



CITY OF AZTEC
REQUEST FOR QUOTATION

RFQ # **2026-878, UTILITY BILL PRINTING & MAILING SERVICES**

THIS IS NOT AN ORDER

DATE:	07.23.25	SUBMIT QUOTES TO: CITY OF AZTEC Attn: Brenda Blake, Procurement Office 201 W. Chaco, Aztec, NM 87410 EMAIL: procurement@aztecnm.gov PHONE: (505) 334-7652 Quotes may be submitted via email or uploaded to BidNet.com.	QUESTIONS MAY BE DIRECTED TO: Brenda Blake 505-334-7652 procurement@aztecnm.gov
DUE DATE:	08.06.25		
TIME:	10:00 am		
Quotes Good to Date:	09.06.25		
Expected to Award Date:	08.11.25		
PAYMENT TERMS		DELIVERY/ SERVICE ADDRESS	
NET 30 DAYS AFTER RECEIPT OF INVOICE UNLESS DISCOUNT IS OFFERED.		201 W. Chaco Aztec NM 87410	
DISCOUNT OFFERED FOR EARLY PAYMENT: _____ % _____ DAYS		FOB DESTINATION – FREIGHT COSTS: Include all freight in quote. FOB Destination.	

NOTES TO BIDDERS:

Include freight/delivery charge if applicable.
Do not include tax on quote. (See terms 17 & 18.)
Itemized quote required. Pricing may be submitted attached to this form.
This form must be submitted and signed on page 2.

Brand Name or Equivalent: Any manufacturer name listed is for the purpose of describing the standard of quality, performance, and characteristics desired. Equivalents exhibiting the same standard of design, function, quality and performance will be considered. Include complete specifications if quoting an equal substitute.

BASIC SERVICES

To provide services consisting of an average printing of 3,300 utility statements per month. The Contractor will provide dynamic, two-color, duplex printing (lasering) of statements, page-two of statements, inserting statements, with remittance envelope and occasional additional inserts, prepare for mailing, and mailing the statements obtaining the best postage rate possible. Contractor shall have the capability of not inserting a remittance envelope in bank draft statements and in statements with a credit balance. This process is required on a monthly basis, with a same day mail out, turn-around guarantee. Data transmission shall be transferred on a monthly basis.

Scope of Services

1. Assist the City with statement design, layout and programming changes to allow for modifications as industry and programs requirements change, when requested;
2. Obtain the best price available on white perforated paper, custom printed #10 white window, carrier envelopes, and custom printed #9 white-remittance envelopes. The City reserves the right to change color, sizes, etc.;
 - a) Purchase and store these supplies for the City;
 - b) Contractor shall be responsible for maintaining adequate inventory.
 - c) Contractor shall bill the City for supplies as they are used.
3. Contractor shall provide, when requested, blank statement forms, #10 & #9 envelopes for use by City.
4. Contractor shall provide messaging capabilities on statements based on certain criteria, i.e. final bill, new customer, bank draft, delinquent messages, etc. Contractor shall provide detailed rate descriptions from detail types and class codes provided in the City's file layout.
5. Data is to be received by the Contractor via Secure Transfer Website site.
6. The data file shall conform to the City's data record format layout. It will be a fixed record length ASCII format. Contractor shall be required to Secure Transfer Website transferring of data.
7. Provide assistance (size, weight requirements, and other factors) when inserts are to be placed in the utility statements. Inserts may be prepared by Contractor, or provided by the City;
8. Bar coding for postal mailing and payment stub process to optimize efficiency and postal cost reductions. The City requires the following bar coding requirements.
 - a) U.S. Postal Service standards bar coding (please reference the type of scanning suggested as required by the U.S. Postal Service, i.e. window envelope scanning or printed on envelop scanning).
9. Insure that utility bills will be delivered to the U.S. Post Office for distribution within 24 hours after receipt of data. The Contractor shall outline their best and worst case turnaround time scenario.

