



**2P10-077**

**Request for Proposals**

The City of Bristol, Connecticut is accepting Proposals on the following:

**Lock Box Operations**

All submittals must be made in accordance with the specifications supplied by

The City of Bristol  
Purchasing Office  
111 North Main Street  
Bristol, CT 06010

Submittals will be received until **2:00 pm, March 19, 2010.**

Roger D. Rousseau  
Purchasing Agent  
(860)584-6195  
<http://www.bristolct.gov/bids>

City of Bristol, Connecticut  
Request For Proposals 2P10-077

**Lock Box Operations**

The City of Bristol is seeking proposals for the provision of lock box services in support of its tax collection operations.

The scope of services and proposal submission documents are available from  
the City of Bristol  
Purchasing Department  
111 North Main Street, Second Floor  
Bristol, CT 06010

between the hours of 8:30 am and 5:00 pm Monday through Friday, or by downloading from the website noted below.

A non-mandatory prebid meeting will be held on Monday, March 15, 2010 at 1:00 pm in the First Floor Meeting Room.

Proposal submissions will be accepted by the Purchasing Department until March 19, 2010 at 2:00 pm; submissions received after this date and time will not be considered. The City reserves the right to waive any informalities in any submission, to reject any and/or all submissions, and to accept the proposal(s) that in its judgment is in its best interest. Each submission shall contain one original and three copies as well as one copy via compact disk or USB drive (pdf or similar standard readable format), and shall be in a sealed envelope or package clearly identified as "RFP 2P10-077 Lock Box Operations" delivered to the address noted above.

Roger D. Rousseau, Purchasing Agent  
Tel (860) 584-6195  
Fax (860) 584-6171  
<http://www.bristolct.gov/bids>

r/a March 8, 2010

**City of Bristol, Connecticut**  
**RFP 2P10-077**  
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# REQUEST FOR PROPOSALS CITY OF BRISTOL, CONNECTICUT

RFP 2P10-077

## Lock Box Operations

### I. PROJECT SPECIFICATIONS

#### 1. INTRODUCTION

The City of Bristol is seeking proposals for the provision of lock box operations in support of its tax collection efforts.

It is expected that lock box services will be required annually during the month of July; mail pieces received in periods other than July will be returned to the City. Proposals submitted to the City shall indicate whether returned mail pieces are returned via courier or other means.

Proposals shall include costs consistent with the attached pricing schedule (separate attachments may be provided outlining your firm's service), with prices to remain firm for operations in July 2010 and July 2011. It is expected that any resultant agreement will allow for extension of services for subsequent years, with pricing adjustments for services that do not exceed the Consumer Price Index (CPI-U).

The City requires Connecticut-based lock box processing. Please note that City staff will be coordinating site visits to proposed operation sites on Monday, March 22, 2010.

#### 2. SCOPE OF SERVICES

The contractor shall accept mail containing tax payments on behalf of the City. For each payment received, the contractor will deposit funds into an interest-earning City bank account on the same day as received by the contractor. The City intends to maintain a minimal balance in said account; the amount of payments received shall be transferred from said account to a separate account held by the City on a periodic basis. Amounts due to the contractor shall be invoiced separately from this process (i.e. compensating balance will not be maintained via this account, for subsequent withdrawal of funds by the contractor as compensation).

Approximately 20,000 pieces are expected to be processed through the lock box service. The number of pieces is estimated solely for the purpose of comparing proposals; the City of Bristol does not commit to any volumes listed herein.

For the purpose of clarity, references to the term 'piece' shall mean a scannable tax bill with associated payment. It is understood that payment for more than one tax bill may be made via a single check; the count of pieces shall be based on the number of tax bills relevant to said payment.

The contractor shall, on a daily basis, submit to the City detailed information on said deposits, including check number, date paid, account number, and amount paid. Information shall be submitted electronically for subsequent use by the City in its tax collection software system.

The contractor shall provide a monthly reconciliation report for all deposits made, indicating above information, as well as a CD-ROM (or USB drive) containing digital images of each check and tax bill processed.

