



Chatham County Announcement

**REQUEST FOR PROPOSAL
Printing and Mailing Services
FOR THE CHATHAM COUNTY TAX ADMINISTRATORS DEPARTMENT**

Announcement Date: May 14, 2015

Due Date: Wednesday, May 28th, 2010 4:00 PM

RESPOND TO: Chatham County Finance
Robin James, Purchasing Agent
PO Box 608
12 East Street
Pittsboro, NC 27312

Contact Info: Robin S James, CLGPO
Chatham County Purchasing Agent
robin.james@chathamnc.org
919-545-8364 Phone
919-545-2417 Fax

COUNTY OF CHATHAM

FINANCE OFFICE
POST OFFICE BOX 608
PITTSBORO, N. C. 27312-0608



VICKI S. MCCONNELL
Finance Officer
PHONE: 919-542-8210

ORGANIZED 1770

707 SQUARE MILES

REQUEST FOR PROPOSAL Printing and Mailing Services FOR THE CHATHAM COUNTY TAX ADMINISTRATORS DEPARTMENT

Chatham County is seeking quotes from experienced, reliable vendors to provide printing and mailing services for the Chatham County Tax Department. This will include tax bills, listing forms, revaluation notices, past due notifications and other miscellaneous notices as needed. The attached Exhibit A displays the Counties estimated material type and quantity.

The county intends to award a three year contract with an initial term of July 1, 2015 through June 30, 2018, with an option of two one-year renewals. During the calendar year of the agreement, the county shall have the option of terminating the agreement upon a sixty (60) day's notice in writing for causes relating to quality of service, which have been previously addressed to vendor in writing. The pricing, terms and conditions stated in the proposals will remain valid for sixty (60) days from the date of delivery of the quote to the County.

The requirements defined in this section are mandatory. They contain the overall, general services required of the vendor. The vendor shall work with the county to coordinate the best possible method of printing and distributing notices. This process must take into consideration the best possible flow to ensure that the notices are validated, printed and mailed within an acceptable time period. The vendor must be able to meet the requirements presented below:

- Must assure professional setup and design assistance with form layouts created and provided by the county.
- Experience in working with various file formats and receive files through various transmission methods
- The majority of the forms will be 8 ½ x 11, duplex, with two color graphic and tear off coupons for lockbox processing
- Ability to selectively insert materials with the notice envelopes
- Ability to selectively pull notices prior to printing and/or after printing but prior to mailing. This requirement is in addition to standard samples required.
- Capability to mail multiple notices, each consisting of one or more page, within the same envelope.
- Must be able to complete the printing and mailing production within six business days for large jobs and within one business day for smaller jobs after sample approval provided by the tax office.

- Vendor must have options available so that duplicate copies of the notices can be made.(DVD, etc)
- Must demonstrate disaster recovery program and must address in their quote their disaster recovery procedure that assures proper turn-around.
- The vendor will be responsible for sorting, application of postage, coordination, required preparation and delivery of the county's notices to the U.S postal services and guarantee that the processing performed provides the best possible postal rates available. The vendor must be U.S.P.S NOCA link licensed and process files through NCOA prior to printing and mailing.
- Describe services that may be provided that can assist the county in increasing efficiency of notice production and/or customer service issue
- After each billing the vendor will provide an electronic file containing the data identifying those customers with incorrect addresses
- The vendor will provide reporting on number of notices printed (separately identified by form type), number of different inserts selected, and validation totals after each mailing.
- The vendor will need to define an acceptable process that works within a daily timeframe to print and mail notices preferably web based and available to the county via the internet. The tracking program should not require special software or hardware by the client.

Examples of the web based services expected:

- 1.) Ability to transmit files electronically for processing
- 2.) Capability to schedule and initiate jobs
- 3.) Number of notices printed
- 4.) Dollar value for the notices printed
- 5.) Number of inserts mailed
- 6.) Postal Amounts for notice run
- 7.) Number of pieces pulled in notice run
- 8.) Confirmation of notices sent to post office

Proposals submittal should be prepared in a simple, straightforward manner, including a concise description of the vendor's capabilities to satisfy the requirements of the request. Responses must include the following:

- 1.) Letter of response by an officer of the company
- 2.) Completed Vendor Form (Exhibit B)
- 3.) Company profile including number of years in business, description of operations, total number of clients, etc.
- 4.) Detail of features and capabilities of the proposed service to be provided and include responses to the requirements listed above.
- 5.) Provide at least three client references within North Carolina include client name, number of pieces printed and mailed, type of mailing and format for printing services.
- 6.) Detailed breakdown of all cost based on the **attached bid form** (printing fees including single and duplex, insertion fees, approximate postage fees, cost of supplies, implementation fees, documentation, maintenance, hourly rates, etc.

Request for Proposals (RFP) Instructions

Chatham County, North Carolina, is requesting sealed proposals from qualified vendors for the provision of printing and mailing services for the Chatham County Tax Department. This will include tax bills, listing forms, revaluation notices, past due notifications and other miscellaneous notices as needed. To be eligible for consideration, the proposing company must be capable of supplying the services as noted herein and must be financially solvent.

