who can provide a more flexible and dynamic service for our customers.
- e. The proposed solution must provide a flexible mechanism to allow integration with other business applications. The Offeror must demonstrate the professional capability to assist VIWAPA in integrating its business processes across its organizational functions via this project.

1.1 Request for Proposal

You are invited by the Virgin Islands Water and Power Authority (herein after referred to as the “Authority”) to submit a proposal to provide Utility Bill Print and Mail services.

1.2 Proposal Submittal

Each Offeror shall fully conform in their Proposal to all existing conditions and limitations under which the project will be performed and shall include in its proposal a sum to cover all costs of all items necessary to perform the work as set forth in the Proposal Documents.

The Authority will receive electronic proposal from Offeror until the time specified in the cover letter accompanying this document. The Proposal Form (see Appendix A) must be submitted with your documents. The proposal must be submitted to contractservices@viwapa.vi. A cover letter must be included with your response. All proposals must be submitted by the date and time specified on the proposal cover letter, addressed to:

Delores Donovan
Contracts Administration Manager
Virgin Islands Water & Power Authority

9720 Estate Thomas
Al Cohen Plaza Office
St. Thomas, Virgin Islands 00802
contractservices@viwapa.vi

All proposals should be in strict accordance with the following:

- I. All Proposal responses shall adhere to the requirements of the Authority's RFP and the Authority's Professional General Contract Terms.
- II. Any exceptions or clarifications to the requirements stated in this RFP, especially to the Authority's Professional General Contract Terms, shall be listed and explained in the Offeror's proposal.
- III. The Offeror is required to submit a statement regarding its previous experience in performing comparable work, its business and technical organization, financial resources, and equipment available for use in performing the work.
- IV. No telegraphic proposal or telegraphic modifications of proposal will be considered.
- V. No misdirected proposal or proposal received after the time specified for receiving them will be considered.
- VI. Proposals shall adhere to the following conditions:
 1. Address the proposal to the owner at the email given in this section.
 2. Proposals shall bear the title of the project, the name of the Offeror, the date and time of the proposal opening.
 3. It is the responsibility of the Offeror to see that its proposal is received on time.

1.3 Instructions to Offerors

All Proposal responses shall adhere to the requirements of the Authority's Request for Proposal and the Authority's Professional General Contract Terms. Those requirements pertaining to the Offeror's responsibility for taxes, insurance, and hiring of local workers, are of paramount importance and shall apply, unless expressly waived by the Authority.

The Offeror's response must expressly state the terms and conditions of the Authority's Professional General Contract terms which the Offeror does not agree. The Authority reserves the right depending on the stated exceptions to consider any response of Offeror unresponsive and not subject to further consideration.

1.4 Communication

All correspondence and communication shall be identified by the Request for Proposal Number and Title, and addressed below to:

Delores Donovan
Contracts Administration Manager
Virgin Islands Water and Power Authority
9720 Estate Thomas
Al Cohen Plaza Office
St. Thomas, Virgin Islands 00802
contractservices@viwapa.vi

Inform Authority of the proper address to which correspondence to the Offeror should be directed.

1.5 Withdrawal of Proposal

A proposal may be withdrawn at any time prior to the time specified as the closing time for acceptance of proposals. The successful Offeror may not withdraw or cancel or modify its proposal for a period of ninety (90) days from proposal submission.

1.6 Owner's Rights

The Owner has a right to reject any or all proposals and to waive informality and irregularity in the proposals.

1.7 Request for Proposal is not an Order

This Request for Proposal is not to be considered as an order by the Authority. Upon acceptance of the proposal the Authority will work with the Service Provider to develop a service agreement.

2 General Contract Requirements

1. All responses shall adhere to the requirements of the Authority's proposal request and the Authority's professional general contract terms. Those requirements in the RFP pertaining to the Offeror's responsibility for taxes, insurance, hiring of local workers and the application of liquidated damages, are of paramount importance to the Authority and shall apply, unless expressly waived by the Authority.

The Offeror's response must expressly state the terms and conditions of the Authority's professional general contract terms to which the Offeror takes exception. Unless expressly accepted by the Authority in writing, no exception shall be deemed granted. The Authority reserves the right, depending on the stated exception, to consider any proposal non-responsive and not subject to further consideration.

All questions and inquiries regarding any matter affecting the proposal or response must exclusively be directed, in writing,

to the Authority's Manager of Contract Administration, Ms. Delores Donovan.

2. All RFP's in their entirety are qualified by the following general requirements:
All costs and expenses associated with developing and/or submitting a proposal in response to the RFP and/or any related activity following the submission of any such proposal shall be borne by the Offeror. While VIWAPA has endeavored to supply useful information in the RFP, VIWAPA makes no representation or warranty, expressed or implied, as to the accuracy or completeness of any information contained herein or otherwise provided to any Offeror by, or on behalf of VIWAPA. VIWAPA shall have no liability relating to or arising from any such information or the use thereof. Offerors are encouraged to conduct their own investigation and analysis of any and all information contained herein or otherwise provided by or on behalf of VIWAPA. The RFP is not an offer or commitment and is not capable of being accepted to form a binding agreement. VIWAPA reserves the right, in its sole discretion, to withdraw or modify the RFP at any time, to accept or reject any or all proposals for any reason, to waive any irregularities or informalities in the proposal process or any nonconformance with the requirements of the RFP, and to enter into further discussion or interviews with any one or more offerors.

