DataIntegrators

BID # 12-003

Utility Bill Processing, Printing,

Postage, Print Stock and Envelopes

City of Key West

April 9, 2012

Contents

1. Cover Letter

April 9, 2012

To Whom It May Concern,

The information contained in this Proposal or any part thereof, including its Exhibits, Schedules, and other documents and instruments delivered or to be delivered to the City, is true, accurate, and complete. This Proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the City as to any material facts.

Bob Denton (bdenton@dataintegrators.com) and Andrew Jessop (ajessop@dataintegrators.com) both located at 1190 International Parkway, Unit 109, Fredericksburg VA, 22406 (540) 752-9740 are authorized to bind the company with respect to this RFP.

We have read and reviewed the specifications, terms and conditions in the RFP and agree to be bound by these terms.

Robert Denton

President

Data Integrators, Inc.

1.1. Acknowledgement

Data Integrators acknowledges receipt of ADDENDUM #1.

2. Executive Summary

Data Integrators proposes to make the following services available to the City of Key West:

- Data Processing
- Document Design
- Document Imaging
- Printing
- Mailing
- Postal Optimization
- Mail Tracking – Outbound and Remittance.

- ePresentation
- Archiving
- ePayment
- On-line Reporting
- On-Line Program Management
- Marketing Programs to encourage eAdoption

In addition to supplying these services to the City of Key West we are offering to extend pricing across all similar services with the City and to develop a volume discount program that reduces your price based on all mail (permits, traffic violation payments, utilities…). In addition to lower production costs we can reduce the postage costs by increasing the density of mail thereby increasing postal discounts.

Our company's philosophy is to embrace emerging technologies, introducing them to our clients to enhance their customer communications and experience while reducing costs.

The proposal that Data Integrators, Inc. (DI) is offering includes the full range of both paper and on-line delivery through all delivery channels including and across delivery devices specifically; internet, email, smart phone and tablet computing.

We are fully conversant with SUNGUARD from other client applications and foresee no requirements for the City to change any of the infrastructure, programming or processes (other than changing IP address for transmission).

Experience

- A proven track record
  - o   12 + Years serving State, Local and Federal Governments

Qualifications/Approach

- Excellent tools for managing and viewing the work as it is completed through our on-line dashboards

- A highly structured transition plan to meet deadlines

- Well documented easy implementation and change management process

Competitive Low Cost

- Competitive pricing and a plan to lower costs as volumes increase

Continuous Improvement and Innovation

- Promotion of migration from mail to adoption of electronic communications;
- Analytical skills and marketing resources to:
- Improve document design and presentation
- Enhancing the customer experience through Customer Driven Delivery Preference (mail/computer/smartphone/tablet)

We are a mid-sized growing, flexible, and analytical organization that can meet and exceed your current and future requirements.

We thank you for this opportunity and look forward to negotiating and building a long term relationship.

2.1. Document Design

We are conversant with SUNGUARD Public Sector and can ingest the PDF output from their systems.

2.2. Data Processing

In addition to supporting most data formats, Data Integrators also has implemented in-line mail integrity based processing. We read bar codes on each and every mil piece to ensure 100% mailing compliance and that where there are multi-page documents they are 100% verified. We make on-line dashboards available to clients to see all reports.

2.3. Bill Imaging and Retrieval

The mail integrity camera systems allow us to suppress or 'pull' documents at any stage in the production process.

2.4. Document Format

Our response calls for the use of paper as specified and we can produce both single and multi-page documents. DI is also a certified manifest mailer so we can mail packages with different piece weights in the same mail stream. This reduces postage costs by increasing the density of mail.

2.5. Document Print Mail Services

Mail will be presented to the USPS within 24 hours of receipt of the data. If files are received by 3AM they will be mailed the same day.

2.6. Postal Requirements

All data is preprocessed through PAVE certified software including CASS and NCOA. We will sort to the lowest possible postage rate in all circumstances. In addition to supplying the IMB we can provide both outgoing and return mail tracking.

2.7. Reporting and Tracking Services

Through a series of dashboards, our clients are able to view all of the requirements and processes as the mail moves through the

facility.