Pieces received that are determined to be incapable of being processed shall be delivered via courier to the Tax Collector. The City will handle deposit and reconciliation activities for such exceptions. For purposes of comparison for proposals received, interested firms shall assume the following conditions to be considered as indicative of exceptions:

- Payment received without invoice
- Invoice received without payment
- Invoice received with payment amount different than on invoice

Payments may be received that contain a return envelope; the contractor shall provide a receipt and mail said receipt in the enclosed envelope, provided that the envelope includes sufficient postage.

Payments that are received containing other types of undefined attachments shall be recorded as a routine payment; however, all materials received shall be sent to the Tax Collector, for subsequent handling by the Tax Collector.

The contractor shall designate an assigned customer service representative that shall be familiar with all work performed by the contractor on behalf of the City.

#### 4. PROJECT SCHEDULE

The following is the proposed schedule for the selection process and work program:

Date of RFP Issuance	March 8, 2010
Pre-bid meeting	March 15, 2010
Submittals Due –	March 19, 2010
Date set for site visits –	March 22, 2010
Recommendation of Contract Award	April 13, 2010
Contract execution and notice to proceed	April 27, 2010
Begin preparations for implementation	April 30, 2010
Begin provision of services	July 1, 2010

## II. SUBMISSION REQUIREMENTS

### 1. SUBMISSION DUE DATE

Proposals will be accepted at the City of Bristol Purchasing Office, 111 North Main Street, Bristol, Connecticut, 06010 until **2:00 pm, March 19, 2010**. Proposals received after that time will not be considered. Proposals may be withdrawn 90 days after opening if no award has been made.

The City may plan an onsite visit of your firm’s operations based upon its review of the written submissions. Your firm should have **Monday, March 22, 2009** available if selected for a site visit.

Unless otherwise indicated, proposals that are submitted are assumed to be valid for ninety (90) days from the date that proposals are due.

### 2. DIRECTIONS FOR WRITTEN SUBMISSION

Interested firms are required to submit **one original and three (3) copies as well as one copy via compact disk or USB drive (pdf or similar standard readable format)** of the proposal to Roger Rousseau, Purchasing Agent, no later than the date and time noted above. Submittals shall consist of the following:

- a. A transmittal letter signed by the appropriate officer of the firm offering the proposal and certifying that the proposal and any cost projection included will remain in effect for 90 days after the due date.
- b. A concise and complete description of the work to be performed, including:
  1. An explanation of your firm’s understanding of the project and its approach to the work.
  2. A detailed work program and time schedule for each phase of the project, including milestones for periodic review of the work with the advisory committee(s).
  3. The firm’s quality control program for key operating activities.

4. A list of personnel who will be assigned to the project, including resumes for staff expected to provide at least 20% of the person hours on the project. Support staff contracted by your firm for this project should additionally be included for review and consideration.
  5. The location of the operating facility.
  6. A summary of your firm and references as outlined in Section II.3 of this document.
- c. A fee schedule for the services. Please note that evaluation and subsequent award of a resultant contract is based on qualifications and not solely based on fee schedule; however, the cost for your firm's services is one of the key criteria outlined in this document.

Submittals shall be delivered to the City of Bristol Purchasing Department, 111 North Main Street, Bristol CT 06010, clearly marked as "2P10-077 Lock Box Operations".

### **3. VENDOR INFORMATION**

#### **A. Vendor Overview**

Please provide the following:

- The name and location of your company, including the office location that will be serving the City.
- A brief general description of your business.
- The number of years your company has been in business.
- Is your company a subsidiary of another corporation? If so, what is the name of the parent company?
- The number of personnel employed by your company (please include the number of staff dedicated to provide requested services).
- The implementation team relevant to this work, including key personnel.

#### **B. Client Base**

Provide specific reference information for three municipal clients you have served, relevant to the work proposed, to include:

- Client name and location
- Starting date of service
- Contact name, title and telephone number

The references must be relevant to service in the last forty-eight (48) months, and shall include specific details on how the work represents a project of similar scope.