General Contract Requirements:

The Authority's Professional General Contract Terms shall be applicable to all Contracts with the Offeror. The Offeror's response must expressly state those provisions of the Authority's Professional General Contract Terms with which the Offeror does not agree. The Authority reserves the right to reject any exceptions, or consider any exceptions taken to the General Terms and Conditions to be unresponsive and not subject to further consideration.

Taxes:

The price proposed by Offeror shall be the total consideration, inclusive of taxes, if applicable. The Offeror, if awarded the Contract, may be subject to gross receipt taxes; excise taxes, import taxes or custom duty, depending on the nature of the scope of work. All taxes are the responsibility of the Offeror unless exempt by law. The Offeror is advised to contact the Virgin Islands Bureau of Internal Revenue ("IRB"), (340) 715-1040, for information on their tax obligations. Neither the Authority, nor its employees or representatives, shall be responsible or liable due to any inquiries or representations regarding the Offeror's tax liability. **To the extent an Offeror claims an exemption from any applicable Virgin Island Tax or custom duty, Offeror must, upon contract execution, present the Authority documented evidence from IRB or other Virgin Islands Government Department establishing that the Offeror is not responsible for taxes.**

Pursuant to 33 VIC § 44(a) (b) of the Virgin Islands Code as amended, the Government of the Virgin Islands and its instrumentalities, agencies and public corporations are required, when making a payment to any person, partnership, firm

corporation of other business association that is subject to the payment of gross receipt taxes under the law, to deduct and withhold from such payment, gross receipt taxes as required by law at 33 VIC § 43 (a). Payment for the purposes of withholding is defined by law as:

1. any single payment of at least \$30,000
2. any payment pursuant to a contract providing for a total expenditure of \$225,000 or more.

In Contracts where the Offeror will provide to the Authority, equipment, supplies, materials or parts (the “Materials”) which are to become the property of the Authority and where such Materials are subject to custom duties and/or excise taxes (“Taxes”), those Taxes related to importation of the Materials will not apply if :

- (i) the Materials are consigned to the Authority at a port other than the Virgin Islands;
- (ii) such consignment provides that the Offeror retains the risk of loss for the Materials until the scope of work of the contract is completed;
- (iii) the Offeror provides insurance against loss or damage to the Materials in the amount of 100% of the value of the Materials provided for the benefit of the Authority.

Attached please find further direction from the Virgin Islands Bureau of Internal Revenue regarding tax obligations for contractors working in the Virgin Islands identified as Exhibit B.

Communication with Authority Board Members/ Employees/ Evaluation Committee Members

To preserve the integrity of the procurement process, and unless otherwise instructed, all communication, written or oral, regarding this RFP and/or solicitation of proposals, must be submitted through the Authority’s Contract Services Manager. Any direct contact made by an Offeror with the Authority’s Board Members, Officers, Directors, employees or the members of the Authority’s Evaluation Committee concerning the procurement in an attempt to influence the procurement is prohibited and may be grounds for disqualification.

Confidentiality

Offerors are advised that any and all materials, information and documentation in any proposal submitted in connection with this RFP may become a record of the Authority and may be subject to the provisions of Title 3 V.I.C. § 881, et seq. (Public Records Act). The Public Records Act requires disclosure of public documents upon request of any citizen unless the public document is deemed to be confidential or otherwise exempted by law. To date, no court of law has ruled on the application of this law to independent instrumentalities such as the Authority. “Confidential Information” includes all technical business, personnel, taxpayer or other information

including customer or client information and details of customer accounts, however, communicated or disclosed to the receiving party or its employees, relating to past, present and future research, development and business activities of the disclosing party and that has been identified as “confidential”. Both parties agree:

- (i) that the receiving party and its employees may disclose Confidential Information to others if required by law or with the prior written consent of the disclosing party;
- (ii) not to make use of Confidential Information other than for the performance of this Agreement;
- (iii) that it will not use such information for its own advantage to the detriment of the disclosing party or its customers. Confidential information shall not include information which:
 - (i) becomes generally available to the public (other than by the acts or omissions of the receiving party or its employees);
 - (ii) was known prior to the date of this Agreement by “or becomes known to” the receiving party or its employees and was not obtained from any person under any obligation of confidentiality to the disclosing party,
 - (iii) is independently developed by the receiving party; or
 - (iv) is required to be disclosed pursuant to legal process or regulation.

Contract Execution

The final contract sent to the Offeror for execution must be executed and returned to the Division of Contract Administration within seven (7) business days of receipt. Failure by the Offeror to return the executed contract within the stated time may result in the contract award being rescinded. It is the responsibility of the Offeror to timely advise the Authority of any issues affecting contract execution so that the parties may discuss additional time for execution.

