



**CITY OF PLANO  
COUNCIL AGENDA ITEM**

<b>CITY SECRETARY'S USE ONLY</b>					
<input type="checkbox"/> Consent <input type="checkbox"/> Regular <input type="checkbox"/> Statutory					
Council Meeting Date:		12/18/12			
Department:		Customer & Utility Services			
Department Head		Denise Tacke			
Agenda Coordinator (include phone #): <b>Earl S. Whitaker X7074</b>					
<b>CAPTION</b>					
RFP No. 2012-264-C for a one (1)-year contract with three (3) City optional renewals for Utility Bill Printing, Mailing & Offset Printing Services to CSG Systems, Incorporated in the estimated amount of \$158,761, and authorizing the City Manager to execute all necessary documents.					
<b>FINANCIAL SUMMARY</b>					
<input type="checkbox"/> NOT APPLICABLE <input checked="" type="checkbox"/> OPERATING EXPENSE <input type="checkbox"/> REVENUE <input type="checkbox"/> CIP					
FISCAL YEAR:	<b>2012-13, 2013-14, 2014-15, 2015-16</b>	<b>Prior Year (CIP Only)</b>	<b>Current Year</b>	<b>Future Years</b>	<b>TOTALS</b>
Budget		0	216,444	476,283	<b>692,727</b>
Encumbered/Expended Amount		0	-48,268	0	<b>-48,268</b>
This Item		0	-158,761	-476,283	<b>-635,044</b>
BALANCE		0	9,415	0	<b>9,415</b>
<b>FUND(S):     WATER &amp; SEWER FUND, VARIOUS OTHER FUNDS</b>					
<p><b>COMMENTS:</b> This item approves price quotes and expenditures for FY 2012-13. Expenditures will be made in the Utility Billing Field Services and other City department budgets based on need within the approved budget appropriations for each year of the contract. The estimated annual amount to be spent by Utility Billing in FY 2012-13 is \$77,601, and the estimated 2012-13 amount by other departments is \$81,160. The estimated future annual amount is \$476,283 (or \$158,761 for each of the three (3) additional years of the contract), and will be based on need within annually approved budget appropriations.</p> <p><b>STRATEGIC PLAN GOAL:</b> The contracted printing and mailing of Utility Bills relates to the City's Goal of a Financially Strong City with Service Excellence.</p>					
<b>SUMMARY OF ITEM</b>					
Staff recommends the Request for Proposal of CSG Systems, Incorporated in the estimated amount of \$158,761, be accepted as the best value proposal, and conditioned upon timely execution of any necessary contract documents for Utility Bill Printing, Mailing & Offset Printing Services.					
List of Supporting Documents:			Other Departments, Boards, Commissions or Agencies		
Memo, RFP Recap			N/A		



Date: November 28, 2012  
To: Diane Palmer-Boeck, Chief Purchasing Officer  
From: Stephanie Foster, Customer & Utility Services Manager  
Subject: Utility Bill Printing, Mailing & Offset Printing Services – RFP No. 2012-264-C

The Evaluation Team for the Utility Bill Printing, Mailing & Offset Printing Services evaluated proposals from twelve (12) companies.

Award recommendation was based on the following evaluation criteria:

Price – 50% (35% printing, mailing of regular & delinquent bills, 15% offset printing inserts)  
The extent to which the vendor meets or exceeds the needs of the City – 20%  
Reputation based on Client Work History – 15%  
Printing in house – 10%  
Environmental Preferable Products – 5%

Questmark proposed the lowest cost of services; however, after seeing samples of their printing, the evaluation team did not feel they would provide a product that meets the quality that the City of Plano expects.

The initial request of samples was not indicative to the level of quality we (Customer & Utility Services and the citizens) are accustomed to receiving at the City of Plano. Some of the samples did not have the proper alignment in the text boxes, the color was not vibrant, the logos were not distinct, the edges were not cut evenly and several samples were smudged. We then requested Questmark submit their best and final offer and provided them with samples of our current inserts, utility bill and delinquent bill to show the level of quality that was expected. They were also informed to take in consideration the information included in the original RFP when providing new samples. Questmark then submitted their best and final offer which included additional insert samples. These inserts were printed on the incorrect paper weight and had a glossy finish; therefore, we were unable to equally compare them to our current inserts. The paper used would cause our cost of postage to increase due to the extra weight, which is unacceptable.

After giving Questmark two opportunities to demonstrate the quality of work they are capable of producing, they failed to prove they can fully meet some of the requirements of our specifications. We are uncertain of the type of quality, product and services we will receive. It's the "unknown" that concerns us the most.

CSG ranked the highest in the overall scoring. Their cost for printing regular bills and delinquent bills was the lowest, but the cost for offset printing inserts was the second lowest which made them rank

second in overall cost. CSG is our current vendor and has been for the past twelve years. They have a proven reputation and have always provided a high level of service and quality printing to the City of Plano.

The evaluation team concludes that CSG best meets the specifications outlined in the RFP for the services requested. Choosing CSG will eliminate implementation time and training as well as the need to establish a relationship with our current billing vendor.

Therefore, we recommend award to CSG in the amount of \$158,760.87.

# CITY OF PLANO

## RFP NO. 2012-264-C RFP Utility Bill Printing, Mailing & Offset Printing Services RFP RECAP

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**Proposal opening Date/Time:** September 14, 2012 @ 10:00 AM

**Number of Vendors Notified:** 2698

**Vendors Submitting "No Bids":** 4

**Number of Bids Submitted:** 12

**Company**

Questmark Information Management	\$128,959.99
CSG Systems, Incorporated	\$158,760.87
InfoSend Inc.	\$180,758.77
Direct Mail Partners	\$183,285.09
DP2 Billing Solutions	\$192,327.33
High Cotton USA	\$192,351.45
Best Practice Systems	\$198,688.72
KUBRA	\$200,722.17
Pinnacle Data Systems	\$238,906.86
O'Neil	\$244,490.86
The Data Center	\$254,511.71
Electronic Output Solutions	\$772,848.74

**Recommended Vendor(s):**

CSG Systems, Incorporated	\$158,760.87
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*Earl S. Whitaker*

December 3, 2012

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Earl S. Whitaker, Buyer Supervisor

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Date