

RFP# 2022-002 Printing, Insertion and Mailing Services for Toll Bills & Notices

Attachment B: Scope of Work

Project Objectives

To ensure successful and timely bill printing, insertion and mailing services in support of the Cameron County Regional Mobility Authority (CCRMA) SH 550 Toll Road Operations.

These services will aid the CCRMA in the following objectives:

1. Timely and accurate delivery of all bills to individuals and groups.
2. Cost effective mailing services.
3. Visibility of reporting to include turn-around time and return mail.

Scope

Cameron County Regional Mobility Authority (CCRMA) is seeking written proposals from qualified firms to perform billing services to include bill print, insertion, reporting and mailing.

The below information is an overview of the type, frequency and volume of billing services CCRMA provides.

A. Toll Billing(s)

- a. CCRMA generates Toll Bills, First Late Notice, Second Late Notice and Final Late Notice Bills.
- b. CCRMA performs monthly billing for approximately 60,000 printed bills that includes late notice billings.

B. Bill Print Requirements

1. The supplies will be required to interface with CCRMA's vendor, TollPlus LLC, to receive files.
2. The supplier must provide a means for secure data transmission and confirm receipt of data.
3. The supplier will be required to print, insert, meter and mail via first class postage the completed bills within the same day file is received. Supplier must contractually guarantee to this schedule.
4. Supplier must source, store/warehouse all forms and envelopes used to process bills.
5. The supplier must be able to support two-sided printing.
6. The supplier must support bill insert services. CCRMA occasionally needs special 1/3 sheet inserts printed and mailed with the bills. These services should be charged at an all-inclusive per-unit fee. Supplier should provide the capability of selective insertion and allow for pre-printed inserts to be provided by the CCRMA.
7. Supplier must pre-process data for address certification and pre-sort mail for lowest possible first-class rate. Software used to pre-sort must be USPS approved. Any noncertified addresses should be reported to the CCRMA within 30 days for correction in future billings.
8. Supplier must combine multiple bills for one customer into one envelope upon request.
9. Supplier must be able to extract/delete bills as requested from each run.

C. Supplies and Materials Required

- A. 8 ½ x 11 paper with bottom 1/3 perforated for a remittance ticket.
- B. #10 Window envelopes with our return address in the top left corner
- C. Group bills as referenced in B (7) require a No. 24 White Wove envelope for mailing or other as required by number of bills.