Notice to Proceed

The Notice to Proceed contains the commencement date of the contract work. The Notice to Proceed form must be executed and a copy presented to the Manager of Contract Administration prior to the final execution of the contract by the Authority’s Contracting Officer.

3 Completion of Responses

Information presented by Contractors in their Proposals will be used to evaluate the qualifications and cost structure of the solution and to determine the contractor(s) which will be selected to provide the aforementioned services to the Authority.

Responses shall be completed in accordance with the requirements of this RFP. Statements made by the Contractor(s) shall be without ambiguity, and with adequate elaboration, where necessary, for clear understanding.

4 Cost Incurred in Responding

All cost directly or indirectly related to the preparation of a response to this RFP, or any oral presentation required to supplement and/or clarify a Proposal which may be required by the Authority, shall be the sole responsibility of and shall be borne by the Offeror.

5 Business Objectives

VIWAPA wishes to obtain utility bill printing and mailing services that meet the following objectives:

- Provide error free printing and mailing of utility bills, notices, and letters.
- Provide a stable, redundant environment for the production of utility bills, notices, and letters.
- Reduce the cost of printing and mailing utility bills, notices, and letters.
- Provide capability for VIWAPA to manage the printing and mailing services remotely over a secure internet connection.
- Select an Offeror with a proven and stable history performing the services outlined in this RFP.
- Select an Offeror that best meets VIWAPA's business and technical requirements as outlined in this RFP.
- Select an Offeror that performs the functions described in this RFP in a reliable, cost effective, and expeditious manner.
- Select an Offeror that enables VIWAPA to maintain and modify the print formats at a reasonable cost and pace as the business functions change.
- Select the Offeror that enables best practice business processes, eliminating existing manual procedures/processes.
- Enable VIWAPA to further enhance its customer service and provide timely, accurate and efficient utility bill printing, mailing and electronic bill presentment.
- Enable users of the system to receive timely, accurate information and monitor the processes start to finish.
- Select an Offeror that provides customer self-service options and allows for future growth.
- Select an Offeror that provides Coding Accuracy System Support (CASS) certification options including automatic address corrections and updates.

6 Background/Current Environment

The Virgin Islands Water and Power Authority ("VIWAPA") is a public-power utility whose core purpose is to provide water and electricity for the USVI community with a population of approximately 106,405 residents.

The Authority was created in 1964 by the Virgin Islands Water and Power Authority Act, Chapter 5 of Title 30 of the Virgin Islands Code. It was created as a body corporate and politic constituting a public corporation and autonomous governmental instrumentality of the Government of the U.S. Virgin Islands (“Government”). It was created for the purpose of developing, utilizing and aiding in the development and utilization of adequate water and electric power systems for the people of the Virgin Islands.

VIWAPA provides service to approximately 55,000 electric customers and approximately 13,000 potable water customers in the United States Virgin Islands, which include St. Thomas, St. John and St. Croix, along with Hassel Island and Water Island, located near St. Thomas Harbor. VIWAPA also installs and maintains streetlights in the territory. VIWAPA is considered a not-for profit public corporation.

6.1 Organization

The Customer Accounts Department is responsible for providing billing for all services. A centralized Information Technology (IT) Department provides support for the Authority’s networks and hardware.

6.2 Current Utility Billing System

The current Utility Billing System, known as Central Square (formerly SunGard), performs billing functions for the utilities provided by the Authority.

7 Utility Bill Print and Mail Services Functional Requirements

7.1 Functional Requirements

The Authority Bill Print and Mail Services Functional Requirements include OCR, barcode and consumption bar graph.

7.2 Scoping Parameters

Print Parameters	Description
Contract term	3 years, options for multiple 3-year renewals
Number of cycles per month that bills, notices and letters are generated for printing and mailing.	12 billing cycles per year. Billing occurs each business day of the month. Bills and notices, could be produced every business day of the month.
Volume of Bills	Approximately 62,000/month.
Volume of Notices	Approximately 22,000/month
File transmission Format preference	Flat Files

Print Parameters	Description
Daily Transmission Time of File	Currently between 6:00 PM and 10:00 PM EST
Data file transmission method	SFTP or similar secured method
Service Level Target – Time from Approval to Postal Service Delivery	End of business – same day If unable to provide same day, please provide service level target.
Average Number of Pages per Billing.	One page per bill, double sided
Portrait or Landscape	Portrait
Bill formats/templates	1 bill format
Notice formats	1 notice format
Minimum Number of Insertions with Bill.	1 self-addressed return envelope Selective inserting customers on AutoPay will not receive a return envelope
Number of Additional Insertions per Bill or Notice (i.e. How many different additional insertions could be managed through one month)	1 - 5
Paper and Print Quality	Printing shall be laser quality with a resolution of at least 600 x 600 DPI. The paper should be of a brightness factor to allow for a contrast ratio of paper to print to ensure reliable OCR and barcode scanning. Perforation for payment stub
Bar Graph	The Service Provider must have the capability to print a bar chart displaying the customer's usage over a 13-month period.
Paper Size	Bills 8.5 x 11 Notices 8.5 x 11
Fold Specifications	Tri-fold
Remittance Envelope Size	Envelope standard #9

Electronic Presentment shall be listed as an option in pricing.