### **4. ADDENDA**

If it becomes necessary to revise any part of this request or if additional data is necessary to enable interpretation of provisions of this document, revisions or addenda will be provided to all prospective firms who receive this document; such revisions or addenda will additionally be posted on the following website:

<http://www.bristolct.gov/bids>

This document includes an acknowledgement page; this page must be faxed back to the Purchasing Department, to ensure proper notification of changes to the published documents. The City of Bristol does not assume responsibility for any vendor that does not receive revisions or addenda, where the vendor has not acknowledged receipt of any portion thereof.

Questions regarding this document should be referred to Roger D. Rousseau at (860) 584-6195 or at <rogerrousseau@ci.bristol.ct.us>.

A summary of all questions and answers will be made available to each firm if they might influence the award of the contract.

## 5. EVALUATION CRITERIA

Selection of firm(s) will be the responsibility of a committee consisting of City designated representatives. The evaluation will be based upon the written submittals and selected presentations and interviews. The factors which will be evaluated include the following:

- a. The specialized experience of the firm and its assigned personnel.
- b. The firm's understanding of and technical approach to the project.
- c. The firm's knowledge of project requirements.
- d. The quality control programs in use by the firm relative to the work described.
- e. The firm's schedule, including milestones in the process.
- f. The quality and efficiency of the proposed implementation plan.
- g. Clarity, organization, and effective presentation of submittal.
- h. Review of references listed.
- i. Competitiveness of the proposed fee schedule or fee schedule methodology. Please note that evaluation and subsequent award of a resultant contract is based on qualifications and not exclusively based on fee schedule; however, the cost for your firm's services is a key factor in the evaluation process.

The City plans to conduct site visits based upon its review of the written submissions. **Your firm should have March 22, 2010 available** if selected for a site visit.

## III. CONTRACT CONSIDERATIONS

### 1. EQUAL OPPORTUNITY – AFFIRMATIVE ACTION

The successful firm shall comply in all aspects with the Equal Employment Opportunity Act. A firm with 15 or more employees shall be required to have an Affirmative Action Plan which declares that the contractor does not discriminate on the basis of race, color, religion, sex, national origin or age, and which specifies goals and target dates to assure the implementation of equal employment. A firm with fewer than 15 employees shall be required to have a written equal opportunity policy statement declaring that it does not discriminate on the basis of race, color, religion, sex, national origin or age.

Findings of noncompliance with applicable State and Federal equal opportunity laws and regulations could be sufficient reason for revocation or cancellation of this contract.

### 2. INDEMNIFICATION

The awarded firm agrees to indemnify, defend, and save harmless, the City of Bristol, as well as its officers, agents and employees from any and all claims and losses to the extent caused by the negligent act, error or omission of the awarded firm resulting from the performance of this contract, except to the extent caused by the negligent acts of the City of Bristol or its officers, agents or employees.

The City, as a sovereign government, cannot indemnify businesses or individuals.

### 3. INSURANCE

Prior to the execution of any contract, the City of Bristol requires that any awarded contractor providing materials, equipment or services to the City, must provide to the City a certificate of insurance (Acord or other approved format) naming the City of Bristol as additional insured, for the following:

- General liability (including completed operations coverage) in the amounts of \$1,000,000 (combined single limit) Bodily Injury/Property Damage coverage per occurrence, and \$2,000,000 general aggregate coverage.
- Automobile Liability in the amount of \$1,000,000 (combined single limit), Property Damage and Bodily Injury coverage.
- Worker's Compensation as defined in the Connecticut General Statutes.

Any subcontractor to a contracted firm shall be likewise covered, and shall furnish certificates of coverage acceptable to the City before starting work.

The awarded firm shall maintain professional liability insurance until the expiration of the statute of limitations. In the event there is no statute of limitations specifically applicable to this project, the awarded firm shall maintain coverage for a reasonable period after the date of substantial completion of the project as agreed to by the City and the awarded firm.

