

March 18, 2026

DuPage County
Attn: Procurement Dept.
421 North County Farm Rd.
Wheaton, IL 60187

DuPage County,

Thank you for inviting us to bid on DuPage's Utility Bills. We have successfully printed and mailed these same utility bills for DuPage since 2014.

We are a company that specializes in this type of variable data bill mailings. We currently mail bills for over 200 cities/counties across the country. We believe we would continue to be a good provider for the services you have described.

I am including a brief proposal, price sheet, references and samples. We are familiar with DuPage's mailing requirements and have reviewed both your bid and bill samples. I have tried to address all points of your request and would be glad to come to Wheaton and answer any questions you have during your evaluation if that would be helpful.

Again, we appreciate the opportunity. The size and requirements of your billing job are what we excel in, so we are excited about the possibility of continuing to work with DuPage County.

I look forward to hearing from you.

Tom Stith
V.P. Sales
Peregrine Services Inc
(913) 972-2734
tstith@peregrinesolutions.com

Company Experience:

Peregrine Services is a printing and mailing company headquartered in Monroe, LA. We have been in business since 1993. Our Mailing Division has focused on utility, tax and other governmental financial mailings for all 33 years that we have operated. In 2025 we worked with over 200 cities/counties across the United States on mailing their variable data pieces.

We mail approximately 3 million pieces of mail a month and have an annual revenue of 8 million dollars a year. We have a staff of 30 employees and own our own building and print shop. For further review of our services and locations our website is peregrinesolutions.com.

Peregrine is different from most mailing companies. We do not want to be a huge mail house offering all mailing products. We have chosen to remain a specialized financial mailing company that is an expert in variable data billing. We take pride in our personal service, technical ability and attention to detail.

Most of our new customers come to us by referrals from our satisfied customers. Most of our customers have been mailing with us for over 5 years. Each year our plan is to add only 6-8 new recurring mailing accounts. This planned growth rate allows us to maintain our capacity at a position where we will not have difficulty meeting all our clients' deadlines and expectations.

DuPage's Utility Bill Application:

Having printed and mailed DuPage County's Utility Bills for the last 12 years, Peregrine has a clear understanding of the details and requirements of this billing job.

DuPage's RFP calls for the turnkey printing and mailing of approximately 27,000 utility bills every other month. The utility bills will be divided into three groups. Approximately 20,000 bills will be printed and mailed with a return envelope, approximately 6,500 bills will be printed and mailed without a return envelope and a small segment of 800 bills will be printed and shipped back to DuPage.

In addition to the regular utility bills, DuPage will mail 3,000 Reminder Notices and 2,000 Disconnect Notices in the non-utility bill months.

The bills will be printed in color on an 8.5 x 11 sheet. The bills will include a perforation and will also include an informational backer.

The reminder notices and disconnect notices will be printed in color on an 8.5 x 11 sheet and will also include a perforation.

The bills and notices will include standard water and sewer variable data billing information.

The bills, reminder notices and disconnect notices are mailed out in a #10 preprinted window envelope. All except the disconnect notices will include a #9 preprinted return envelope.

This is a standard format (statement/#10 outgoing envelope/#9 return envelope) that makes up over 90% of our mailing jobs. We will be able to produce the mailing entirely on-site. We do not subcontract any portion of the printing or mailing.

Statements and Envelopes:

With each customer we can either duplicate their existing statement, or we can redesign their statement at no charge.

Both the fee for any graphics work, as well as the fee for the computer programming required to take the billing data file and print the variable data correctly is waived. There are no set-up or programming fees.

We do have all of DuPage's art and programming in place from previous years, so any expected development work would be minimal.

For the billing statements we use 8.5 x 11 24# paper stock. We offer multicolor printing on the front of the statements and the bill backer.

We will use preprinted #10 window and #9 non-window envelopes.

We have two full-time graphic artists on staff that will help with the design of forms. We will be able to use DuPage's art to incorporate any seal or logo on the billing statements and envelopes. We will also be able to include features such as messaging boxes, barcodes and OCR scanlines.

During form design we will provide both electronic (PDF) and physical (Fed-Ex) proofs. This will allow DuPage to approve stock when it comes to layout, paper weight, ink, perforations, OCR scanlines, barcodes, messaging boxes, etc.

Once the form and envelope stock are approved, we generally preprint inventory about 6 weeks prior to print/mail date. This allows us to keep forms costs down by printing in larger quantities and ensures that we have appropriate stock on hand to produce each mailing. We have a large facility with plenty of room for storage.

Data File:

As mentioned above, we have the DuPage Utility Bill programming in place, so that we can continue printing the billing information from your data file onto the approved bill form. If DuPage would like to make any billing or template changes with their data, we will waive any fee for additional programming required by Peregrine. We have extensive experience working with Tyler Munis billing software.

Once the statement form shell is proofed and approved, we will be ready for DuPage to send their electronic billing files. James, our programming manager, will then send completed electronic data proofs by PDF for your review. This is to double check that our conversion program for your mailing is pulling and mapping the data from your file correctly. We begin by providing 100 random statement data proofs for review and then provide data proofs for any specifically requested statements to proof different billing scenarios.

Our statements can include barcodes and OCR scanlines for remittance processing. We have worked successfully with DuPage's remittance equipment on all previous mailings. Once the initial data proofs are approved, we will Fed-Ex hard copy samples for DuPage to test the barcodes and scanlines with their remittance equipment.