I. Inquiries and Corrections

All inquiries relating to this request shall be addressed to:

Robin James, Purchasing Agent
Chatham County Finance Office
P.O. Box 608
Pittsboro, NC 27312

If a proposing company finds discrepancies in or omissions from the specifications or should require additional clarification of any part thereof, a written request for interpretation shall be submitted to Ms. James. Any interpretation of or change made to the RFP will be made by written addendum to each proposing company and shall become part of the request for any contract awarded. The County will not be responsible for the accuracy of any other oral explanations, interpretations, or representations. All inquiries shall be made in writing and all responses will be provided in writing, with copies sent to all proposing firms. To be given consideration, inquiries must be received at least five (5) calendar days prior to the date established for the opening of the proposal. It shall be the responsibility of each proposing company to verify that every addenda has been received prior to submitting proposals.

II. Submittal Date, Location, and Opening

Please provide two (2) paper copies and one (1) electronic copy submitted no later than 4:00 PM EST on Thursday, May 28, 2015. All proposals must be received in the Chatham County Finance Office, Attn: Robin James, Courthouse Annex, 12 East Street, P.O. Box 608, Pittsboro, NC 27312. Proposal packets must be labeled. "Chatham County Tax Print and Mail Services".

III. Late and Telegraphic Proposals

Late proposals will not be accepted under any circumstance, and any proposal so received shall be returned to the proposing company unopened. In addition, telegraphic and/or proposals sent by electronic devices (facsimile machines) are not acceptable and will be rejected upon receipt. Proposing firms will be expected to allow adequate time for delivery of their proposals, either by airfreight, postal service, or other means

IV. Definition and Context

Unless otherwise specified in this document, all words shall have a common meaning unless the context is which they are used clearly requires a different meaning. Words in the singular number include the plural, and in the plural include the singular.

V. Conditions of Proposal Submittal

- A. All proposing firms shall comply with all conditions, requirements, and specifications contained herein, with any departure constituting sufficient cause for rejection of the proposal. However, the County reserves the right to change the conditions, requirements, specifications as it deems necessary.
- B. The proposal must be signed by a duly authorized official of the proposing company submitting the proposal.
- C. No proposal will be accepted from any person, company, or corporation that is in arrears for any obligation to the County, or that otherwise may be deemed irresponsible or unresponsive by county staff or the County Board of Commissioners.
- D. Only one proposal will be accepted from any person, company, or corporation.
- E. All prices quoted must be firm for a period of sixty (60) days following the opening of the proposal.
- F. Chatham County reserves the right to reject any and all proposals or any part thereof and to award the proposal to the most responsive and responsible proposing company as deemed in the best interest of Chatham County.
- G. All proposals shall be prepared in a concise manner as to content. Promotional material will not be considered as part of the proposal and will not affect the evaluation of the proposal.
- H. All costs, including travel and expenses, incurred in the preparation of this proposal shall

be borne solely by the proposing company.

- I. The County reserves the right to request additional references.
- J. The County will not return to proposing firms proposals or other information supplied to the County.

VI. Evaluation of Proposals

Chatham County intends to make one selection on the basis of the proposals received. The company selected for the award will be chosen on the basis of the benefit to the County and not necessarily on the basis of lowest price.

The Board of Commissioners shall make the final determination of the company selected.

VII. Evaluation Criteria

Proposals shall be evaluated on the basis of the following criteria:

- A. Responsiveness to the needs of the county as identified herein.
- B. The degree to which the proposal meets or exceeds the terms of the specifications.
- C. Results of reference checks and past performance for other clients.
- D. Price.

VIII. Proposal Preparation and Information

- A. Proposals submitted shall contain all information as requested herein, and any additional information necessary to summarize the overall benefit of the proposal to the County.
- B. Proposals shall include the following:
 - 1.) Letter of response by an officer of the company
 - 2.) Completed Vendor Form (Exhibit B)
 - 3.) Company profile including number of years in business, description of operations, total number of clients, etc.
 - 4.) Detail of features and capabilities of the proposed service to be provided and include responses to the requirements listed above.
 - 5.) Provide at least three client references within North Carolina include client name, number of pieces printed and mailed, type of mailing and format for printing services.
 - 6.) Detailed breakdown of all cost based on the attached bid form (printing fees including single and duplex, insertion fees, approximate postage fees, cost of supplies, implementation fees, documentation, maintenance, hourly rates, etc.
- C. Submission of a bids shall be taken as a prima facie evidence that the proposer has full knowledge of the scope, nature, quality, and quantity of the work to be performed, and the detailed requirements and conditions under which the work is to be performed.

