

ARDMORE PUBLIC WORKS AUTHORITY

Authority Letter No. 4610  
Meeting Date: August 5, 2019

Chairman and Trustees  
Ardmore Public Works Authority

Re: Utility Bill Printing Services for Finance Department-Customer Service Division  
RFP# 19-501

Dear Trustees:


The Customer Service Division of the Finance Department is asking for the Ardmore Public Works Authority to ratify the approval of the Ardmore City Commission to award the contract of the Utility Billing Services to DataPros. Staff recently solicited bids on outsourcing our Utility Bill Printing/Processing services. We are requesting to award a contract to DataProse for bill printing, packaging, mailing, archiving, inserting, and e-billing statements.

Item	Cost Per Document
Printing and packaging of two-sided, two-color statements	\$.105
Archiving statements for retrieval	\$.01
Inserting documents with bills	\$.01
Printing inserts for bills	\$.054
E-Billing statements	\$.06 (after \$350 set up fee)
Postage	Actual US Post Service discounted rates depending on zip codes and weights

DataProse's cost and online portal option sets them apart from other vendors. The portal features will allow us to upload data files, print duplicate statements at customers' request, track jobs, and access address certification reports. These reports verify correct mailing addresses with the US Postal Service and recommend corrections to reduce undeliverable mail. Utilizing these services, in addition to offering an e-billing option to customers, will further enhance the City's annual savings.

With the elimination of two current equipment lease agreements required to process in-house billing, and depending on several quantity variables, we expect to save approximately \$12,000 annually. Our staff has budgeted \$80,000 in FY 19/20, Customer Service Fund for this project, and respectfully recommends the Authority ratify awarding the contract of the Utility Billing Services to DataPros.

Respectfully,

  
Sissy Burge  
City Treasurer

Reviewed by: \_\_\_\_\_

  
City Manager