We have a secure password protected FTP site which our customers use to transfer their data files to us. Our customers usually upload their data files in either a PDF format or a raw data (text, flat, CSV, XML, etc.) format.

Once you upload your live file, you will receive a production log for the job. The production log will include the number of notices that were received so that you can ensure that the correct file was completely received.

Throughout our print/mail process, we audit back to the confirmed file count at each step during production to confirm the file is being produced correctly.

All our Flowmaster high speed inserters use an automated camera to ensure all bills, envelopes and inserts are inserted correctly.

Our mailings are visually spot-checked by our production staff at three different points during production to confirm accuracy and quality of print.

Production:

With all of our jobs being time-sensitive financial mailings, we understand the importance of meeting our mailing deadlines. DuPage's notices will mail within 24-48 hours of receipt.

We have two MCS color industrial presses, a fleet of commercial high-speed HP Laser Printers as well as 3 Flowmaster and Pitney Bowes intelligent inserters to make sure we meet this mailing time frame. We are planning on adding only 6-8 mailing accounts this year and can easily handle that increase in volume. We take pride as a company in mailing all our jobs on time for our customers each day.

On the mailing side, we do everything possible to ensure that you get the lowest possible USPS presort postage rate. We are a full USPS IMBC Provider. We encode delivery addresses using licensed CASS/PAVE Certified Software and generate a USPS Form 3553 for the pieces to be mailed. This encoding process assures the accuracy of zip codes, and the resulting Intelligent Mail Barcode provides the fastest processing, delivery and lowest possible postage rate from the U.S. Postal Service.

USPS's most recent postage increase took effect on July 13, 2025. The lowest presort postal rate after that increase is 59.3 cents for 5-digit USPS qualification matches. Since some statements of any mailing job do not qualify for that lowest rate, there is a small percentage of the statements that get only the 3-digit postage rate or above. With the current USPS rates, we are averaging .603 for postage on all our bill mailings. We do not mark up postage. It is a pass-through cost for us. We will do everything possible to minimize DuPage's postage expense.

To help decrease postage cost we can household/group mailings by common name and address. To the greatest extent possible multiple statements going to the same name and address can be matched and inserted into one envelope. There is no additional charge for this service.

We insert, sort, tag and deposit our mailings in the Business Mail Entry Unit Depot (BMEU) of the Monroe Post Office. Bills will then be overnighted by USPS to postal break points in Illinois to ensure no delay in customer's receiving. We do first class mailings for customers located across the United States, from Florida to Alaska, with no delay in USPS delivery time.

Additional Information:

We can include a Message Section on the billing statements. The text for the message can either be included directly in the billing data file or can be submitted as a separate text/word file. The message text can be printed in any highlight color.

In addition to using the available message section on the billing statement we can include separate insert pieces (commonly 8.5x11 letters or third sheets). We have a full-service print shop where we can print your inserts.

We run DuPage's mailing addresses through NCOA and provide all related reports.

We typically invoice our mailings on a per job basis. We will line item each mailing and issue a separate invoice for the job's postage. We do not require any USPS postage deposit or escrow account.

We offer standard Net 30 payment terms.

We do agree to hold all component and service costs steady for three years. The only possible price change would be due to official changes in pricing from USPS, which would be passed on to customer.

We do agree to submit all necessary paperwork (insurance, Illinois Secretary of State paperwork, certificate of good standing) if we are chosen as vendor.

We have a second facility located 12 miles from our main office which has duplicate equipment for production if there were circumstances that kept us from operating at our primary facility.

Peregrine's IT Department has an extensive data back-up procedure with secondary servers on site, as well as at 2 off-site data center locations located in Pineville, LA and Kansas City, KS.

Over 90% of our mailings are financial in nature. We meet several data security classifications (Gramm-Leach, HIPAA, etc.) We have never had an instance of a customer's data being compromised. All our customers' files are uploaded through a password protected secure FTP site. All our employees agree to hold all customer information confidential as a condition of employment. We contract with a shredding company to dispose of our paper waste.

Staffing:

DuPage's dedicated contact person would continue to be Sales Manager Tom Stith. Tom works with all our variable data bill mailing customers and is knowledgeable on all aspects of this industry. Tom has a strong background in sales and technical customer service and has worked with Peregrine for 16+ years. Tom's phone number is (913) 972-2734 and he is available extended business hours to help anyway possible.

Other employees on the DuPage team:

James Stith/Vice President ---James has headed up our data shop for 26+ years and manages our account programming as described previously to assure that all projects run smoothly.

Bruce Bishop/President and Production Manager---Bruce has managed all phases of our print and mail shop for the last 26+ years. Prior to joining us Bruce has 10 years' experience as a Pitney Bowes Service Manager working with their high-speed inserting

equipment. He holds various technical degrees and can provide all maintenance on our machines in house.

Brooke Smith/Printing Production Supervisor---Brooke is our main production/lasering contact and has been with us for 16+ years. She has worked every printing line position we have and is familiar with all the different applications that we print.

Bobby Morris/Inserting Supervisor---Billy has been with us for 16+ years and has worked all our inserting department positions. He is proficient in all postal regulations and helps ensure our customers receive the lowest possible postage rates.

We are fortunate to have a group of employees that have been with us a long time and care about the job they do for our customers.

Again, thank you for the opportunity to offer our bid. I would be glad to come to Wheaton to further discuss the billing job with you during your evaluation if that would be helpful.

We look forward to hearing from you.

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