Electronic Presentment Parameters	Description
Desired archive retrieval periods	Archive 3 years from date of document issuance.
Desired delivery method	HTTPS access to bills, notices, and letters stored on Offeror's server. In addition, some bills, notices, and/or letters will need to be mailed to the customer.
Preferred format for electronic and archived documents	Vendor should propose a preferred format.
CSRs with access to the document archives	20+
Archive documents	Yes
Archive insertions	Yes
Archived documents stored in monochrome or color	Color

8 Scope of Work

8.1 Introduction

- a. The Authority is seeking an immediate solution to align with the current Utility Billing System as well as a solution that will work with the future replacement Utility Billing System. The Offeror will have full responsibility and contractual obligation to complete the implementation of all aspects of the proposed solution.
- b. Immediate services will be retained for Bill Printing and Mailing Services including statements and disconnect notices to residential, commercial and industrial utility customers with address correction and encoding capabilities. Vendor shall propose an **optional** service to provide and store electronic image file or PDF and/or data to render an image of the bills, notices, and letters as mailed for VIWAPA to use on their website for customer enabled web-based viewing. Offerors need to describe proposed methods, formats, and pricing of these services separately for bills, notices, and letters hosted by the offeror.
- c. Offerors are encouraged to propose optional solution components; however, any out-of-scope solutions or services must be clearly marked as such and shall be itemized separately in the pricing proposal as specified in Appendix C, VIWAPA Pricing Proposal.

8.2 Scope of Services

- a. Offerors must provide a proven methodology and implementation approach that minimizes potential for disruptions to VIWAPA's operations and minimizes risk to business processes and systems. The transition to a new Bill Print and Mail Service must be transparent to VIWAPA's customers.

- b. The Offeror's methodology and implementation approach must address all services deemed necessary to achieve a successful implementation. Offerors should include all services required for the evaluation, delivery, installation, testing, training, configuration, and interface development for the proposed solution, including acceptance tests. The proposed methodology and implementation approach must include, at a minimum, the following project activities:
- Project Management
 - Business Analysis and To-Be Process Development
 - Design
 - Configuration
 - Interface Design and Development
 - Reporting
 - Application/System Testing
 - Performance Testing
 - Production Environment Installation / Configuration
 - Project Team Training
 - Bill Print and Mail Service Documentation
 - Acceptance Testing/Sign-off
 - Deployment/Go-Live
 - Post Implementation Support

8.3 Design and Development

- a. The Offeror may be responsible for the design of bills, notices, letters, inserts, envelopes, and postcards. All versions of layout, formatting, and transformation files and scripts related to generating the bill, notice, letter, and insert will be the property of VIWAPA. VIWAPA will receive all versions from Offerors as changes are made to the layout files.
- b. The Offeror shall work with VIWAPA's staff to incorporate VIWAPA's current bill, notice, and letter formats/content into the formats used by the Offeror's software.
- c. VIWAPA will provide sample logos and layouts in order to assist with the design and development effort.
- d. Bill and notice formats need to include the option for VIWAPA staff to add or change messages on statements within defined fields.
- e. The Offeror shall work with VIWAPA and its agents to incorporate manually generated letter formats in an automated manner from the current and new Utility Billing System.

8.4 Extract Files

- a. VIWAPA will transmit extract files to the Offeror each day usually by a time agreed upon by the Offeror and VIWAPA.

- b. The daily volume of extract files will vary. Currently extract files are generated for bills and notices.

8.5 Data Processing – Customer Bills

- a. The Offeror shall process the extracted files provided by VIWAPA for the generation of customer bills, notices, and letters.
- b. Offeror must provide the quality assurance process and metrics proposed to be used in conducting quality assurance on the bills, notices, and letters. Offeror must reconcile existing file information received from VIWAPA with the output upon completion of data processing and generation of customer images. Offeror must provide the results of each quality assurance review to VIWAPA daily.
- c. The Offeror shall maintain the daily files and records identifying the bills, notices, and letters with messages and inserts included for each customer. VIWAPA needs access to this information via a secured internet site or interface for viewing purposes throughout the business day.

8.6 Review Process

In addition to the Offeror 's quality assurance process, VIWAPA shall have the opportunity to review individual, group, or an entire batch of bills, notices, and letters electronically. This process will allow VIWAPA to release bills, notices, or letters for mailing or reject the mailing of a bill, notice, or letter. This process must be available prior to the printing and release for insert and mailing for distribution to customers by the Offeror.

- a. The Offeror shall provide at least the following information to VIWAPA to assist in the review:
 - Number of bills produced
 - Number of notices produced
 - Number of bills suppressed
 - Number of notices suppressed

8.7 Online Availability

- a. If the online presentation option is chosen by VIWAPA, the Offeror shall make renderings available to VIWAPA staff on the day of bill, notice, or letter generation per Section 8.9 below. Information will also be provided indicating whether the bill, notice, or letter was mailed, presented electronically, or mailed and presented electronically.