#### **4. INVOICING AND PAYMENT**

Invoices shall be paid promptly by the City unless any items thereon are questioned, in which case payment will be withheld pending verification of amount claimed and the validity of the claim. Standard payment terms are Net 30 Days from receipt of properly executed invoice(s). If your firm submits a proposal that includes payment schedules based on the completion of designated phases, those stages must be clearly outlined in your proposal. The City cannot make payments for "execution of contract" (payments due upon contract signing).

#### **5. TERMINATION PROVISIONS**

Subject to the provisions below, the contract may be terminated by either party, upon thirty (30) days' advance notice to the other party, but if any work or services hereunder are in progress, but not completed, as of the dated of termination, then this contract may be extended upon written approval by the City until said work or services are completed and accepted.

A. Termination For Convenience

In the event that the contract is terminated or canceled upon request and for the convenience of the City, without the required thirty (30) Days' advance written notice, then the City shall negotiate reasonable termination costs, if applicable.

B. Termination For Cause

Termination by the City for cause, default or negligence on the part of the Bidder shall be excluded from the foregoing provision; termination costs, if any, shall not apply. The thirty (30) days' advance notice requirement is waived in the event of termination by cause.

#### **6. AWARD CONSIDERATIONS**

The City may reject any or all proposals or submittals for such reason as it may deem proper. In acceptance of proposals or submittals, the City will be guided by consideration of the interests of the City. The City also reserves the right to negotiate further with one or more of the firms as to any features of their proposals or submittals and to accept modifications of the work and price when such action will be in the best interests of the City.

The individual signing this submittal hereby declares that no person or persons other than members of his/her own organization are interested in this Project or in the contract proposed to be taken; that it is made without any connection with any other person or persons making a proposal for the same work and is in all respects fair and without collusion or fraud; that no person acting for or employed by the City of Bristol is directly or indirectly interested therein, or in the supplies or works to which it relates or will receive any part of the profit or any commission there from in any manner which is unethical or contrary to the best interests of the City of Bristol.

Unless otherwise noted within a proposal, proposals received in response to this document, including proposed fee schedules, are assumed to be valid and binding for one hundred and twenty (120) days from receipt of the proposal. If award is not made within such time, the proposal can be deemed to be either no longer valid, or can be extended with mutual consent of the City and the firm submitting the proposal.

**REQUEST FOR PROPOSALS  
CITY OF BRISTOL, CONNECTICUT 06010**



**2P10-077  
Lock Box Operations**

**Due Date: 2:00 pm, March 19, 2010**

City of Bristol  
Purchasing Office  
111 North Main Street  
Bristol, Connecticut 06010

In accordance with the City's requirements, the undersigned agrees to provide services as defined herein.

Service	Volume	Fee	Extension
Retail Lockbox Monthly Maintenance	1		
Retail Lockbox – Per Item	20,000		
Deposit Tickets	20		
Check Photocopy	20,000		
Scanned image per piece on CD	20,000		
Lockbox Package Prep – Monthly	1		
Retail Lockbox – Transmission	1		
Provide CD on a monthly basis	1		
	Total:		

Volumes listed above are estimated solely for the purpose of comparing proposals; the City of Bristol does not commit to any volumes listed herein.

The undersigned is familiar with the conditions surrounding this Request for Proposals, is aware that the City reserves the right to reject any and all proposals, and is making submission without collusion with any other person, individual or corporate.

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Witness	Signature
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Company Name	Printed Name
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Address	Title
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Town	State	Zip	Date
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Federal ID #	Telephone Number
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Email address	Fax Number
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**RETURN THIS FORM IMMEDIATELY!**

City of Bristol, Connecticut  
Acknowledgment: Receipt of RFP Documents

**Request For Proposals 2P10-077  
Lock Box Operations**

Please take a moment to acknowledge receipt of the attached documents. Your compliance with this request will help us to maintain proper follow-up procedures while ensuring that all recipients have the opportunity to submit proposals.

