

Meeting Date: January 27, 2016  
Staff Contact: H. Warren, Customer Services Manager

**TITLE: C-16-1 - Approving Recommendation of Award, P201600001, Bill Print, Imaging and Mailing Services**

**ACTION: Recommend Approval**

**SUMMARY:**

The Albuquerque Bernalillo County Water Utility Authority (Water Authority) issued the subject Request for Proposals (RFP) to solicit responses from qualified vendors to provide water, sewer, and refuse utility bill printing, statements, collection notices, and mailing services. Bill design and accompanying technology advancements were reviewed as part of this RFP to ensure efficient, effective delivery of the Utilities billing, which included but was not limited to the use of USPS bar codes and Quick Response (QR) codes.

The Ad Hoc Evaluation Committee made up of H Warren, CSD Manager; Yvonne Lara, CSD Assistant Manager; Barbara Romero, CIS Administrator, Debra Walz-Burkett, Systems Analyst II; Priscilla Stevens, Systems Analysts I reviewed, evaluated, and scored the 10 responses in accordance with the evaluation criteria published in the RFP.

The Ad Hoc committee recommends the award of the contract to Technical Programming Services, Inc. with a total composite score of 4499. Listed below are the scores of the 10 respondents.

| <u>Offeror</u>                         | <u>Total Composite Score</u> |
|--|------------------------------|
| AB Data, LTD                           | 2100                         |
| Allison Payment Systems, LLC           | 2450                         |
| Datamatx                               | 3460                         |
| Master's Touch, LLC                    | 3425                         |
| Pinnacle Data Systems                  | 3080                         |
| Postal Pros Southwest                  | 3145                         |
| Questmark Information Management, Inc. | 2245                         |
| Ricoh USA, Inc.                        | 1865                         |
| Technical Programming Services, Inc.   | 4499                         |
| WBC Inc. dba Lithexel                  | 1380                         |

**FISCAL IMPACT:**

This is a neutral issue, funding has been allocated for Bill Print, Imaging, and Mailing services for FY16 & FY17 in the Customer Service operating budget.

# Memo

**To:** Lorraine R. Nuñez, Purchasing Officer  
**From:** Hobert Warren, Customer Services Division Manager  
**Date:** July 27, 2015  
**Re:** RFP AD HOC COMMITTEE; P2016000001 - Bill Print, Imaging, and Mailing Services

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The Albuquerque Bernalillo County Water Utility Authority's Purchasing Office will be issuing a Request for Proposals (RFP) for Bill Print, Imaging, and Mailing Services, P2016000001. The following individuals are recommended to serve as members of the Ad Hoc Advisory Committee ("Committee"). This Committee will review and evaluate the responses received and submit a ranked list of offerors for selection.

I recommend the following individuals to serve as the Committee members for this RFP:

- H Warren, Customer Service Division Manager, Committee Chair
- Yvonne Lara, Assistant Manager Customer Service
- Barbara Romero, CIS Systems Administrator
- Debra Walz-Burkett, Systems Analyst II
- Priscilla Stevens, Systems Analyst I

Thomas Courtin, Senior Buyer, will manage this RFP and serve as procedural advisor to the Committee.

I respectfully request your approval of this Committee in order to begin the Request for Proposal process.

APPROVED:

  
\_\_\_\_\_  
Mark S. Sanchez  
Executive Director

7/27/15  
\_\_\_\_\_  
(Date)

RECOMMENDED:

  
\_\_\_\_\_  
Stanley R. Allred  
Chief Financial Officer

7/27/15  
\_\_\_\_\_  
(Date)

Original: ABCWUA Purchasing

Copy: Patty Jenkins, Executive Services Coordinator

# Memo

**To:** Mark S. Sanchez, Executive Director

**From:** H. Warren, Customer Service Manager 

**Date:** January 6, 2016

**Re:** Recommendation of Award, P2016000001, Bill Print, Imaging, and Mailing Services

The Albuquerque Bernalillo County Water Utility Authority issued the referenced Request for Proposals (RFP) to solicit proposals from qualified vendors to provide Bill Print, Imaging, and Mailing Services.

The RFP was posted on the Sicomm website and advertised in the local newspapers. Eleven (11) responses were received and ten (10) responses were submitted for evaluation. One response is considered non-responsive. The ad hoc evaluation committee reviewed, evaluated, and scored the ten (10) responses in accordance with the evaluation criteria published in the RFP.