8.8 Notice and Processing Volume

- a. In addition to utility bills, VIWAPA generates notices for printing and mailing. Volumes are included in Section 7.2 above.
- b. The notices are standardized; VIWAPA will provide notice and letter extract files to the Offeror via SFTP or other secured method each day at a time agreed upon by the Offeror and VIWAPA. Daily volume will vary.

- c. The Offeror shall provide at least the following information to VIWAPA:
 - Number of bills produced
 - Number of notices produced
 - Number of bills suppressed
 - Number of notices suppressed

8.9 Online Presentment

- a. VIWAPA personnel will need the ability to view bill, notice, and letter images online.
- b. The Offeror shall archive bills, notices, and letters in excess of thirty-six months of age and provide a copy of the archival to VIWAPA on CD or other acceptable media.
- c. Appearance: Bills, notices, and displayed online shall be an exact representation of the bills, notices, or letters provided to customers via USPS, electronic mail, or other means to customers.
- d. Offeror needs to provide separate pricing for the viewing of bills, notices, and inserts in Appendix C.

8.10 Service Interruption or Disaster Recovery

- a. The Offeror shall provide back-up facilities in the event that the primary operational site experiences a service interruption or disaster to ensure that services are provided in accordance with the contractual requirements.
- b. In the event of a service interruption or disaster, the Offeror shall immediately notify the VIWAPA Customer Accounts Manager of the event and procedures implemented to meet the contractual requirements including the location to be used for processing the VIWAPA Bill Print and Mail Services. Should the Offeror anticipate a delay in meeting VIWAPA's service requirements, Offeror shall provide mitigation information.
- c. The Offeror shall describe options within the Proposal to provide: (1) a fully operational hot site and (2) a cold site in the event of a service interruption or disaster. Pricing and impacts to Service Level Targets must also be described.

8.11 Quality of Work

- a. The quality of the Offeror's work shall:
 - (i) Be consistent with USPS requirements for mailed items;
 - (ii) Meet VIWAPA's Bill Print and Mail Services processing and imaging expectations and contractual requirements;
 - (iii) Be in accordance with the workmanship standards and responsibility for maintaining the integrity of the VIWAPA Bill Print and Mail Services processing without service interruption. Offeror shall describe these standards within the proposal. This will be a key area addressed prior to work beginning under the contract;
 - (iv) Be in accordance with all other requirements identified in the Request for Proposal.

- b. Data receipt, print problems, or other concerns shall be reported to the VIWAPA Information Technology Department immediately upon recognition.
- c. The Offeror shall establish and maintain quality control procedures to facilitate logging, tracking and checking of all items from the time they enter the Offeror 's system through the time they are fully processed satisfactory to VIWAPA. Offeror shall provide the recommended quality control procedures within the proposal.
- d. The Offeror shall correct print errors at the Offeror 's expense including, but not limited to, labor, supervision, supplies, postage and all other expenses associated with correcting the error.
- e. Should mailings not be delivered to the USPS for mailing on a regular and timely manner, penalties shall be assessed in accordance with the terms and conditions of the Contract. Additionally, contract termination may result for unsatisfactory services as determined by VIWAPA.

8.12 Project Management

The Offeror shall be responsible for and provide project management services for the coordination of staff and project team members during the course of the project. Offeror must provide the project team approach and strategy that they intend to deploy, including the VIWAPA and Offeror roles and responsibilities.

8.13 Project Completion and Acceptance Testing

- a. VIWAPA and the Offeror shall agree in writing on the acceptance test procedures for the system.
- b. The test plan shall contain a process for the correction of errors, defects and deficiencies including but not limited to data migrations and reporting.
- c. The Offeror r shall develop an acceptance test plan by providing VIWAPA examples of test plans or templates and providing expertise regarding the scenarios to be tested.

8.14 Support and Services

The Offeror shall provide the following:

- A single point of contact within the Offeror 's firm for contractual matters.
- A single point of contact within the Offeror 's firm for technical matters.
- Reference documentation for the printing and mailing services provided. Offeror shall provide a sample within their response.
- Training of VIWAPA staff required for the implementation of the printing and mailing services provided. Offeror r shall provide sample training curriculum within their response.

8.15 Transition Services

- a. Should the contract between the Offeror and VIWAPA be terminated for cause or for convenience, the Offeror shall provide to VIWAPA all historic image data and the software necessary for VIWAPA to continue to present archived bill images to customers through either an in-house or alternative out-sourced solution. Offeror shall describe how it could fulfill this expectation.

- b. Offeror shall diligently work with VIWAPA to assure all services relating to the transition are met in a timely, proficient, and organized manner.

8.16 System Development and Change Control

- a. The Offeror shall perform all development, integration, upgrades, maintenance and other services relating to the improvement and advancement of printing systems and functionality on a regular and structured basis. Offerors should describe this process and frequency within their response.
- b. The Offeror shall provide adequate advanced notice to VIWAPA when services are scheduled to occur and provide quality tests to assure no adverse consequences associated with the changes.
- c. Should VIWAPA require modification of any Bill Print or Mail Services, VIWAPA shall notify the Offeror in writing of the required specification changes in advance.
- d. The Offeror shall work with VIWAPA to develop an acceptance test plan to mitigate any adverse consequences associated with any changes.

