



RSCD

Retirement System City of Detroit

Retirement and Pension Administration System

Request for Proposal

TABLE OF CONTENTS

I. OVERVIEW AND OBJECTIVES 3

II. QUALIFICATIONS 3

III. RESPONSE DUE DATE 3

IV. BACKGROUND 4

V. REQUIREMENTS SUMMARY 4

VI. DEMONSTRATION OF EXPERIENCES 4

VII. GENERAL REQUIREMENTS 5

 A. TECHNICAL 5

 B. SECURITY 5

 C. SUPPORT AND MAINTENANCE 5

 D. IMPLEMENTATION 5

 E. COSTS 5

VIII. PROVIDER INFORMATION 5

I. OVERVIEW and OBJECTIVES

UHY Advisors (UHY) is currently engaged with the Retirement System City of Detroit (RSCD) to fully redesign their business processes and implement new systems and services. On behalf of RSCD, we are issuing your company this Request for Proposal (RFP) as an invitation for you to compete for a bulk printing and mailing services selection.

The purpose of the requested service is to completely automate the RSCD process of bulk printing, pre-sorting, stuffing, and mailing communications to its members. This service should allow RSCD the ability to bulk print and distribute information, via electronic file transfer, on a scheduled frequency or as required.

The primary objectives for this RFP include the following:

- 1) Automate the process of mass communication to RSCD members through mailings.
- 2) Provide printing, stuffing, and mailing of letters or postcards sent from RSCD to members.
- 3) Provide an API, FTP or other secure gateway to submit all outgoing documents electronically.
- 4) Provide data security for all confidential information stored with encryption.
- 5) Provide a return service so that all mail correspondence returns to the RSCD offices.
- 6) Provide options for logo customization on the envelopes being mailed out.
- 7) Provide a tiered pricing structure based off of volume of printed materials.

II. QUALIFICATIONS

- 1) Experience providing bulk printing, stuffing, and mailing services for clients with a high volume of distributable content ranging from single item distribution to bulk distributions with over 22,000 recipients.

Providers are asked to send information supporting the objectives listed above and the requirements in the following sections. After receipt of the responses, UHY and RSCD will assess specific services, tools, and pricing models for vendor selection.

III. RESPONSE DUE DATE

Providers must submit the responses to the RFP Coordinator no later than **Friday, May 4th at 5:00 PM, Eastern Standard Time**. Only one copy needs to be submitted.

Responses submitted via e-mail are the preferred method of delivery. Responses are to be sent to:

Russ Woods, RFP Coordinator
UHY Advisors
Retirement and Pension Administration System
Six Concourse Parkway
Suite 1700
Atlanta, GA 30328
E-mail: rwoods@uhy-us.com

Questions should be directed to the RFP Coordinator by e-mail and must include the words “Print and Mail services RFP” in the subject line.

NO phone calls will be accepted or returned. A bidder’s conference will be held on Wednesday, April 18th. Please contact the RFP coordinator for conference information

Attempts by providers to communicate with any other party including RSCD employees may result in disqualification.

IV. BACKGROUND

RSCD manages an annuity and pension fund for public services which consists of over 20,000 active participants that are either contributing to or withdrawing from the system. These members receive notifications such as confidential letters, newsletters, postcards, etc. each month from RSCD. Currently, the distribution process is too manual and time consuming, so RSCD will need a service that can handle their daily, monthly, and annual printing and mailing requirements.

V. REQUIREMENTS SUMMARY

The printing, stuffing, and mailing services must be able to support the following high level requirements:

- 1) **Bulk printing, stuffing, and mailing of all correspondence being sent to RSCD members. Approximately 70,000 letters a year: 2,000 – 2,500 per month, semi-annual mailings of 20,000 letters.**
- 2) **Secure all confidential documentation received from RSCD.**
- 3) **Attach additional envelopes to mailings with RSCD’s address as the return address when required by RSCD.**
- 4) **Ability to add text to the outside of the envelope when required by RSCD.**

The requested information is outlined in sections VI and VII shown below. The content in these sections is representative of areas under consideration, but is not meant to be all-inclusive.

Please provide information regarding what your services will offer relative to these defined areas. **Also, provide any additional information for which specific information is not requested but which you think is essential, provides a benefit, or is a service differentiator.**

VI. DEMONSTRATION OF EXPERIENCES

- 1) Provide examples of your work with non-profit or public sector organizations.
 - a. Description of work

VII. GENERAL REQUIREMENTS

A primary objective for any implementation is to deliver a set of capabilities. With this in mind, please discuss the strengths of your services as follows:

A. Technical

Describe the technical requirements for your service, including but not limited to:

- a) Interface capabilities
- b) Recommended and required software; types, capacities, etc.
- c) Data conversion utilities
- d) Standards employed

B. Security

- a) Describe the security capabilities of the service and any applicable certifications.

C. Support and Maintenance

Please describe your support programs and include:

- a) Hours of service
- b) Response time for service calls
- c) Online services
- d) Issue resolution escalation process

D. Implementation

- a) What type of instructional documentation is provided to be retained by the Client?

E. Costs

- a) Please provide a breakdown of all applicable costs associated with your service, including but not limited to any license, transactional, implementation, support, and annual fees.
- b) Please provide a forecasted annual total cost of service

VIII. PROVIDER INFORMATION

- 1) Please provide the following information if it is not included in your annual report:
 - a) A short history of your company and its services and products (length of time in business, origin of major services, etc.).
 - b) Description of formal partnerships with other companies.
 - c) Reference accounts, major clients.