10. Provide automatic confirmation to the City upon delivery of bills to the U.S. Postal Service. Vendor must maintain CASS certification and address correction/forwarding on behalf of the City.
11. All work shall be done at a location that provides security and supervision from start to finish, including a well-defined quality control assurance program.
12. Provide an Identity Theft Prevention Program document, security plan, and SSAE16 audit report that explains how the City of Aztec Utilities information is kept separate from the information of other vendor customers and how the information is being protected from unauthorized exposure and use while under the control of the vendor.
13. Provide live telephone support to the City of Aztec for problem resolution.
14. Mailed items shall conform to the format(s) approved by the City.
15. Contractor shall provide dual runs prior to mailing out statements (applicable to go live and later changes in programs, utility statements, delinquent notices, etc.). Dual run process will be designed in conjunction with the City to provide testing and verification to the City's satisfaction.
16. The Contractor shall have a disaster recovery program (hardware and software) available to insure all statements are printed and mailed. The Contractor shall address in their proposal their disaster plan procedures. The Contractor shall detail to the City their off-site data backup storage methodology, data recover procedures, printing and mailing of data.
17. Contractor shall print a report listing all City customers with suspected incorrect addresses and shall mail report via email to the City for follow up and correction.
18. When requested by City, Contractor shall print a monthly Mail Master List and shall mail list to the City. Contractor shall submit a USPS Form 3600-PC and/or 3605-PC, as applicable, which verifies the number of City statements mailed daily for cross-checking and problem solving resolution, when requested by City.
19. All of the reports in this section shall be packaged and mailed same business day by the Contractor, to the City of Aztec, Attn: Customer Service Billing Department, 201 W Chaco St, Aztec, NM 87410 via express mail, or best way, arrangements to be negotiated. Contractor shall bill the City at their cost for the express mailing.
20. The Contractor shall have the capability of inserting between 4 and 5 inserts, (in addition to the #9 white remittance envelope) with the option of providing inserts into designated statements (i.e. Senior Citizens Code, specific zip codes, etc.).

21. The Contractor shall be responsible for the application of postage, coordination, required preparation, and delivery of the City's billing statements to the U.S. Post Office. The Contractor shall guarantee to process the City's mail down to the carrier route to obtain the best postal rate available.

22. Contractor shall process business license renewals twice a year. The files are prepared separately and will be in pdf format. File will be transmitted using an electronic file transfer. The volume for each mailing is approximately 700 statements. These mailings will include a return envelope and may include an insert. The renewal statements include a remittance stub located at the bottom of the statement.

NAME OF COMPANY SUBMITTING QUOTE:

***Itemized quote required. Pricing may be submitted and attached to this form.**
Exhibit 1. Utility Bill Sample

DATE OF QUOTE	
SUBMITTED BY (Printed Name)	
SIGNATURE (Bidder must sign to validate offer.)	
COMPANY NAME	
ADDRESS	
TELEPHONE	
EMAIL ADDRESS	
FED TAX ID NUMBER	
NM CRS ID NUMBER	

1. CONTRACT DOCUMENTS: The contract documents shall consist of the Bid/RFQ Documents, any Addenda issued prior to Due Date, the quote, the Purchase Order and any separate written agreement agreed to by the parties. This RFQ is subject to the Purchase Order Terms and

Conditions and RFQ Requirements and Specifications.

2. INTERPRETATION OF CONTRACT DOCUMENTS: If a potential Bidder is uncertain as to the meaning of any part of the specifications or this RFQ, the

bidder is expected to contact the Purchasing Agent no less than four (4) days prior to Due Date.