8.17 Cybersecurity and General Computer Controls

Service Provider should describe cybersecurity policies and general computer controls. Please provide a copy of your System and Organization Controls (SOC) 1, SOC 2 and SOC 3 reports if available.

9 Pricing Proposal

9.1 Pricing Proposal Instructions

- a. Appendix C contains a pricing proposal to be completed as-is by the Offeror. Offerors are requested to submit an all-inclusive fixed price encompassing one-time costs as well as on-going costs (broken out by categories as specified in the model).
- b. If applicable, Offerors must include all the necessary software components, hardware components (whether supplied by Offeror or Third-Party) and professional services required to implement a working, fully functional system. Any exceptions to this must be clearly indicated.
- c. Offerors will also be asked to separate and detail any optional or third-party applications, hardware or professional services included in their proposal.
- d. Although VIWAPA seeks a fixed price proposal, Offerors are required to also provide the number of hours proposed for each implementation phase. These proposed hours should reconcile to the effort contained in the Offerors Implementation Plan. This will enable VIWAPA to make a fair and accurate comparison of proposals.

10 Project Staffing and Implementation Plan

10.1 Project Staffing

Offeror s must provide the project team approach and strategy that they intend to deploy, including the VIWAPA and Offeror roles and responsibilities, time spent on-site versus off-site, and percentage of time Offeror 's resources are allocated to the project (full time versus part time).

10.2 Implementation Plan

- a. A carefully planned Implementation Plan and associated work breakdown structure must be provided with the proposal using Microsoft Project. The Implementation Plan and associated work breakdown structure must show the tasks to be performed by VIWAPA and by the Offeror, including respective resource requirements.
- b. Implementation Plan must be approved by VIWAPA prior to go-live.
- c. The Implementation Plan shall include milestones and logical breakpoints during which VIWAPA, and the Offeror shall assess the progress to date and prepare for the next phase. The Implementation Plan should provide as much detail (work breakdown structure) as possible and highlight all major milestones for each component of the project. The first milestone of your Implementation Plan should be contract signing.
- d. Offeror s should describe all key assumptions made in developing their Implementation Plan, as well as any dependencies and constraints of which the Offeror is aware.

11 Proposal Content and Format

In order to ensure a fair comparison of the responses received, Offerors are requested to submit their responses conforming to the format outlined below. Variations from the format may result in Offeror being declared non-responsive.

1. Cover Letter

- a. Introduction to the Offeror and the Offeror 's proposal. Must state that the proposal is valid for a minimum period of 180 days following the date of receipt of the proposal submission.
- b. Must be signed by the Offeror.

2. Table of Contents

3. Executive Summary (two-page maximum)

Offeror must outline the contents of its proposal, including main features and benefits they may offer to VIWAPA, and describe how they can successfully meet the objectives.

4. Corporate Profile

- a. Brief overview and history of your company.

- b. Describe the organization of your company.
- c. Corporate financial information, including latest financial reports.
- d. Offeror and subcontractors must provide information about any active or recent (within the last 5 years) litigation. If there are arbitration claims related to projects similar in scope to this RFP, list the parties to the dispute, the forum of the dispute, the date a final decision was reached and the outcome of the litigation or arbitration. Should the Offeror have settled any disputes, which resulted in a non-disclosure agreement, Offeror must inform VIWAPA that it has done so.
- e. If the Offeror has had a contract terminated for default during the past five (5) years, all such incidents must be described. "Termination for default" is defined as notice to stop performance due to the Offeror 's non-performance or poor performance, and the issue was either (a) not litigated or (b) litigated and such litigation determined the Offeror to be in default.
- f. Submit full details of all terminations for default experienced by the Offeror during the past five (5) years, including the other party's name, address and telephone number. Present the Offeror 's position on the matter. VIWAPA will evaluate the facts and may, at its sole discretion, reject the Offeror's proposal if the facts discovered indicate that completion of a contract resulting from this RFP may be jeopardized by selection of the Offeror.
- g. If the Offeror has experienced no such termination for default in the past five (5) years, so declare.
- h. If the Offeror has had a contract terminated for convenience, non-performance, non-allocation of funds or any other reason, which termination occurred before completion of the contract, during the past five (5) years, describe fully all such terminations, including the name, address and telephone number of the other contracting party.
- i. Provide the following information:
 - (i) number of years in business;
 - (ii) number of years involved with utility bill print and mail services;
 - (iii) number of employees;
 - (iv) number of employees dedicated to utility bill printing and mailing services (provide a detailed breakdown on the number of resources dedicated to product activities, including development, testing, training, help desk, professional services, sales and marketing, management);
 - (v) number of utility bill print and mail installs (by customer type and size);
 - (vi) number of utility bill print and mail installs on the release being proposed (with customer names, type, size);
 - (vii) number of signed utility bill print and mail contracts in progress

5. Statement of Experience and References

- a. Provide information concerning general organization and proposed project staffing experience in utility bill printing and mailing services for both privately owned and municipal water utilities of similar size and complexity.
- b. Provide a minimum of three references, per proposed solution, including a brief overview of services provided and client contact name, address, phone number and email addresses and contract dates (see Appendix B, References Form). Two of these references must have installed the proposed software release. Offeror should consider the criteria referenced in Section 1e of this Request for Proposal in providing references.
- c. Any subcontractor must also include a minimum of three client references, including a brief overview of services provided and client contact name, address, phone number, email addresses and contract dates (see Appendix B, References Form).
- d. Provide descriptions of actual results from three (3) previous similar projects, including contact information and key customer service, billing and financial metrics immediately following go-live and for a period of 12 months following conversion.