Listed are all the respondents' composite scores with small and/or local preferences and/or the NM Resident Preference applied for the offeror with an asterisk. The largest total composite score possible without preferences applied is 5,000.

| <u>Offeror</u>                         | <u>Total Composite Score</u> |
|--|------------------------------|
| AB Data, LTD                           | 2100.0                       |
| Allison Payment Systems, LLC           | 2450.0                       |
| Datamatx                               | 3460.0                       |
| Master's Touch, LLC                    | 3425.0                       |
| Pinnacle Data Systems                  | 3080.0                       |
| Postal Pros Southwest                  | 3145.0                       |
| Questmark Information Management, Inc. | 2245.0                       |
| Ricoh USA, Inc.                        | 1865.0                       |
| Technical Programming Services, Inc.   | 4499.0*                      |
| WBC Inc. dba Lithexel                  | 1380.0                       |

The committee recommended the award of contract to Technical Programming Services, Inc. as that company had the highest composite score and is qualified to perform the work. I concur with the committee's recommendation.

Water Authority Board approval is required for this procurement. Negotiations with the vendor shall begin immediately upon your approval.

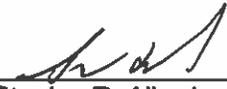
Approved:

Recommended:

  
\_\_\_\_\_  
Mark S. Sanchez  
Executive Director

1/7/16

Date

  
\_\_\_\_\_  
Stanley R. Allred  
Chief Financial Officer

1/7/16

Date

Attachments:

Composite Score Sheet

Original: Thomas Courtin, Senior Buyer  
Copy: Lorraine Nunez, Purchasing Officer  
File: P2016000001