3. **EXAMINATION:** Bidders shall carefully examine the Contract documents and the maintenance sites to obtain first-hand knowledge of existing conditions. Bidders will not be given extra payment for conditions, which can be determined by examining the site and contract documents. It is mutually agreed that the Bidder has made the examinations, investigations and test required herein and has made provisions as to the cost in his bid/quote.
4. **DELIVERY:** Quote shall be FOB Destination and must indicate normal lead time and/or best delivery date on the items listed. Shipping costs shall be included in quote. NM laws prohibit acceptance of ownership of goods in transit.
5. **DELIVERY/ WORK COMPLETION DATE:** Time of proposed delivery of completion of work must be stated in definite terms. The City reserves the right to cancel all items not shipped or work not completed within the period agreed to by the vendor. In case of default of the successful bidder, the City may procure the items from other sources and hold the bidder responsible for any excess cost occasioned thereby.
6. **PREPARATION OF BIDS:** Bidders are not required to provide quotes for every item listed. The City may award separate items to separate bidders or all to one bidder, depending upon availability and/or pricing of each item.
7. **SUBMITTALS:** This RFQ and any required documents must be received by the Department indicated on the RFQ by the date and time indicated. Bids/Quotes may be submitted via email, fax, USPS (or VendorRegistry.com if published there).
8. **AWARD:** The City reserves the right to award to multiple vendors as determined to be in the City's best interest. Award will be made to the most responsive, responsible and qualified vendor with the bid most closely conforming to the solicitation, whose selection will be most advantageous to the City. In determining responsiveness, responsibility and qualifications, the following will be considered by the City: A.) The bid which offers all specifications requested and has the least overall cost to the City of Aztec. B.) Bidder's experience and references. Upon request, the bidder shall supply the City with references, a general history, description, and status of their company and/ or qualifications.
9. **NOTICE OF AWARD:** Award notification will be sent to the vendor receiving the award via mail and/or email. Award status can be obtained by contacting the City Purchasing Office at (505) 334-7656.
10. **MATERIALS:** All supplies, materials, and components

quoted shall be new unless indicated otherwise. Any quotes submitted for used or reconditioned supplies or components will be considered non-responsive. All goods shall be delivered serviced and ready for use.

11. **CORRECTION OF WORK AFTER FINAL PAYMENT:** Final payment shall not relieve the vendor of responsibility for faulty materials or workmanship and the vendor shall promptly remedy any defects due thereto.
12. **PERFORMANCE OF CONTRACT:** The vendor shall comply with all laws, ordinances, rules regulations and specifications that have a bearing on this contract.
13. **OPERATIONAL INSTRUCTION:** The bidder shall supply with their bid the latest printed specifications and advertising literature on the unit (s) they propose to furnish.
14. **ALTERNATE/ EQUIVALENT BIDS:** Unless otherwise stated, any manufacture or brand names listed for the purpose of describing the standard of quality, performance, and characteristics desired. Equivalents exhibiting the same standard of design, function, quality and performance will be considered. Include complete specifications if quoting a substitute.

Bidders submitting alternate items, of equal specifications, may be requested to demonstrate suitability or provide product samples of the item they intend to supply for testing. The City Purchasing Agent shall be the sole judge to determine whether the alternate item is actually equal to the item identified in the specifications and the Purchasing Agent's decision will be final and binding.

The City recognizes the expertise provided by many bidders and encourages creativity in bidding. Alternates may be considered if the bid submitted clearly indicates what will be furnished and how it will benefit the City. Alternates will be compared to the lowest responsive, responsible bid as specified.

15. **QUOTE EXPIRATION:** Unless otherwise indicated, quotes must be valid for a minimum of 30 days.
16. **CONTAINER DEPOSITS:** The City shall not be charged for container deposits. Seller shall be required to remove empty containers.
17. **NON-TAXABLE TRANSACTIONS:** Tangible personal property items (parts, supplies) are non-taxable to the City. A non-taxable certificate, if not previously issued, will be issued to successful bidders upon request.
18. **TAXABLE TRANSACTIONS (such as labor):** Pursuant to Section 13-1-108 NMSA 1978, the total amount of the bid

shall exclude the applicable state gross receipts tax or applicable local option tax. The City will pay for any taxes due on the Contract and will pay any increase in applicable tax which become effective after the date the Contract is entered into.