2.8. Security Requirements

Data Integrators is a major vendor to the IRS, Medicare and the Social Security Administration, all of whom have very stringent security requirements on the personal information they provide us. Background checks are a part of our INFOSEC policy, which is available for review. Our facilities are well secured and the INFOSEC policies deal with issues such as data classification, security, network access, passwords, workstation policies, software and hardware configuration and maintenance, file transmission and data destruction.

Multi factor authentication and data security (in transit and at rest) are covered in the INFOSEC policy.

We have a secondary site that serves as a full disaster recovery facility.

2.9. Emergency Recovery

As a part of the implementation we can setup and test the DR process.

3. Vendor Information / Requirements

3.1. Minimum Requirements

Data Integrators has experience with SUNGUARD.

3.2. Background Information

Data Integrators was formed in 1999 to serve Federal, Sate and local government entities with reliable, cost effective secure production capabilities for the printing and mailing of notices. In 2009 we began migrating to more electronic services with on-line proofing and order processing. In 2010 we added a workflow tool that provides our clients with a portal to view their work on a dashboard as it progresses through the production cycle. No more delays or unknowns and email blizzards – immediate answers on-line all the time!

We are a privately held minority owned business.

Customer Reference: Spotsylvania County

Services Provided: Printing and mailing of statements

Contact Name: Linda K Benn   Chief Deputy Treasurer

Contact Telephone: 540 507-7063   LBenn@Spotsylvania.va.us

Customer Reference: Prince William County Government

Services Provided: Printing and mailing of statements

Contact Name: Steve Ferlotti

Contact Telephone: 703-792-7459 sferlotti@pwcgov.org

Customer Reference: CMS

Services Provided: Printing and mailing of various letters and corespondence

Contact Name: Julian Lowery

Contact Telephone: 410- 786-6959 julian.lowery@cms.hhs.gov

Our customer service operation is available from 8.30 AM to 5.30 PM with after hours contact information provided for 24 X 7 availablility.

3.3. General Implementation Requirements

Data Integrators will provide all materials, equipment staffing and expertise necessary to meet the requirements of this RFP. Invenory management, postage and production reporting will be provided through our on-line portal.

3.4. Service Maintenance

Data Integrtaors will develop, implement and maintain all necessary systems to meet these requirements.

3.5. Training and Support

Training will be provided on-site at the City of Key West's location of preference.

3.6. Qualifications

Data Integrators has been providing billing services since we started in 1999. Our services have migrated from pure print and mail to a hybrid of physical and electronic delivery. We support all distribution methods (mail, email, and internet) and consumer devices (computer, smartphone, and tablet). In addition to providing the distribution we offer marketing initiatives to encourage consumer migration to paperless.

We also have the ability to produce a much wider range of documents for the City and with our manifest mailing capabilities we can combine mailings to reduce postage.

We utilize state of the art processes for project management and as a part of the implementation create time lines (sample below), Statements of Work (SOW) and a Service Level Agreements (SLAs). These documents are the foundation for expectations between our business and a guideline of expectations (for training) for our associates.

We can explore selective inserting to see if this can be a revenue source for the city. If not already implemented we would use this to at least suppress inserting reply envelopes to those who pay on line.

We will initiate a cost and continuous improvement program that will look for ways to reduce costs for the City. This will be supported by quarterly meetings to review options and opportunities.

4. Proposed Cost

This is listed in the RFP; however, the per piece price is quoted in Section 5.

Department	Activity	Cost
	Equipment	N/C
	Implementation	
	Training	N/C
	Support	N/C
	Licenses	N/C
	Maintenance Agreements	N/C
	Optional	

5. Unit Price Bid Schedule

Printing of Bills, Stuffing of Envelopes, and Processing of Information per month -

8 ½ " 11" 20# stock (12,100 quantity) per month:

#9 Envelopes (12,100 quantity) per month:

#10 envelopes (12,100 quantity) per month:

9" X 12" (70 quantity) per month:

Postage (pass through):

Other (Please list each Item)

6. Conclusion

Data Integrators is a proven resource for utility billing. We offer state of the art processes and tools for all stages from implementation to daily production. We are leaders in on-line presentation of information and reporting.

We cut our teeth on Government business so we are priced very competitively and have high levels of security to maintain customer privacy.

As a small business your business would be important to us and we have shown innovation in product development that is normally associated with much larger companies.

Thank you for this opportunity.