6. Implementation Plan

- a. Provide a description of your proposed project approach.
- b. Provide a description of all proposed project methodologies and automated tools.
- c. Provide representative sample deliverables or deliverable templates for all proposed project deliverables and reports, minutes, memoranda, etc.

7. Proposed Project Personnel and Project Organization

- a. Offerors should determine and provide any associated project roles and responsibilities as deemed necessary to support your proposal for both VIWAPA and the Vendor.
- b. The Offeror must submit resumes of Offeror's key personnel and key subcontractors (if any) to be assigned to the project. The Offeror must also indicate, in your proposed project Implementation Plan, milestones and task assignments for each individual so named. VIWAPA requires named staff to remain on the project for the defined duration of specified activities. The Offeror must obtain VIWAPA's approval to remove or replace any Named Key Person. Failure to comply with this provision may be cause for a breach of the contract agreement. At a minimum, the proposed Project Manager and the proposed Team Lead(s) must be named.
- c. The Offeror must submit identification of any partner relationships that are part of the proposal.

8. Training Plan

- a. Offeror must provide a training plan outlining the content of instruction and verification of learning for users and system administrators, including details on modules, new

business processes, recommended location, duration, and how training is matched to personnel skill levels. VIWAPA desires that the Offerors propose project team training and user training well in advance of go-live.

9. Maintenance and Support

- a. Offerors must describe their maintenance and support service level targets and the expertise of the individuals providing support. This must include hours of availability, on-site services provided, problem reporting and escalation procedures, and the office that would support VIWAPA.
- b. Provide proposed maintenance agreements, licensing requirements and any options.
- c. Describe the typical VIWAPA staffing requirements for ongoing system operation, management, administration, user support, upgrades, report writing, etc.
- d. Offerors must provide an overview of their user group, including how the user group is involved in prioritizing system changes for future releases.
- e. Describe all warranties on software and services.
- f. Describe how transition services will be handled should the contract be terminated for either cause or convenience.
- g. Describe how the VIWAPA historic image data will get transitioned to VIWAPA should the contract be terminated for either cause or convenience. (VIWAPA would need to present the bill images to the customer using either an in-house or an alternative out-sourced solution).

10. System Performance and Availability

Offerors must provide the following information about their proposed solution:

- How many hours of the day the system is available for user inquiry?
- Describe any processing windows and run times.

11. Sample Invoice

Provide an example of the billing invoice VIWAPA can expect to receive.

12. Required by VIWAPA –

- a. Appendix A - Proposal Submittal Form
- b. Appendix B – References Form
- c. Appendix C – VIWAPA Pricing Proposal

12 Proposal Evaluation

12.1 Evaluation Criteria

VIWAPA reserves the right to modify the evaluation criteria or waive portions thereof. Evaluation criteria may include the following:

a. Satisfaction of Requirements

This criterion will include evaluation of the Offeror's responses to the Functional Requirements specified in this Request for Proposal. It will also include an evaluation of the quantity and quality of integrated modules available from the Offeror, and an extensive review of the reporting features of the system.

b. Pricing

Total cost of the proposed solution (as measured in initial, ongoing and net present values) will be a significant, but not the only determining factor in Offeror selection.

c. Implementation Approach

The Offeror's approach to implementation will be important in minimizing the risks associated with this project. The implementation methodology, explanation of how the data conversion is to be accomplished, proposed work plan, demonstration of Offeror's project management skills and other related criteria will be used in the evaluation. The ease and likelihood of a successful, timely installation and implementation is critical. Offerors should refer to Section 10.2, Implementation Plan for additional details.

d. Proposed Team

The Offeror's proposed team will demonstrate the expertise in delivering solutions for similar utilities. If selected, the Offeror's proposed team will be required to review the Implementation Approach and Project Schedule with VIWAPA.

e. Offeror Experience and References

Offerors must possess an understanding and appreciation of VIWAPA's requirements by virtue of municipal utility expertise. References and other relevant sources will be contacted and considered.

f. Offeror Stability

Financial stability and staying power in this market will be assessed. The Offeror must have qualified and experienced development, data conversion, and implementation and maintenance personnel. If selected to demonstrate the proposed solution, Offerors must provide audited financial statements to VIWAPA and make available appropriate personnel to address questions related to Offerors' ability to meet their financial obligations related to the project.