Date issued: March 8, 2010  
Date documents received: \_\_\_\_/\_\_\_\_/\_\_\_\_  
Do you plan to submit a response? Yes\_\_\_\_ No\_\_\_\_

Print or type the following information:

Company name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City or Town: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Fax: \_\_\_\_\_  
Email: \_\_\_\_\_  
Received by: \_\_\_\_\_

**Note: Faxed acknowledgments are requested!  
FAX (860)584-6171  
A cover sheet is NOT necessary.  
IMPORTANT: DO NOT FAX PROPOSALS.  
PROPOSALS MUST BE SUBMITTED IN SEALED PACKAGES**

**CITY OF BRISTOL  
PURCHASING DEPARTMENT  
111 NORTH MAIN STREET  
BRISTOL, CT 06010**

**Proposal Check List**

This form need not be returned with your submittal. It is suggested that you review and check off each action as you complete it.

- 1. The proposal has been signed by a duly authorized representative of the company.
- 2. Any fee schedule you have offered has been reviewed and verified.
- 3. Standard payment terms are net 30 days. Net terms for periods less than 30 days may result in proposal rejection. (You may offer cash discounts for prompt payment).
- 4. Any technical or descriptive literature, drawings or proposal samples that are required have been included with the proposal.
- 5. Any addenda to this document have been acknowledged and included.
- 6. The envelope has been addressed to:  
City of Bristol Purchasing Department  
2P10-077 Lock Box Operations  
111 North Main Street  
Bristol, CT 06010
- 7. The envelope has been clearly marked with the proposal number and opening date.
- 8. If additional copies are required as part of your response, make sure the original is clearly marked.
- 9. The proposal is mailed or hand-delivered in time to be received no later than the designated opening date and time. Late responses are **NOT** accepted under any circumstances. Faxed responses are not accepted. Please allow enough time if mailing your proposal.



## CITY OF BRISTOL, CONNECTICUT NON-COLLUSION CERTIFICATION

The undersigned certifies under penalty of false statement that this proposal or contract has been made, submitted and executed in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club or other organization, entity or group of individuals.

I further certify that I have not provided or directed to be provided gifts, meals, or gratuities, as defined in Sec. 2-129(b) of the Bristol Code of Ordinances to any official or employee of the City of Bristol responsible for awarding or administering this bid or contract.

### Please complete and sign

Legal Name of Bidder: \_\_\_\_\_

Business Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name of Authorized Agent \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employment Information Form



**City of Bristol**  
Workplace Analysis Affirmative Action Report  
Employment Information Form

Purchasing Department  
111 North Main Street  
Bristol, CT 06010

Company Name Street Address City State Zip	Contact Person	Phone Number	Date
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Report all permanent full-time or part-time employees, including apprentice and on-the-job trainees. Enter the number on all lines and in all columns.

JOB CATEGORY	A. OVERALL TOTALS (sum of all columns, B-F Male & Female)	B. WHITE (not of Hispanic origin)		C. BLACK (not of Hispanic origin)		D. HISPANIC		E. ASIAN/PACIFIC ISLANDER		F. AMERICAN INDIAN OR ALASKAN NATIVE	
		Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Officers/Managers											
Professionals											
Technicians											
Sales Workers											
Office/Clerical											
Craft Workers (skilled)											
Operatives (semi-skilled)											
Laborers (unskilled)											
Service workers											
<b>TOTALS ABOVE</b>											

Do you use minority businesses as subcontractors or suppliers? <input type="checkbox"/> Yes <input type="checkbox"/> No	Explain:
If CT based, do you post all employment openings with the State Of CT Employment Service? <input type="checkbox"/> Yes <input type="checkbox"/> No	Explain:
Do you use an Affirmative Action Plan? <input type="checkbox"/> Yes <input type="checkbox"/> No	Explain:
Describe your recruitment, hiring, training and promotion anti-discrimination practices.	