Taxes shall be shown as a separate amount in each billing or request for payment made under contract and shall separately identify each tax being billed.

19. CORRESPONDENCES: The RFQ Number shall appear on all quotations and related correspondence.
20. DELIVERY/ COMPLETION DATE: Time of proposed delivery of completion of work must be stated in definite terms. Time is of the essence in the placing of this order and the City of Aztec reserves the right to cancel all items not shipped or work not completed within the period agreed to by the vendor. In case of default of the successful bidder, City of Aztec may procure the items from other sources and hold the bidder responsible for any excess cost occasioned thereby.
21. WARRANTIES: The Bidder shall warrant and guarantee all workmanship performed by the Bidder and materials supplied by the Bidder for a minimum period of one (1) year from purchase date, unless otherwise specified in the specifications.
22. DEFAULT: In event of default by the contractor, the City reserves the right to procure the commodities and/or services from other sources, and hold the contractor liable for any excess cost occasioned thereby.
23. FIRM PRICING: Bid price shall remain firm for the entire contract period. The City reserves the right to accept any bid, in whole or in part, and to reject any or all bids if it is deemed in the best interest of the City to do so. The City reserves the right to waive any formality or informality in the process of awarding this bid.
24. CANCELLATION: The City may cancel the contract with the vendor at any time for vendor poor performance or vendor breach of contract. Cancellation shall not release the vendor from legal remedies available to the City.
25. PAYMENT: Original invoices must be presented for payment in accordance with instructions contained on the Purchase Order including reference to Purchase Order number and submitted to the correct address for processing.
26. PROTESTS: Any protest concerning the award of a contract shall be decided by the Procurement Specialist. Protests shall be made in writing to the Purchasing Office and shall be filed within three (3) business days of final approval and acceptance of the bid by the City

Commission. A protest is considered filed when received by the Purchasing Office. The written protest shall include the name and address of the protestor, the ITB number, a statement of the specific reasons for the protest and supporting exhibits. The Purchasing Specialist will respond to the written protest within seven (7) days. The Purchasing Specialist's decision relative to the protest shall be final.

Upon receipt of a protest the City may, but is not required to, delay its order under the awarded contract.

27. ERRORS & OMISSIONS: The City is not responsible for errors and omissions occurring in the transmission or download of any documents or specifications. In the event of any discrepancy between website information and the hard copy documents, the terms of the hard copy will control.
28. RESERVATION OF RIGHTS: The City reserves the right to reject any or all bids failing to meet the City's specifications or requirements and to waive technicalities. If in the City's opinion, the lowest bid is not the most responsible bid, considering value received for monies expended, the right is reserved to make awards as determined solely by the judgment of the City. In determining the lowest responsible bidder, the City shall take into consideration the qualities of the articles supplied, their conformity with the specifications, and their suitability to the requirements of the City and the delivery terms. Intangible factors, such as the Bidder's reputation and past performance, will also be weighed.

The Bidder's failure to meet the mandatory requirements of the RFQ will result in the disqualification of the bid from further consideration.

The City further reserves the right to reject all bids/quotes and obtain goods or services through intergovernmental or cooperative agreements, or to issue a new and revised RFQ.

Submission of a bid/quote confers no rights on the Bidder/ Contractor to a selection or to a subsequent contract. All decisions on compliance, evaluation, terms and conditions shall be made solely at the City's discretion and shall be made in the best interest of the City.

29. TERMINATION, CANCELLATION AND DAMAGES: This contract may be terminated upon mutual agreement of both parties.

If the City terminates this Contract because of the supplier/contractor's breach, the City shall have the right to purchase items or services elsewhere and to charge the supplier/contractor with any additional cost incurred, including but not limited to the cost of cover, incidental and consequential damages and the cost of re-bidding. The City may offset these additional costs against any sums otherwise due to the supplier/contractor under this bid or any unrelated contract.