12.2 Evaluation Process

- a. Responses to this RFP will be the primary source of information used in the initial evaluation process. Therefore, Offerors are advised to be as complete as possible in their responses. VIWAPA reserves the right to the following:
- Contact any Offeror to clarify a response;
 - Contact any Offeror references or other users of the Offerors' solution;
 - Solicit information from any available source concerning any aspect of an Offeror's response

- b. VIWAPA does not intend to award a contract solely on the basis of any response made to this RFP. Based upon the criteria identified above, a Selection Committee appointed by VIWAPA will evaluate, score and rank Offerors and its proposed solutions.
- c. The Selection Committee will also conduct reference checks and/or site visits for selected Offerors, along with other detailed analysis as deemed necessary. The Offeror will be required to provide an updated list of all current users of their product and indicate which users would be willing to permit an on-site visit by the Selection Committee. The recommended clients shall be municipal owned multi-service water utilities that have an operating environment, functional requirements, transaction levels, services, and organization size similar to VIWAPA. Recommended clients must be using the proposed version of software. During each visit, the Selection Committee should have an opportunity to meet with the customer's key users, customer's Billing Manager and team, and technology department representatives. Offeror's representatives will not be present during certain on-site interviews.

13 Evaluation Scoring Requirement

Evaluation Scoring Requirement (Total must equal 100)

Cost	15%
Quality of Service/Product	10%
Time for Performance/Delivery	10%
Experience/Ability to Perform Work	15%
References	5%
Financial Strength	10%
Competitiveness of Price	5%
Reputation of Company	10%
Customer Service/Support Staff	10%
Responsiveness	10%

14 Appendices

Appendix A	Proposal Submittal Form
Appendix B	References Form
Appendix C	VI WAPA Pricing Proposal

APPENDIX A: PROPOSAL SUBMITTAL FORM

The owner or an officer of the Offeror may sign this document. A Corporate Seal or a letter of authorization is needed for any other signer. For instance, if a Salesman or Manager signs this form, a letter of authorization or Corporate Seal is to be attached.

I have submitted this proposal on behalf of my firm this _____ day of _____, 2020.

Firm Name: _____

Address: _____

Authorized Signature: _____

Title: _____

Telephone Number: _____ Fax Number: _____

Email Address: _____

Alternate Contact: _____

TO BE COMPLETED BY THE NOTARY:

State of * _____)
County of * _____) SS.
[*State and County where notarized must be written in for proposal to be considered.]

Signed and sworn to before me on this _____ day of _____, _____ by

_____. [Printed name of individual who signed above.]

My Commission Expires: _____
Signature of Notary Public

My Commission Number: _____

APPENDIX B: REFERENCE FORM

Complete the Reference Form for three (3) clients for whom you have implemented utility bill print and mail services of like size and complexity. The references shall be municipal owned multi-service utilities that have an operating environment, functional requirements, transaction levels, services, and organization size similar to VIWAPA. Recommended clients must be using the proposed version of software. VIWAPA reserves the right to contact the references listed below and ask questions relating to the utility bill print and mail service and your firm's performance. Offerors shall ensure that the reference information provided is accurate. The contact person listed shall have been actively involved in the utility bill print and mail service project and able to discuss system details, cost information, and the overall reflection of your firm's performance.

Project Reference 1	
Company Name	
Contact Person	
Telephone Number	
Email Address	
Description of Project	
Project Start Date	
Project End Date	
Services Provided Similar to VIWAPA's Scope of Services?	<input type="checkbox"/> Yes – Explain similarities: <input type="checkbox"/> No

Project Reference 2	
Company Name	
Contact Person	
Telephone Number	
Email Address	
Description of Project	
Project Start Date	

Virgin Islands Water and Power Authority
Request for Proposals for Utility Bill Print and Mail Services

Project End Date	
Services Provided Similar to VIWAPA's Scope of Services?	<input type="checkbox"/> Yes – Explain similarities: <input type="checkbox"/> No

Project Reference 3	
Company Name	
Contact Person	
Telephone Number	
Email Address	
Description of Project	
Project Start Date	
Project End Date	
Services Provided Similar to VIWAPA's Scope of Services?	<input type="checkbox"/> Yes – Explain similarities: <input type="checkbox"/> No

APPENDIX C: VI WAPA PRICING PROPOSAL

<i>Description</i>	<i>Unit</i>	<i>Price per Unit</i>
Printing Services		
Option one Print statement in black and white with black and white logo (Including processing, printing, folding, inserting, sorting, return envelope and delivery to USPS)	Per Statement	
Option two Print statement in black and white with color logo (Including processing, printing, folding, inserting, sorting, return envelope and delivery to USPS)	Per Statement	
Charge for additional bill inserts (including insertion to statement)	Per insert	
Average postage per piece, consider postal sort starting at 5-Digit Rate as qualifies. (realizing that cost will be estimated, provide best estimate per statement)	Per Statement	
Programming fee per hour for set-up along with the estimated hours it takes for a typical customer set up	Per Hour	
Programming fee per hour for changes after initial set-up	Per Hour	
One-time cost	Unit and description	
Any additional cost	Unit and description	
Optional additional features or 3rd party applications	Unit and description	
Optional online presentment	Unit and description	