IX. General Requirements of the Successful Proposing Company

The successful proposing company shall enter into a contract with the C

Exhibit A
Chatham County Tax Materials Type and Frequency Estimates

Form Description	Freq.	Volume	Form Type	Static Back	Ink	Perforated Coupon	Lockbox Scan Line	Mailing Env	Return Env	Selective Messages	Special Inserts	NCOA	Samples Req'd
Chatham County Tax Administration													
Annual Billing	Annual (Jul)	50K	Duplex	Yes	Black /Blue	Yes	Yes	Custom Double Window	Single LEFT Window 1/0	No	2 8.5x11 Tri-Folds and coupon	Yes	Yes
Regular Final	Annual (Jan)	6k	Duplex	Yes	Black /Red	Yes	Yes	Custom Double Window	Single Left Window 1/0	No	No	Yes	Yes
Public Utility	Annual (Sept)	1k	Duplex	Yes	Black /Blue	Yes	Yes	Custom Double Window	Single Left Window 1/0	No	No	Yes	Yes
Real Property Listing	Annual (Dec)	47k	Duplex	Yes	Black /Blue	No	No	Custom Double Window	No Window Preprinted 1 color	No	Duplex 8.5x11 Tri-fold, plus 2	Yes	Yes
Business Listings	Annual (Dec)	3k	Duplex	Yes	Black /Blue	No	No	Custom Double Window	No Window Preprinted 1 color	No	8.5x11 Tri-Fold Duplex	Yes	Yes
Farm Listings	Annual (Dec)	1k	Duplex	Yes	Black /Blue	No	No	Custom Double Window	No Window Preprinted 1 color	No	2- 8.5x 11 Tri-Fold Duplex	Yes	Yes
Revaluation Notices	4 year cycle (2013,2017 , etc) (Jan)	47k	Duplex	Yes	Black /Green	Yes	No	Custom Double Window	No Window Preprinted 1 color plus RED message	No	No	Yes	Yes

EXHIBIT B
Vendor Information & Signature Form

Name of Vendor:	
Trade License # (if applicable)	
Contact Person(s)	
Street Address with City, State & Zip Code	
Mailing Address (if different than above)	
Phone #	
Fax #	
Email	
Proposer will do the work as:	<input type="checkbox"/> Individual <input type="checkbox"/> Joint Venture <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation
Date & state of incorporation	Date State
Name of partnership or joint venture	

By signing below, the submission of qualifications shall be deemed a representation and certification by the Proposing Consultant that it has investigated all aspects of the RFB, and it has read and understands the RFB.

Authorized Signature:
Date Signed:
Title of Signatory:

Chatham County Bid Form

Completion of this form is required

By providing quotes in the requested breakout variations below, will have consistent data for comparison

Item #	Description	Unit Price	Comments/Scope	Job Types (for use by Client)
Pricing for Items 1-6 should assume one form per envelope and no special inserts . Price quoted would be total cost to place item in mail stream, less postage.				
1..	Laser printed, folded duplex form Black and one additional color ink No perforated tear off coupon Single window mailing envelope print 1 color, No window, preprinted return envelope printed 1 color – non white Address verification			Real Prop, Business & Farm Listings
2..	Laser printed, folded duplex form Black and one additional color ink Perforated tear off coupon Custom double window mailing envelope Single window return envelope Address verification			Regular & Final notices
3..	Laser printed, folded DUPLEX form (paper does not have to be lockbox quality) Black ink only No perforated tear off coupon No mailing or return envelopes No address verification		Printing cost is based on volume	BUS Instructions And PL instructions, and Farm Instructions
4.	Laser printed, folded, simplex form (paper does not have to be lockbox quality) Black and one additional color ink No perforated tear off coupon Double window mailing envelope No return envelope Address verification			Value Notice
5.	1/3 Page Buckslip Insert – Color Paper			
6.	Address Verification PAVE/CASS (note any minimum volumes)			
7.	Address Verification NCOA (note any minimum volumes)			
8.	Insertion fees – 1/3 Page, Letter, Legal size (per piece)			
9.	Unqualified Statements			

Item #	Description	Unit Price	Comments/Scope	Job Types (for use by Client)
10.	Handling Fees – Multiple Pages			
11.	Online Document Samples/Proofing			
12.	Initial Form Set Up – Existing Forms (per hour)			
13.	New Form Setup (per hour) (note any minimums)			
14.	Form Design Changes (per hour)(note any minimums)			
15.	Programming/Coding Changes (per hour) (note any minimums)			
16.	Lockbox Scan Line Testing (Successful/Unsuccessful Results)			
17..	Low Volume Count Charge			
18.	Electronic Reporting			
19.	File Transfers			
20.	File Tracking			
21.	Double Window #10 Mailing Envelope			
22.	Double Window #10 Mailing Envelope – Custom Text on Back			
23.	Double Window #10 Mailing Envelope – Custom Text Front & Back			
24.	Single Window Standard Mailing Envelope w/preprinted return address			
25.	Single Window Return Envelope			
26.	No Window Return Envelope – preprinted address			
27.	No Window Non White Return Envelope – preprinted address			
28.	Double Window Flat Pack Envelope for Multiple Form Mailing			

	Other – Attach additional page(s) if necessary			
29.	DVD of final file			
30.	Create a blank form for internal use in PDF format			