**Bill Print and Mailing Services  
P2016000001**

| EVALUATOR | EVALUATION CRITERIA   | EVALUATION FACTORS | OFFERORS      |               |               |               |               |               |               |               |               |               |     |
|-----------|---|--------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-----|
|           |   |                    | AB DATA       | ALLISON       | DATAMATX      | MASTERS TOUCH | PINNACLE      | POSTAL PROS   | QUESTMARK     | RICOH         | TPSI          | WBC INC       |     |
| HW        | Personnel Experience, including adequacy of proposed project management to be utilized by the Offeror.  | Up to 200          | 105           | 100           | 140           | 180           | 160           | 150           | 90            | 65            | 185           | 30            |     |
| YL        |   |                    | 100           | 100           | 125           | 175           | 150           | 160           | 100           | 50            | 180           | 50            |     |
| BR        |   |                    | 175           | 100           | 175           | 150           | 200           | 200           | 200           | 200           | 100           | 200           | 75  |
| DWB       |   |                    | 100           | 100           | 150           | 175           | 150           | 150           | 100           | 100           | 50            | 180           | 50  |
| PS        |   |                    | 95            | 75            | 125           | 170           | 130           | 150           | 100           | 100           | 60            | 185           | 60  |
|           | <b>SUB TOTAL</b>  |                    | <b>470</b>    | <b>375</b>    | <b>575</b>    | <b>670</b>    | <b>630</b>    | <b>660</b>    | <b>500</b>    | <b>260</b>    | <b>745</b>    | <b>235</b>    |     |
| HW        | The Offeror's detailed plans to meet the objectives of each task, activity, etc. on the required schedule. This includes the experience and qualifications of the Offeror and personnel to perform the tasks as described in Part 3. Scope of Services, and the past performance on projects of similar scope and size. | Up to 200          | 80            | 140           | 180           | 170           | 170           | 110           | 70            | 80            | 180           | 25            |     |
| YL        |   |                    | 75            | 150           | 180           | 175           | 160           | 120           | 75            | 50            | 175           | 25            |     |
| BR        |   |                    | 100           | 175           | 150           | 150           | 75            | 200           | 175           | 100           | 200           | 200           | 50  |
| DWB       |   |                    | 75            | 150           | 180           | 175           | 145           | 130           | 75            | 50            | 175           | 175           | 25  |
| PS        |   |                    | 70            | 100           | 175           | 180           | 125           | 125           | 50            | 40            | 170           | 20            | 20  |
|           | <b>SUB TOTAL</b>  |                    | <b>320</b>    | <b>575</b>    | <b>685</b>    | <b>680</b>    | <b>505</b>    | <b>575</b>    | <b>375</b>    | <b>240</b>    | <b>720</b>    | <b>120</b>    |     |
| HW        | The overall ability of the Offeror, as judged by the evaluation committee, to successfully complete the conversion and all tasks necessary to begin Services within the proposed schedule. This judgment will be based upon factors such as the proposed scope of work and project plan.                                | Up to 100          | 45            | 35            | 75            | 50            | 75            | 50            | 30            | 25            | 85            | 25            |     |
| YL        |   |                    | 25            | 25            | 70            | 40            | 75            | 40            | 25            | 25            | 80            | 0             |     |
| BR        |   |                    | 75            | 25            | 50            | 50            | 25            | 100           | 50            | 50            | 100           | 25            | 25  |
| DWB       |   |                    | 50            | 30            | 70            | 40            | 75            | 40            | 30            | 30            | 85            | 10            | 10  |
| PS        |   |                    | 30            | 25            | 55            | 50            | 75            | 50            | 15            | 30            | 85            | 5             | 5   |
|           | <b>SUB TOTAL</b>  |                    | <b>250</b>    | <b>140</b>    | <b>320</b>    | <b>230</b>    | <b>325</b>    | <b>280</b>    | <b>150</b>    | <b>160</b>    | <b>435</b>    | <b>65</b>     |     |
| HW        | Company Experience, including the Offeror's past performance on projects of similar scope and size, and the ability of the Offeror to meet the basic requirements and service levels as described in Appendices A and B.  | Up to 250          | 55            | 80            | 210           | 190           | 210           | 150           | 80            | 80            | 230           | 40            |     |
| YL        |   |                    | 50            | 50            | 200           | 180           | 200           | 120           | 50            | 50            | 240           | 50            |     |
| BR        |   |                    | 100           | 150           | 150           | 200           | 25            | 250           | 120           | 150           | 250           | 25            | 25  |
| DWB       |   |                    | 50            | 50            | 200           | 180           | 200           | 125           | 50            | 50            | 240           | 50            | 50  |
| PS        |   |                    | 50            | 50            | 215           | 160           | 125           | 125           | 25            | 25            | 50            | 230           | 55  |
|           | <b>SUB TOTAL</b>  |                    | <b>305</b>    | <b>380</b>    | <b>975</b>    | <b>910</b>    | <b>760</b>    | <b>770</b>    | <b>325</b>    | <b>380</b>    | <b>1190</b>   | <b>220</b>    |     |
| HW        | <b>SUB TOTAL TECHNICAL SCORE</b><br>Cost Proposal – The costs proposed by the Offeror as described in Section 2.2 of this RFP to perform the tasks listed in Part 3, Scope of Services (see Appendix C). The evaluation of this section will occur after the technical evaluation, based on a cost/price analysis.      | Up to 5,000        | 1345          | 1470          | 2555          | 2480          | 2220          | 2285          | 1350          | 1040          | 3090          | 640           |     |
| YL        |   |                    | 151           | 196           | 181           | 187           | 172           | 172           | 172           | 179           | 165           | 200           | 148 |
| BR        |   |                    | 151           | 196           | 181           | 187           | 172           | 172           | 172           | 179           | 165           | 200           | 148 |
| DWB       |   |                    | 151           | 196           | 181           | 187           | 172           | 172           | 172           | 179           | 165           | 200           | 148 |
| PS        |   |                    | 151           | 196           | 181           | 187           | 172           | 172           | 172           | 179           | 165           | 200           | 148 |
|           | <b>SUB TOTAL COMPOSITE SCORE</b>  |                    | <b>2100</b>   | <b>2450</b>   | <b>3460</b>   | <b>3425</b>   | <b>3080</b>   | <b>3145</b>   | <b>2245</b>   | <b>1865</b>   | <b>4090</b>   | <b>1380</b>   |     |
|           | 5% LOCAL BUSINESS PREFERENCE  |                    | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 204.5         | 0             |     |
|           | 5% NM RESIDENT PREFERENCE   |                    | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 0.0           |     |
|           | 5% SMALL BUSINESS PREFERENCE  |                    | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 0             | 204.5         | 0             |     |
|           | <b>TOTAL COMPOSITE SCORE</b>  |                    | <b>2100.0</b> | <b>2450.0</b> | <b>3460.0</b> | <b>3425.0</b> | <b>3080.0</b> | <b>3145.0</b> | <b>2245.0</b> | <b>1865.0</b> | <b>4499.0</b> | <b>1380.0</b> |     |