30. TRANSFER OF OWNERSHIP OR ASSIGNMENT: The terms and conditions of this contract shall be binding upon and shall ensure to the benefit of the parties hereto and their respective successors and assigns. Prior to any sales or assignments the City must be notified and approve same in writing.
31. VENUE: By submitting a response, bidder agrees that venue for all disputes arising out of the solicitation process, including but not limited to judicial review of any protest decision, will be exclusively in the circuit court for the Eighteenth Judicial Circuit in City of Aztec, New Mexico and that New Mexico law will control.
32. COOPERATIVE USE AGREEMENT: Use of Contract by Other Agencies: Pursuant to Section 13-1-129, NMSA 1978, Bidders /Contractors /Offerors are hereby notified that any central purchasing office allowed by law and as otherwise allowed by their respective governing rules and regulations, may contract for the goods and/or services included in this procurement document with the awarded Bidder /Contractor /Offeror. Contractual engagements accomplished under this provision shall be solely between the Bidder /Contractor /Offeror and the contracting entity with no obligation by the City of Aztec.
33. BRIBERY: By law (Section 13-1-191, NMSA, 1978) the City is required to inform Vendors of the following: (1) it is a third-degree felony under NM law to commit the offense of bribery of a public

officer or public employee (Section 30-24-1); (2) it is a third- degree felony to commit the offense of demanding or receiving a bribe by a public officer or public employee (Section 30-24-2); (3) it is a fourth-degree felony to commit the offense of soliciting or receiving illegal kickbacks (Section 30-41-1); (4) it is a fourth-degree felony to commit the offense of offering or paying illegal kickbacks (Section 30-41-2).

19. CONFLICT OF INTEREST: Bidder warrants that it presently has no interest and will not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of service under this contract. Bidder must notify the City's Chief Procurement Officer if any employee(s) of the requesting department or the Purchasing Office have a financial interest in the Bidder. If yes, the Bidder must specify the employee(s) name in their proposal.
20. DEBARMENT, SUSPENSION, AND INELIGIBILITY: By submitting a response (RFQ/Bid/Offer) to this solicitation, the business (Bidder /Offeror /Contractor) represents and warrants that it is not debarred, suspended, or placed in ineligibility under the provisions of Federal Executive Order 12549.
34. RENEWAL & EXTENSION: This contract will not be subject to renewal or extension.
35. SUBCONTRACTORS: No Subcontractors will be allowed.
36. WITHDRAWAL OF BIDS: Any bid/quote may be withdrawn prior to the Due Date or authorized postponement thereof. Any Bid received after the time and date specified shall not be considered.
37. NEW VENDORS: New vendors are required to complete a Vendor Packet prior to issuance of the purchase order.

Exhibit 1

Place this side out in the return envelope

Check List

Have you:

- ✓ Enclosed your check, payable to the City of Aztec?
- ✓ Enclosed your remittance slip?



City of Aztec
201 W CHACO ST
AZTEC NM 87410-1915

General Information: If you have a question about your bill, please call the City of Aztec, Utility Customer Service Department at (505) 334-7670. Our hours of operation are Monday through Thursday, 7:15am to 5:00pm. You can visit our website at www.aztecnm.gov for a wide range of information, including conservation tips, website links to other conservation tips, Aztec Utility Guidebook to help understand your billing, frequently asked questions, and rates. Our website also provides various forms such as bank drafts and budget billing.

Usage: The number under the usage column for electric (EL) represents kilowatt hours (kWh). The number under the usage column for water (WA) represents the number times 1,000 gallons. (4 = 4,000 gallons.)

Due Date: All bills are due and payable by the due date printed on the front side of this bill. A grace period is given which is 10 days from due date. Active accounts not paid by the end of the grace period will be considered past due and will be subject to a 5% late fee and disconnection. Final billed accounts that are not paid within 30 days of due date will be subject to collections.

Rates: Rates are available at upon request. You can also visit our website at www.aztecnm.gov to view our rates online.

Methods of Payment: By check, money orders, cash, debit or credit cards.

By Mail: Mail check or money order to City of Aztec, 201 W. Chaco St., Aztec, NM 87401
In Person: 201 W. Chaco St., Aztec, NM 87410
Drop Box: South Parking Lot, near Utility office at 201 W. Chaco St., Aztec NM 87410
By Phone: Pay with a Credit or Debit Card – call (505) 334-7670
Online: Visit www.aztecnm.gov Click on City Services, Utility Billing and Pay Bill Online.
Bank Draft: Complete Bank Draft Authorization form for automatic monthly bank drafts.

Other Services Offered:

Budget Billing- You pay the same amount each month based on your last year of service.

Online Utility Bill Lookup and Payment- You can view and/or pay your account online.

Automatic Bank Draft – You can have your utility payment automatically drafted from your bank account each month.

Paperless Billing- You can have your bill sent directly to your email and clear the clutter of paper bills.

Not sure about Paperless? You can do both – have a paper bill emailed to you and receive one in the mail.

To learn more about these services visit the Utility Customer Service webpage at www.aztecnm.gov or call our office at (505)-334-7670.

Afterhours Non-Emergency: If you have a non-emergency for electric, water or sewer service that is after our hours of operation, you can call San Juan County dispatch at (505) 334-6622 for assistance. Please note, that an afterhours fee may be charged to your account, if a City of Aztec employee needs to respond to the location afterhours.



City of Aztec
Utility Billing Department
 201 West Chaco Street
 Aztec, NM 87410
 (505) 334-7670
 www.aztecnm.gov





ACCOUNT #	PAYID
12345	1234A
YOUR BALANCE WITH US	
PREVIOUS BALANCE	8222.12
LAST PAYMENT	8222.12
PAST DUE BALANCE	0
CURRENT CHARGES DUE 03/11/19	7058.82
TOTAL DUE	7058.82

COMPANY NAME
 123 MAIN ST
 AZTEC NM 87410-0000

AMOUNT PAID _____

DETACH AND RETURN STUB WITH REMITTANCE

City of Aztec Utility Billing Department * (505) 334-7670

ACCOUNT NUMBER		SERVICE ADDRESS				BILLING PERIOD		BILL DATE	
12345		123 MAIN ST				01/15/19 to 02/14/19		02/25/19	
ELECTRIC									
	Previous		Current		Usage		Meter SSA-0227		
	Date	Read	Date	Read	Current	Year Ago			
	01/10/2019	41290	02/11/2019	41892	36120	35160			
	01/10/2019	52514	02/11/2019	52514	0	193	Meter S-0967		
	EL	ELECTRIC SERVICE							2056.60
	EL	POWER SUPPLY COST @ 0.055000							1986.60
	EL	ELECTRIC SERVICE							35.00
EL	POWER SUPPLY COST @ 0.055000							0.00	
Total Electric Charges								4078.20	
WATER									
	Previous		Current		Usage		Meter 15244253		
	Date	Read	Date	Read	Current	Year Ago			
	01/10/2019	10206	02/11/2019	10492	286	207			
	WA	WATER SERVICE							1514.40
	WC	WATER CAPITAL RESERVE							5.65
Total Water Charges								1520.05	
WASTE WATER									
	SW	SEWER SERVICE		USAGE		286	1163.00		
	WW	WWTR PLANT IMPROVEMENTS							13.95
	Total Waste Water Charges								1176.95
TRASH SERVICE									
	TR	TRASH SERVICE		1- 3YRD 3X WEEK			192.67		
	RC	RECYCLE CENTER							2.35
	Total Trash Service Charges								195.02
MISCELLANEOUS CHARGES									
MC		DISCONNECT NOTICE							20.00
Total Miscellaneous Charges								20.00	

MESSAGE CENTER	TAXES	68.60
	PENALTIES	0.00
	CURRENT CHARGES	7058.82
	PAST DUE BALANCE	0
	TOTAL BALANCE DUE	7058.82